



News Release

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For Immediate Release

For more information, contact:
KUB Media Relations

KUB Extends Service Disconnection Suspension Until Further Notice *To Support Our Community During COVID-19*

KUB had previously announced it would resume utility service disconnections for non-payment in early August. Following the extension of Tennessee's State of Emergency by Governor Bill Lee, and in light of the impact COVID-19 continues to have on those in our service territory, KUB is extending this support until further notice. As the community navigates our new normal, KUB is here assist our customers and will continue to evaluate how best to meet their needs.

KUB Customer Service Centers will reopen to the public with reduced occupancy on Monday, July 6. KUB will continue to waive or reimburse service fees for payment options that promote social distancing and protect our community's health such as phone and online payments.

While services will not be disconnected at this time, utility bills will continue to accrue, and KUB encourages customers who are able to do so to continue to make payments. KUB will continue its policy of waiving late fees for customers who contact KUB about their bill and can also make payment arrangements or direct those in need to assistance options that are available to assist our community.

Together, we can get through this. Please call KUB at 865-524-2911 if you have questions or concerns about your bill. You can also visit our website www.kub.org/assistance to find out more about the assistance opportunities that are available.

KUB is a municipal utility serving Knox and parts of seven adjacent counties and provides electric, gas, water, and wastewater services to more than 464,000 customers.

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