

News Release

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For Immediate Release

For more information, contact:
KUB Community Relations

KUB Makes Moving Easier With Online Start/Stop Capabilities

Start or stop utility service online anytime, from anywhere at www.kub.org.

Whether you're moving to Knoxville to start a job, a college student here for a new school year, or local resident moving to a new address across town, you can start or stop your utility service online anytime, from anywhere. KUB can help make your move easier with the convenient Start/Stop service function online at www.kub.org.

To access this easy to use feature, go to the KUB website and click on the Start/Stop link on the home page or visit www.kub.org/start. New visitors will need to register on the site to open an account, but the easy interactive web form will walk you through each step. You can even select a date to start or stop service to suit your needs. You will receive a confirmation e-mail when your service request is submitted.

Other customer options available on the KUB website include:

- Sign up for payment options so you can pay online or over the phone, anytime, from anywhere.
- Sign up for Paperless Billing: It saves trees and makes paying bills easier with monthly e-mail reminders and no worries about lost or stolen bills.
- View and pay your utility bill and get an online confirmation.
- Outage reporting.

As always, KUB Customer Service Representatives are available by phone at 865-524-2911. In-person options are also available for those who prefer them. KUB Payment Centers are located at 4428 Western Avenue and 4218 Asheville Highway, and are open Monday-Friday from 8:30 a.m. – 5 p.m. Other options for bill payment include PaySite Kiosks and In-Store Bill Pay at select Kroger and Walmart stores, and their locations are available on the Payment Locations Map, which can be accessed at www.kub.org by navigating to Bills & Payment, and clicking the Payment Locations Map Link.

KUB is a municipal utility serving Knox and parts of seven adjacent counties and provides electric, gas, water, and wastewater services to more than 457,000 customers.

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