



News Release

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For Immediate Release

For more information, contact:
KUB Communications

More than \$4 Million Available for Utility Bill Assistance KUB to Resume Service Disconnections Oct. 19

As our community navigates a new normal, some may find themselves in need of financial assistance. Funds are available through community agencies to help residents who are unable to pay utility bills. More than \$4 million dollars in funding from the Federal CARES Act, grants, and local donations, are available to help our community. These funds will be distributed by the Knoxville-Knox County Community Action Committee (CAC), Project Help, and other local agencies. Information on how to apply for these funds is available at www.kub.org/help.

"People in our community may be experiencing difficulties paying bills for the very first time due to the effects of the pandemic and they may be unaware of all the agencies that can help them," said Barbara Kelly, CAC Executive Director. "We encourage those in need to reach out so that we can guide them through the process and work together to get their needs met."

In mid-March KUB suspended disconnections for nonpayment to ensure that customers facing financial difficulties had continued access to safe and reliable utility services regardless of the ability to pay. After being suspended for seven months to aid the community during the COVID-19 pandemic, KUB will resume utility service disconnections for nonpayment beginning Monday, October 19.

"But even as we resume our normal billing operations, disconnecting our customers is the last thing we want to do," said Gabriel Bolas, KUB President and CEO. "We want to make it as easy as possible for customers to stay in service, so we're making some changes to help them." Those customers who have fallen significantly behind on payment will be automatically enrolled in a generous repayment plans which could allow as much as 15 months to repay overdue balances while utilities remain in service. KUB is also waiving late fees for these customers.

If you would like to help your neighbor in need, you can donate to United Way or Project Help. Visit www.uwgk.org for information on supporting United Way. Donations to Project Help can be made by selecting an option on the back of a KUB monthly bill, via one-time bank draft when paying their bill online, by visiting a KUB payment kiosk, or by mailed check. Details for donating to Project Help can be found at www.kub.org/projecthelp.

Together, our community can get through this. Please call KUB at 865-524-2911 with questions or to find out more about utility bill assistance. The attached document contains a list of regional agencies that serve our community, which represent only a small number of those in our community who are available to help.

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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HERE TO HELP: KUB AND UTILITY ASSISTANCE PARTNERS

Responding to the pandemic, assisting the community

KNOX COUNTY

Knoxville-Knox County Community Action Committee (CAC)

865-637-6700 • www.knoxcac.org

CAC currently provides many forms of utility payment assistance, such as the Low-income Home Energy Assistance Program (LIHEAP). For utility bill assistance, contact CAC's Energy and Community Services at 865-637-6700. Due to the COVID-19 pandemic, all KUB customers looking for bill payment assistance are encouraged to call this number instead of physically visiting CAC.

Project Help

865-637-6700 • www.kub.org/projecthelp

Project Help is an emergency energy assistance program that assists people in need living within the KUB service area, regardless of the energy source in their home. Project Help is committed to helping customers who need financial assistance on their utility bills due to circumstances related to the COVID-19 pandemic and beyond.

Knoxville Area Urban League (KAUL)

865-524-5511 • www.thekaul.org

KUB and KAUL are partnering to help customers save money on their utility bills by offering free virtual Energy and Water Saving Workshops. By attending a free virtual workshop, participants will learn ways to save energy, water, and money. Participants will also receive Home Energy Starter Kits with tools to begin making changes at home right away. To register for these workshops, visit www.kub.org/save.

ANDERSON & UNION COUNTIES

East Tennessee Human Resources Agency (ETHRA)

Anderson County: 865-457-3352

Union County: 865-992-8816

www.ethra.org

ETHRA, like CAC, facilitates LIHEAP, which helps families with their home energy bills. Assistance is available once a year, and emergency funds are set aside for families facing a shut-off of energy services. Applications are taken quarterly during the months of January, April, July, and October. Please call 1-855-309-0416 two weeks before these months begin to find out if you are eligible to receive these funds.

GRAINGER, JEFFERSON, & SEVIER COUNTIES

Douglas-Cherokee Economic Authority

Grainger County: 865-828-5228

Jefferson County: 865-475-4745

Sevier County: 865-453-7131

www.dcea-liheap.org

The Douglas-Cherokee Economic Authority administers LIHEAP, which provides assistance with home heating and cooling needs and is open to all households that meet income guidelines and provide documentation of all household income.

BLOUNT COUNTY

Blount County Community Action Agency (CAA)

865-983-8411 • www.blountcaa.org

Blount County residents may be eligible for LIHEAP assistance, as long as funding is available. Eligibility is also based on a priority point system so that households with members who are elderly, disabled and/or under the age of six. Persons interested in applying for assistance should contact Blount County Community Action Agency for an appointment and application.

Connect with KUB

865-524-2911 • www.kub.org



Do you think you will have trouble paying an upcoming bill?

Connect with KUB's Partner Service Agencies

Dial 211 (865-215-4211)
or visit www.kub.org/help



#HeretoHelp



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