



News Release

December 19, 2018
For Immediate Release

For more information, contact:
KUB Community Relations

KUB Announces Customer Service Center Hours for Winter Holidays

In observance of the upcoming Christmas, New Year's, and Martin Luther King Jr. holidays, KUB will limit the hours for customer service centers. Listed below are the dates and hours for service center operation:

Monday, December 24 (Christmas Holiday)

4428 Western Ave (640 Plaza) – Open 8:30 a.m. – 12:30 p.m.
All other locations closed

Tuesday, December 25 (Christmas Holiday)

All customer service centers closed

Tuesday, January 1, 2019 (New Year's Day)

All customer service centers closed

Monday, January 21, 2019 (Martin Luther King, Jr. Day)

All customer service centers closed

For customer convenience, online payments can be made anytime at www.kub.org. Secure payment drop boxes are also available at each service center location.

Customers may pay their KUB bills with cash or check at convenient PaySite kiosks located in participating Quick Stop, E-Z Stop Food Marts, Food City Stores, and the KAT Transit Center. (Please note: The kiosk provider, PaySite, charges a convenience fee per transaction). Customers will be provided with a receipt, and the payment credit will post real-time. Most stores housing the kiosks are open seven days a week for extended hours. That gives customers the added flexibility of receiving real-time credit for payments when the KUB Customer Service Centers are closed-on nights, weekends, and holidays.

Also available is the CheckFree Pay at area Kroger and Walmart stores. This payment transaction fee is \$2, and your payment will post immediately.

Visit www.kub.org for a complete list of locations and hours.

As always, customers with utility emergencies will still be able to contact KUB by phone at 865-524-2911.

KUB is a municipal utility serving Knox and parts of seven adjacent counties and provides electric, gas, water, and wastewater services to more than 459,000 customers.

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Electricity • Water • Wastewater • Gas

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