



News Release

November 16, 2017
For Immediate Release

For more information, contact:
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KUB Announces Payment Center Hours for Winter Holidays

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

Thursday, November 23 (Thanksgiving Holiday)

All payment centers closed

Friday, November 24 (Thanksgiving Holiday)

4428 Western Ave (640 Plaza) – Open 8:30 a.m. – 5 p.m.
All other locations closed

Friday, December 22 (Christmas Holiday)

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

Monday, December 25 (Christmas Holiday)

All payment centers closed

Monday, January 1 (New Year's Day)

All payment centers closed

Monday, January 15, 2018 (Martin Luther King, Jr. Day)

All payment centers closed

For customer convenience, online payments can be made anytime at www.kub.org. Secure payment drop boxes are also available at each payment 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 of \$1.95 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 Payment Centers are closed-on nights, weekends, and holidays.

Also available is the CheckFree Pay at area Kroger, Walmart, and Kmart 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 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 453,000 customers.

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Electricity • Water • Wastewater • Gas

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