CONNECTION
KUB CUSTOMER NEWSLETTER
KUB
September/October 2026

KUB Customer Assistance Available to Those in Need

KUB has a long history of leadership in supporting customers with programs like Project Help, a team of Customer Counselors, and supportive Customer Service processes.

- KUB's **Customer Counselor** team includes professional social workers who connect customers with bill payment resources through a network of approximately 200 agencies.
- **Customer Service Representatives** help with due date extensions and other financial arrangements to prevent disconnection of services during difficult times.
- Customers have access to a variety of **KUB programs** that provide custom solutions, including Levelized Billing (see more on the back side), Time of Use rates that lower costs during peak demand times (visit kub.org/timeofuse for more information), and a PrePay Billing option (visit kub.org/prepay for more information).
- KUB's home weatherization and Water Savers programs help qualifying customers improve energy and water efficiency in their homes while reducing utility costs.
- KUB's **Project Help** provides customers with emergency energy assistance. Project Help has provided over 1,900 families with more than $950,000 in assistance over the past 5 years. To donate to Project Help, visit www.kub.org/projecthelp.

Learn more about KUB's efforts and how you can get assistance at www.kub.org/assistance.

Q&A | KUB Answers Your Questions

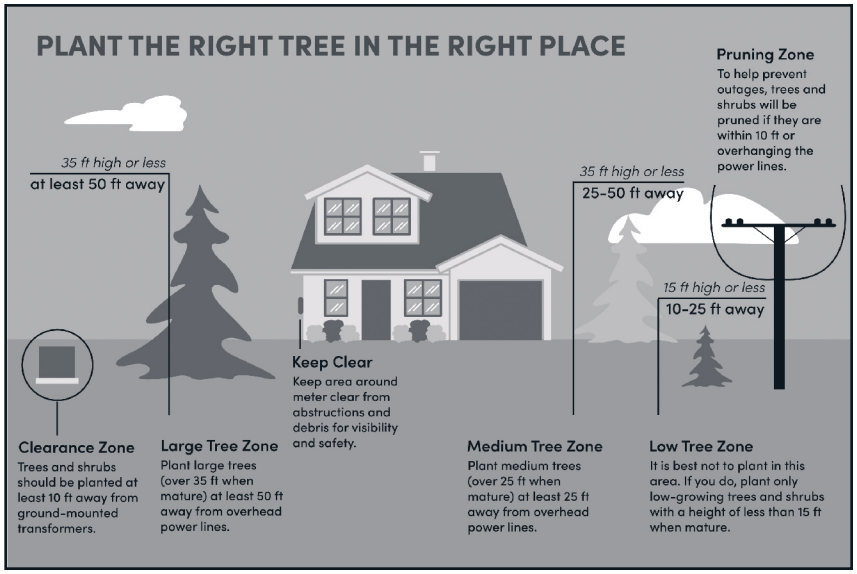
Q: Is it okay to put "flushable" wipes in my toilet?
A: No. Despite marketing claims, it isn't a good idea. It is crucial to only flush human waste and toilet paper down your drains. Any other materials can clog your pipes or jam sewer pumps, leading to backups into homes, sewer overflows, and costly repairs - even if the product is marked as "flushable." Among items that should not be flushed are:

- Baby/personal hygiene wipes, feminine products, disposable toilet wand heads, paper towels, dental floss, and cat litter.
- Cooking oils or grease; pour it in a can for disposal in the trash.
- Prescription/over-the-counter drugs; take these to collection events or the 24/7 collection site in the Knoxville Police Department Safety Complex at 1650 Huron St.
- Hazardous materials, including automotive and cleaning products, oil-based paint, pesticides, and other chemicals; these can be disposed of at 1033 Elm St.

Plant the Right Tree in the Right Place

KUB prunes trees to maintain safe, reliable electric service. Avoid future conflicts between trees and power lines by planting only low-growing trees near power lines, as shown.

If you have questions about tree pruning, visit www.kub.org/plantsmart. You can also call the Vegetation Management hotline at 865-558-6658 weekdays, 7 a.m.– 9 p.m., or email trees@kub.org.



KUB Offers Energy & Water Savings Workshops

KUB offers its customers free workshops to learn simple ways to save energy and water at home, which also saves money on utility bills. Workshops are free and available to all age groups, and customers leave each workshop with a free savings kit as well.

Kids Workshops: Eye Spy Energy Kids' Workshops introduce kids to the TVA EnergyRight Monsters, who make saving energy fun. Kids learn where energy comes from, how to save energy, and more.

Teen Workshops: The Energy Evolution Teen Workshop for middle and high school students empowers attendees to play their role in energy conservation.

Adult Workshops: Adult energy & water savings workshops include an hour-long presentation led by KUB representatives using interactive displays to show how each tip makes a difference.

Visit www.kub.org/workshops to register and request a free workshop today.

KUB Prioritizes Natural Gas Safety

Natural gas is a safe, reliable, domestic fuel that has a variety of uses. KUB meets or exceeds the minimum federal safety standards through system maintenance, operations, safety surveys, and replacement programs.

When KUB responds to a potential natural gas leak, KUB checks natural gas lines (outside and inside), appliances, and appliance connections for leaks. While rare, if KUB finds an immediate hazard inside (e.g., detection of natural gas by instrumentation), KUB shuts off the gas flow to the appliance and issues a Safety Concern Letter or shut off gas flow to the building and places a red tag on the meter detailing the unsafe condition(s) found.

KUB advises customers to contact a qualified HVAC, plumbing or natural gas contractor to repair the condition(s) identified on the Safety Concern Letter or Red Tag. If a Red Tag is placed at the meter, a follow-up letter is sent to the property owner outlining the unsafe conditions and the steps required to restore service. Once all necessary actions have been completed, potentially including a city/county inspection, and the customer notifies KUB at 865-524-2911, a free follow-up leak inspection will be conducted. If conditions are safe, service will be restored.

For more information, visit www.kub.org/safety.

Levelize Your Bills for Consistency

Levelized Billing helps you "level out" seasonal swings that make your bills higher in the very hot or cold months. Under the program, KUB will calculate your payment each month using a 12-month average. Because your payment is recalculated each month, the payment amount will vary slightly to reflect a true rolling average. To get the most benefit, it's best to enroll early and remain enrolled over time to fully experience a more level bill.

Sign up on the KUB mobile app or at www.kub.org.

Who Repairs Overhead Electric Service Lines?

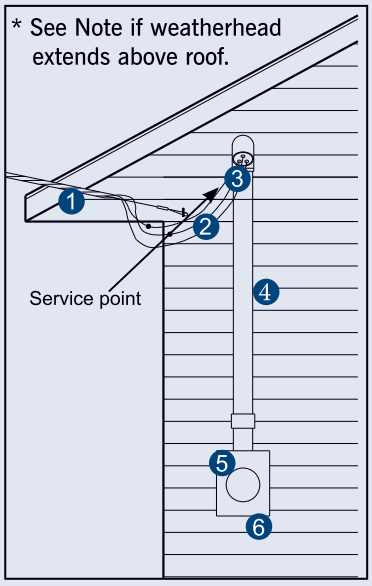
KUB repairs its lines as quickly as possible after damage occurs; but sometimes, customer-owned equipment and facilities must be repaired before KUB can restore power.

KUB installs and repairs the overhead service line **(1)** and electric meter **(5)**. The property owner must clear trees or limbs from the service line once the lines are **confirmed to be de-energized** and repair any damage to the customer-owned service equipment.

The service line is the line from KUB's pole to the customer's building. The customer-owned service equipment includes the service bracket (if it's on the side of the house) **(2)**, weatherhead **(3)**, service cables (inside riser) **(4)**, and meter center **(6)**.

***Note:** If the service bracket is on a weatherhead that extends above the building's roof, KUB repairs it.

Reminder: Customers should contact a qualified electrician for repairs. KUB will disconnect the service line at no cost so the contractor can safely perform repairs. Afterward, call KUB at 865-524-2911 to reconnect the service.



KUB

www.kub.org

KUB, a municipal utility (not for profit), provides over 520,000 customers in Knoxville and parts of seven surrounding counties with safe and reliable electric, fiber, natural gas, wastewater treatment, and water services.

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