

Customer Service: (865) 524-2911

Monday–Friday, 7 a.m.–6 p.m.

Emergencies: 24 hours a day

For billing disputes, call: (865) 524-2911

Monday–Friday, 8 a.m.–5 p.m.

To report an outage, call:

1-800-250-8068, 24 hours a day, seven days a week.

Visit www.kub.org for Online Services Information

KUB offers many convenient online services. You can pay your bill and start or stop residential and commercial service. You can also report outages and find information on deposit requirements, conservation tips, payment options, payment kiosk locations, and more.

Residential utility deposits may be waived based on information provided by Equifax. Please direct questions regarding your credit rating to Equifax by calling 1-888-932-2324.

KUB Payment Options – KUB provides many convenient payment options, including no-cost bank drafting. Sign up below or at www.kub.org.

- **AutoPay** – This is KUB’s easiest payment option. Your monthly payment is deducted directly from your bank or credit union account on your due date or the following banking day. You’ll still receive a monthly statement, showing the amount to be drafted.
- **SelectPay** – With this option, you have the flexibility to draft your payment online or by phone from your bank or credit union account. Pay the entire amount or pay a portion one day and the balance later. It’s easy, convenient, and you can use it anytime – 24 hours a day.
- **Payment Kiosk** – Pay your bill seven days a week at a convenient PaySite Kiosk. Visit www.kub.org for PaySite locations.
- **Credit Card Payments** – BillMatrix accepts KUB payments for a small fee. Pay by credit or debit card on www.kub.org or call 1-800-405-7951.
- **Payment Center Hours** – 4218 Asheville Highway (Holston Shopping Center), 4428 Western Avenue (640 Plaza): 8:30 a.m.–5 p.m. Monday–Friday.

Round It Up (RIU) – RIU puts your change to work helping others in our community. KUB automatically rounds your bill up to the next dollar, so you don’t have to do anything to start helping. The money you donate helps weatherize homes for low-income families, breaking the cycle of high bills and annual energy assistance needs. Weatherization helps conserve energy, which lowers utility bills and helps our environment. But it’s your choice—if you don’t wish to participate: just check the box below; call KUB at 524-2911; or, go to kub.org, My Account, and click on the “Active” link next to RIU in the Account Summary.

Levelized Billing Plan (LBP) – Weather changes often cause drastic fluctuations in utility bills. Avoid these seasonal variations by signing up for LBP. KUB’s LBP uses a rolling 12- month average to help levelize your payment amount by recalculating each month using your actual history. A rolling average means your bill will vary minimally from month to month.

Late Fee – You have until the past due date shown on the front of this bill to pay your new balance and avoid a 5 percent late fee.

Paperless Billing – Go green with Paperless Billing to help save trees, protect the environment, and make your life a little easier. Stop getting a paper bill and start receiving e-mails when your monthly bill is available to view/pay online. Online payments are safe and secure, and you won’t have to worry about paper bills being lost—or stolen by identity thieves. You can also view/print your past 18 bills online. To learn more or to sign up, visit www.kub.org.

Meter Access – KUB must have access to the customer’s premises at all times to read meters and test, inspect, repair, or maintain equipment.

Project Help – KUB sends 100 percent of donations to Project Help to the Knoxville-Knox County CAC to help those in need buy electricity, gas, coal, or other heating fuels. Check a box below to make a one-time donation or add a pledge to your bill each month; you can also give online at www.kub.org.

Green Power – Electricity generated from environmentally friendly resources like solar, wind, and methane gases is added to TVA’s power mix, reducing the use of fossil fuels. One 150 kilowatt-hour block of Green Power is only \$4. Purchased blocks are added to your KUB bill. Check the box below and enter the number of blocks you wish to purchase.

Update Your Phone Number – A correct number helps KUB access your account more quickly when you call and lets you easily report outages on our automated system. Update your number below or in your profile on www.kub.org.

Tree Pruning – See KUB Tree Pruning: A Customer Guide on www.kub.org to learn about pruning methods and options like tree removal (which you may prefer if a tree needs extensive pruning). Call 865-558-6658 (weekdays, 7 a.m. to 9 p.m.) for a free guide or a free consultation with a KUB forester. If you get a Tree Pruning Notice and have questions, call immediately so we can discuss the work before crews reach your area.

Please attach a voided check to the completed signup form if you choose AutoPay or SelectPay and return it to KUB. Note: AutoPay banking information adds or changes will become effective at your next billing.

All payment option selections will be updated on the next month’s bill.

Home Phone () -

Contact Phone () -

Round It Up: Pennies For A Purpose

*If you don't want to participate, check the box marked "No".

No

Project Help Donation

One-time

Monthly

\$4 / GP block per month

Green Power

\$8 / Solar block per month

Levelized Billing Plan Sign Up

\$.

No. of GP blocks

No. of Solar blocks

Select one: AutoPay

SelectPay

Account Type: Checking

Savings

Bank Routing #

Bank acct. #

Depositor's name as on bank records

I hereby authorize my financial institution to pay drafts or checks drawn on my account payable to KUB

Bank depositor's signature

Date / /

This authorization is to remain in full force and effect until KUB has received written notification from me of its termination in such time and in such manner as to afford KUB and Depository a reasonable opportunity to act upon it.