



February 6, 2025

# Customer Information System & Customer Self Service





# Customer Information System (CIS)

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- Stores and protects customer, account, and service information
- Enables all customer interactions including those with a customer service professional and via customer self-service
- Critical to ensuring customer orders and requests are received and fulfilled
- Launched current system approximately 22 years ago
- Modified and upgraded system periodically to extend useful life
- Created [kub.org](http://kub.org) customer portal in 2018 to support customer self-service
- Introduced mobile application about five years ago
- Separate system implemented for KUB Fiber customer information and interactions in 2022

# CIS Replacement

- Lack of modern tools and technology features
- Limited support and expertise on dated system
- Allows for consolidation of all utilities into one system for a comprehensive 360-degree customer view
- Enhances customer engagement tools and capabilities (e.g., self-service, scheduling, communication preferences)
- Improves user interface to more user friendly and intuitive, leading to a better training and customer experience

# Customer Self Service

- Launched website and mobile application to meet customer needs
- Included most common customer questions and transactions
- Interested in customer feedback on current and future self-service options

## Information

- Account Details & Payment History
- Utility Usage Tracking

## Orders

- Start, Transfer, & Stop Service
- Outage Reporting & Tracking
- Due Date Extension
- Update Account Details
- Enroll in Programs

## Payments

- Initiate one-time or recurring bank draft payments
- Make credit & debit card payments
- Donate funds to Project Help

# Information: Summary & Account Balance

PAYMENT OPTIONS SUMMARY & HISTORY BILLING OPTIONS MANAGE ACCOUNT FIBER PORTAL


**KUB** | KNOXVILLE UTILITIES BOARD

OUTAGE PAY FIBER


Español Home

ACCOUNT# [REDACTED]

## Summary & History



**ConnectED provides free fiber internet to eligible KCS students**



### Current & Past Bills

Current Amount Due	Past Bills	Payments
<b>\$0.00</b> <a href="#">VIEW CURRENT BILL</a> Levelized Billing Underpayment \$183.03 <a href="#">What's this?</a>	<b>\$199.32</b> was due 1/14/2025 <b>\$187.50</b> was due 12/16/2024 <b>\$181.70</b> was due 11/12/2024 <a href="#">MORE BILL HISTORY</a> →	<b>\$215.50</b> <a href="#">pending for 2/17/2025</a> <b>\$199.32</b> paid on 1/14/2025 <b>\$187.50</b> paid on 12/16/2024 <a href="#">MORE PAYMENT HISTORY</a> →

### CUSTOMER NEWSLETTER

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### ACCOUNT MESSAGES

Help your neighbors stay warm this winter by donating to Project Help at Food City and Home Federal Bank locations Jan. 1-Feb. 4. Learn more about Project Help at [www.kub.org/projecthelp](http://www.kub.org/projecthelp).

Thank you for your 2024 Round It Up contribution. Please see your bill for important tax information.

# Information: Bills & Payments

## FILTER

Bill And Payment History  Payment History Only  Billing History Only

DATE	ACTIVITY	AMOUNT
Scheduled for 2/17/2025	* Pending Payment * Bank Draft Payment Number: FD-919370079189	\$215.50
1/28/2025	<a href="#">Current Bill Due 2/17/2025</a>	\$215.50
1/14/2025	Completed Payment: Bank Draft Payment Number: PE-919370083121	\$199.32
12/27/2024	<a href="#">Bill Due 1/14/2025</a>	\$199.32
12/16/2024	Completed Payment: Bank Draft Payment Number: PE-919370035377	\$187.50
11/26/2024	<a href="#">Bill Due 12/16/2024</a>	\$187.50
11/12/2024	Completed Payment: Bank Draft Payment Number: PE-919370093200	\$181.70
10/25/2024	<a href="#">Bill Due 11/12/2024</a>	\$181.70
10/15/2024	Completed Payment: Bank Draft Payment Number: PE-919370003385	\$184.04

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# Payments: Payment Methods, Options, & Donations

## MANAGE PAYMENT METHODS

Web payments are processed at midnight on their scheduled date. They cannot be cancelled after that time.

### Automatic Bank Draft Payments

AutoPay is a free, automatic bank draft option that ensures your bill will always be paid on time.

[LEARN MORE →](#)

[ENROLL IN AUTOPAY™](#)

### One-Time Bank Draft Payment

Make a one-time payment using your credit/debit card or your banking information.

[LEARN MORE →](#)

Web payments are processed at midnight on their scheduled date. They cannot be cancelled after that time. Please call Customer Service at 865-524-2911 if you need further assistance.

[PAY NOW](#)

### Other Payment Options

Mail your check or money order payable to "Knoxville Utilities Board" to:

***P. O. Box 59029  
Knoxville, TN 37950-9017***

Pay by phone using our automated system by calling:

[865-524-2911](tel:865-524-2911)

### Help Your Neighbors

Make a donation to Project Help to provide heating assistance to those in need.

[DONATE NOW](#)

Visit a [KUB Customer Service Center](#) to purchase a KUB gift card for someone in need.

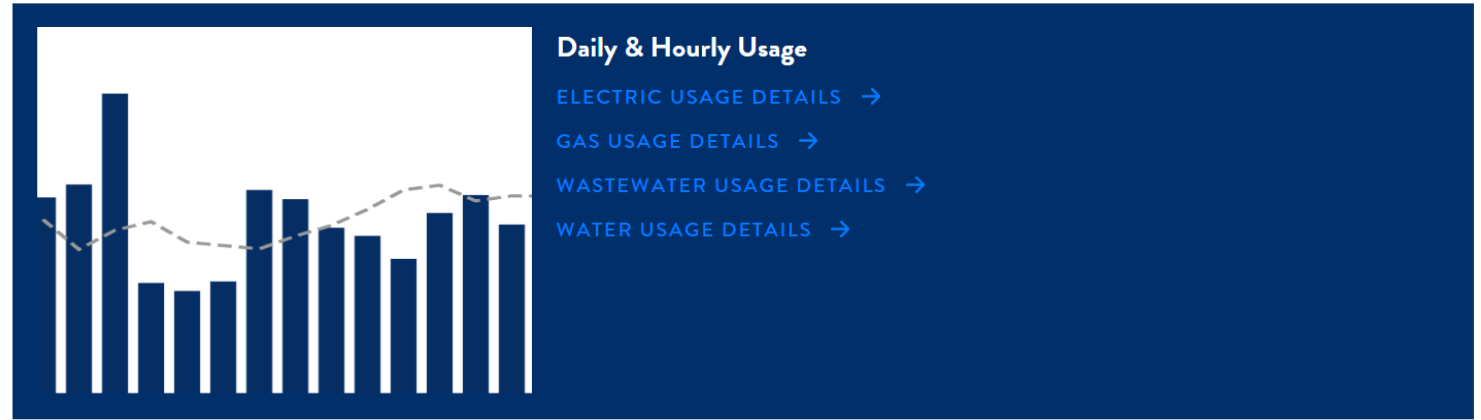
[LEARN MORE →](#)

Round your bill up to the next dollar to support weatherization for low-income households.

[LEARN MORE →](#)

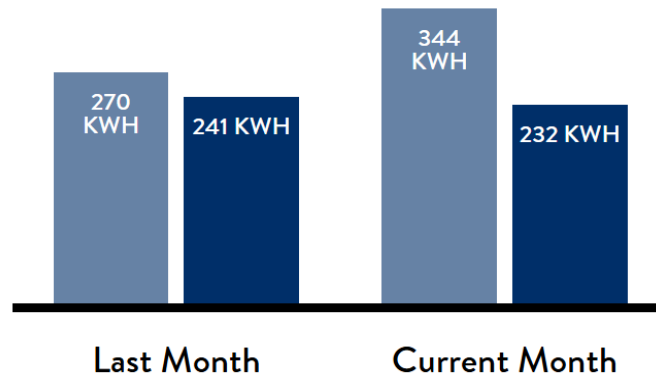
# Information: Usage Summary

## Usage for 2024 Actual Data



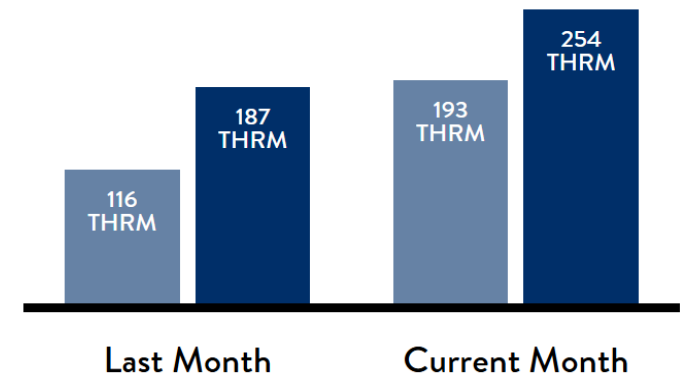
### Electric - Residential

■ Prior Year ■ Current Year



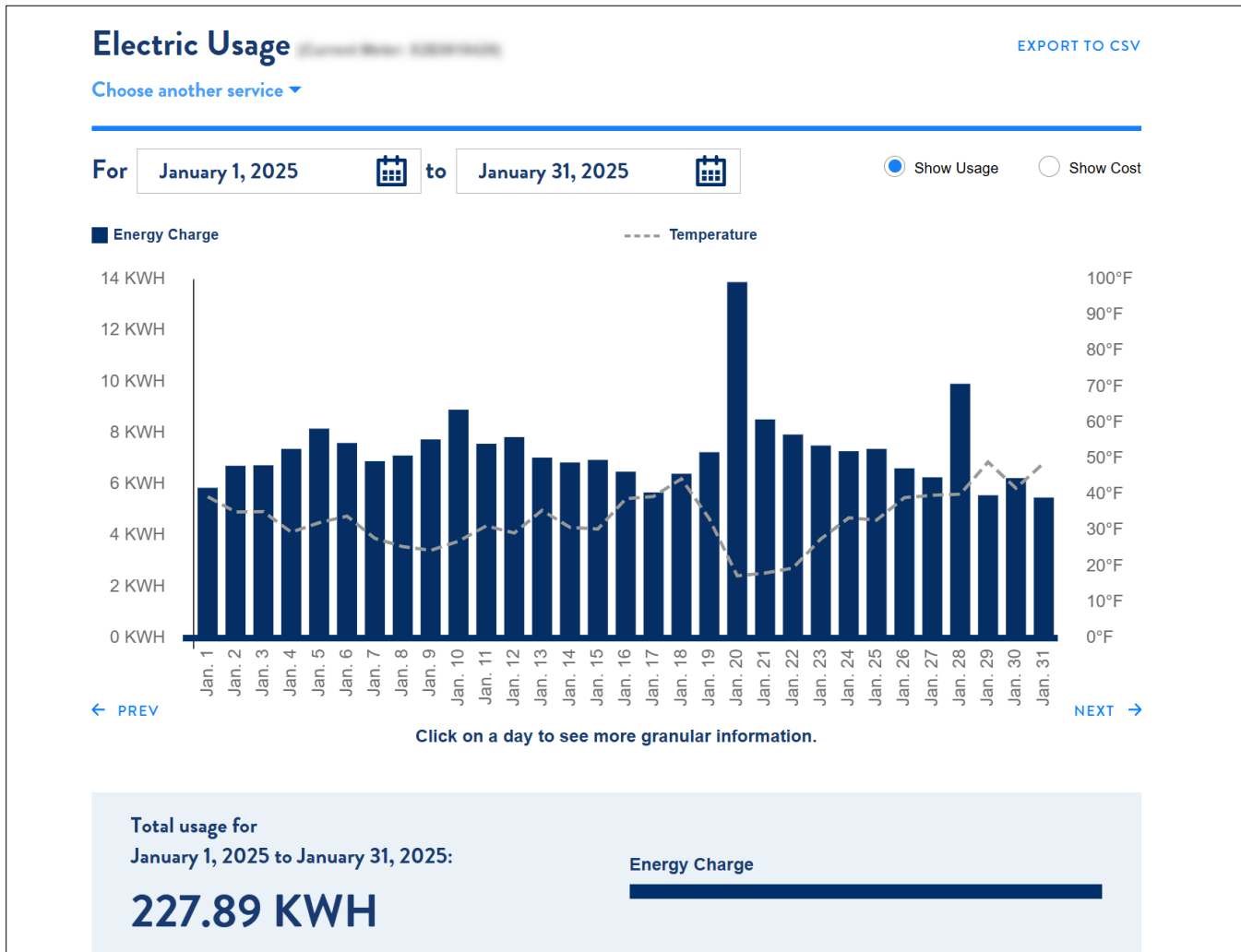
### Gas - Residential NEW

■ Prior Year ■ Current Year





# Information: Usage Details



# Orders/Requests: Start, Transfer, or Stop Service

## Start, Stop, or Transfer Service

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Please confirm which service change you would like to schedule:

### Transfer Service

Choose this option if you are moving and need to schedule services to be **stopped** at your old address and services to be **started** at your new address. Start and Stop dates can be different.

TRANSFER SERVICE

### Only Start Service

If you only need to schedule services to start at a new address, choose this option.

START SERVICE

### Only Stop Service

If you only want to schedule services to be stopped at a current address, choose this option.

STOP SERVICE

# Orders/Requests: Outage Reporting & Tracking

**65.9%**  
CUSTOMERS WITH  
POWER

75,452 of 221,753  
currently without power

Last updated: 11:55 PM

[All Outage Details](#) →

[View Outage History](#) →

[⚡ Check my Outage Status](#)  
(login required)

Customers Affected

- 1-9
- 10-49
- 50-199
- 200-499
- 500+

**OUTAGE REPORTED**  
02-04-2025 at 1:12 pm

**Customers Affected:**  
**1,081**

**Status:** KUB has extended the estimated restoration time for the outage reported in your area while we continue to work on the issue. Check back periodically for outage updates.

[OUTAGE RESTORATION PROCESS](#)

Natural gas leaks are dangerous.  
If you smell natural gas, leave immediately and call KUB from a safe location: [865-524-2911](tel:865-524-2911)

Las fugas de gas natural son peligrosas.  
Si a usted le huele a gas, retrese del área inmediatamente y llame a KUB desde un lugar seguro.

Selected Address

2300 McClain Rd

Service Type \*

To report a KUB Fiber related outage for your internet, tv, or phone go to the [Fiber Portal](#).

Electric

Problem Type \*

Power Off

Additional Information

Select an Option

Add any additional information that will help our crews in restoring your outage

Your name

John Doe

Phone number \*

(111) 555-1234

I'm not a robot

reCAPTCHA  
Privacy - Terms

Power Outage Map  
[View Live Map](#) →

# Orders/Requests: Update Contact Information & Notification Details

## Contacts & Notifications

HOW I RECEIVE THIS ACCOUNT'S BILL

Mail to Service Address [edit](#) ▾

MY BILLING ADDRESS: FOR MY BILL OR OTHER KUB PAPER MAIL

2200 W. 10th Ave., Aurora, CO 80012-4408 [edit](#)

[Notifications Terms and Conditions](#)

## Phone Numbers

Messages and data rates may apply. Message frequency varies. Text HELP for help and STOP to opt-out of all messages or unselect from the options below. View our [TERMS OF SERVICE](#) and our [PRIVACY POLICY](#).

PRIMARY

865-223-8479 [Edit](#) [Manage Notifications](#)

[+](#) [Add Phone](#)

## Email Addresses

[+](#) [Add Email](#)

## Manage Notifications

Messages and data rates may apply. Message frequency varies. Text HELP for help and STOP to opt-out of all messages or unselect from the options below. View our [TERMS OF SERVICE](#) and our [PRIVACY POLICY](#).

- [⊕ Billing](#)
- [⊖ Outage](#)
- [Outage Reported](#)
- [Outage Restored](#)
- [Outage Updated](#)
- [Planned Outage Scheduled](#)
- [Planned Outage Started](#)
- [⊕ Usage](#)



# Orders/Requests: Due Date Extension

ACCOUNT# 6816242429

## Final Notice Extension

Your [Final Notice Due Date](#) has been extended to Feb 10, 2025 5PM

### Need more time to pay?

Past Due Amount     \$537.42

EXTEND TO FEB 10, 2025 5PM

This is the maximum extension possible for this account. If payment of the agreed upon amount is not received by the extended date, services may be interrupted **without the receipt of a door notice**. To ensure payment is applied to the account immediately, pay online using a debit/credit card. **Please do not mail a check or pay at a night deposit box.**

If you need help paying your bill,  
contact one of our community  
assistance partners.

[COMMUNITY ASSISTANCE  
PARTNERS](#) →

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2025](#)

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# Orders/Requests: Enroll in Programs

## Billing Options

MY BILLING ADDRESS: FOR MY BILL OR OTHER KUB PAPER MAIL

[Redacted Address]

[Manage Contact Info](#)

NAME ON MY BILL

[Redacted Name]

[Manage Contact Info](#)

HOW I RECEIVE THIS ACCOUNT'S BILL

**Paperless Billing**

[Manage Contact Info](#)

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### Levelized Billing

Enrolled

Your bill due 02/17/2025 is

**\$215.50**

Without levelized billing, your highest bill in the last 12 months would have been

**\$215.50**

KUB's Levelized Billing Plan (LBP) is a budget payment program designed to make managing monthly utility bills easier.

### Paperless Billing

Enrolled

Your paperless bills come to

[Redacted Email] [EDIT EMAIL](#) →

You can also receive text messages when your bills are ready.

[SET NOTIFICATIONS](#) →

Enroll in Paperless Billing for a simple, convenient, and secure billing process.

[LEARN MORE](#) →

### Round It Up

Enrolled

Automatically round your bill up to the next dollar to weatherize homes for low income families to help them with their energy bills.

[LEARN MORE](#) →

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# Fiber Customer Self Service

SUMMARY BILLING USAGE ORDERS & PRODUCTS SUPPORT

Your Accounts GABRIEL J BOLAS, II - ID: 102898

### Balance Summary

✔ AutoPay: You are enrolled in automatic payments on the 20th of each month

Next Payment Due	Amount Due
Feb 20, 2025	<b>\$150.00</b>
Current Bill	\$150.00
Pending Payments	\$0.00
Payments Received	\$0.00

[\\$ MAKE A PAYMENT](#)  
[VIEW CURRENT BILL](#)  
[WHAT'S CHANGED](#)  
[VIEW STATEMENTS](#)  
[MANAGE AUTOPAY ON](#)

### Billed Products & Services

[+ ADD NEW PRODUCTS](#)

Location / Product	Service ID	Status	Updated	Qty	Price	Change
▼ 1108 Rider Ave NE Knoxville TN 37917						
▼ Fiber Internet Service		Active	4/04/2023	1	\$0.00	<a href="#">CHANGE</a>
▼ Internet Service	GabrielJBolasII	Active	4/04/2023	1	\$0.00	
▼ Internet Speeds		Active	4/04/2023	1	\$0.00	
The Gig 2.5 (2.5 Gigabit Symmetrical Internet Service)		Active	4/04/2023	1	\$150.00	
▼ Internet Features		Active	4/04/2023	1	\$0.00	
Self-Managed Router		Active	4/04/2023	1	\$0.00	



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