

Energy-Saving Incentives Can Help You Save Energy & Money

There are now more ways than ever to save money and go green.

Energy Efficiency Rebates from TVA EnergyRight®:

EnergyRight offers rebates for residential customers who make qualifying efficiency upgrades to their homes. Household upgrades eligible for rebates include work performed on HVAC systems, ductwork, insulation, windows, doors, and more.

Inflation Reduction Act Energy Efficiency Tax Credits:

Energy efficiency tax credits for home upgrades are also available as part of the federal Inflation Reduction Act.

Learn more about EnergyRight incentives and the Inflation Reduction Act at www.kub.org/save.

Request a Free KUB Workshop

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.

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

How You Can Help:

Make a difference through Round It Up and put your change to work.

Through Round It Up, KUB automatically rounds your bill up to the next dollar and sends 100 percent of the difference to support efficiency improvements for customers in need.

Visit www.kub.org/rounditup for more information.

Call 811 Before You Dig

Call 811 at least three working days before you dig to have underground utilities marked for free. It's the law, and the call helps protect you from dangerous and costly dig-ins.

KUB will mark all natural gas, water, and wastewater mains, underground electric primary lines, and natural gas service lines. KUB does not mark customer-owned water service lines, sewer laterals, and underground electric service lines.

For information about how to help detect a leak and how to respond if you suspect a leak, please see the safety tips on the next page.

For more information about 811, visit www.kub.org/safety.



Q&A || KUB Answers Your Questions

Q: If I get a call from someone saying they're from KUB, how do I know if it's a scam?

A: KUB representatives do not contact customers directly to obtain a payment. Never give your financial information to someone who calls, emails, or texts you. Do not give someone who comes to your home or business money or a pre-paid card. KUB never collects payments this way.

When an account moves to a delinquent status and the services are pending a disconnection for non-payment, customers are notified on the monthly billing statement. KUB can provide notifications when your monthly bill is ready to review and a reminder that your bill is coming due if you sign up online.

If you suspect a scam, please call KUB Customer Service at 865-524-2911 Monday-Friday between 7 a.m.-6 p.m.

Seven Ways to Save Money This Winter

Cold weather causes your HVAC unit to run more to heat your home, meaning more energy is used. Here are some ways to save energy and money on your bill:

- Schedule a tune up for your heating system, and start your thermostat at 68 degrees this winter. Every degree warmer increases your bill by 1 percent.
 - Lower your thermostat when you'll be out for more than a few hours. Homes with heat pumps should not raise the temperature more than 3 degrees at a time to prevent auxiliary heat from activating.
 - Use weatherstripping to seal door and window leaks.
 - Replace filters monthly, and keep your heating and air conditioning equipment clean.
 - Lower your water heater thermostat to 120 degrees for maximum efficiency.
 - Wash full dishwasher and laundry loads, and choose short cycles to conserve water and save on water heating. For laundry, use cold water, if possible.
 - Upgrade your holiday lights to LEDs, which are at least 75 percent more efficient and last up to 25 times longer.
- For more money-saving tips, visit www.kub.org/save.*

Winter Safety Tips

Winter weather can cause potentially dangerous situations. Stay safe with these tips:

Electricity & Heating

- Get your heating unit ready for winter with a tune up by applying new air filters for maximum efficiency and inspecting or installing a carbon monoxide detector for safety measures.
- Make sure wood or coal stoves are properly installed with a chimney or flue, and keep a fire extinguisher handy.
- Use fuel-burning heaters as directed with proper ventilation. They produce carbon monoxide and can cause suffocation.
- Want to use a portable generator?
 - Have it installed and inspected by licensed electricians.
 - Never connect a generator to your home's main wiring circuit. Disconnect your home from the power system before hooking up a generator. If you don't, electricity may flow backward into power lines, endangering you, your neighbors, and lineworkers restoring power.
 - Don't exceed recommended generator wattage.
- Stay away from downed power lines. Note the location and call KUB immediately at 865-524-2911 and 911.

Water

- Disconnect hoses and consider covering outside faucets to prevent freezing.
- During below-freezing temperatures, let indoor faucets drip, and open any cabinets under sinks. Shut water off immediately if pipes freeze. Open faucets completely to relieve water pressure and prevent a rupture.
- Do not use an open flame to thaw pipes.
- Know where your water shut-off valve is located, and periodically operate it to be sure it works.
- Winterize irrigation systems, and remove backflow prevention devices to prevent damage.

Natural Gas

- Appliances: Use all your natural gas appliances in a safe manner and have them inspected by a qualified appliance technician. Don't use the area around your natural gas appliances for storage, and ensure appliances are vented outside to remove carbon monoxide.
- Know the 3 Rs: Recognize. React. KUB Responds.
 - RECOGNIZE signs of a natural gas leak: "rotten egg" smell, blowing/hissing sounds, bubbles in a wet area, or a flame.
 - REACT by first leaving the area immediately and then calling KUB at 865-524-2911 and 911. Don't do anything that may cause a spark, including using any phone or electrical devices or appliances.
 - KUB RESPONDS and will send a trained technician to conduct a free leak investigation, 24 hours a day.



Recognize. React.
KUB Responds.



Cook Smart: How to Properly Dispose of Grease, Cooking Oils

Pouring fats, oils, or grease (FOG) down drains can block pipes or cause rancid odors or messy, costly sewage backups in your home. FOG also clogs KUB sewers and causes overflows, which can negatively affect our community and the environment. Below are tips for proper grease and oil disposal.

- **Never pour grease down drains.** Despite the common belief, using soap and hot water doesn't help prevent grease buildup in drains.
- **Can your grease for disposal in the trash.** See box below for directions.
- **Recycle your used vegetable oil.**
Bring your used vegetable oil to a location below for recycling.
 - Halls Convenience Center (CC): 3608 Neal Dr.
 - John Sevier CC: 1950 John Sevier Hwy.
 - Dutchtown CC: 10618 Dutchtown Rd.
 - Knoxville Household Hazardous Waste: 1033 Elm St.

Make your own grease can:

- Use any empty metal can. (Not plastic, it can melt)
- Insert a disposable heat-resistant oven bag.
- Place the can on a stable surface and carefully pour grease into it.
- **Caution:** Hot grease can cause burns. Allow grease to cool slightly, and don't use the liner without the can.



KUB, a municipal utility (not for profit), serving Knox and parts of seven adjacent counties, provides reliable electric, fiber, gas, water, and wastewater services to more than 486,000 customers.

www.kub.org



KUB Connection, Dept. 03 • Knoxville Utilities Board
P.O. Box 59017 • Knoxville, TN 37950-9017