



## Media Advisory

April 27, 2017  
For Immediate Release

For more information, contact:  
KUB Community Relations

### **KUB Performing Customer System Upgrades** *Several Customer Services Temporarily Offline*

On Friday, April 28, KUB will perform system upgrades on its customer information system beginning at 6 p.m. This work will last approximately 24 hours, and during this time several customer services will be unavailable. The services that will be unavailable include online bill pay as well as bill payment at CheckFree locations, payment kiosks, and by phone. Online outage reporting at [www.kub.org](http://www.kub.org) will also be unavailable for the 24-hour period. Customers with outages or other utility emergencies will still be able to report them by calling 524-2911.

Following this upgrade, customers will experience faster response times with all of the upgraded services. Online bill payment and account information retrieval will provide for an improved customer experience. In addition, KUB Customer Service Representatives will benefit from the faster speeds of the upgraded customer information services when processing customer requests. KUB appreciates the patience of its customers as this work is completed.

*KUB is a municipal utility serving Knox and parts of seven adjacent counties and provides electric, natural gas, water, and wastewater services to more than 453,000 customers.*

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