

## 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](http://www.kub.org).

## Stay Informed: Outage Alerts and Construction Updates

Stay informed about planned and unexpected electric outages related to your KUB service! When you sign up for outage notifications through the KUB mobile app or [kub.org/outage-center](http://kub.org/outage-center), be sure to double check your contact information is up to date. You can review and update your information under the “Contacts and Notifications” settings.

Through KUB’s Century II infrastructure maintenance and replacement program, KUB and contractor crews work continuously throughout our service area to ensure safe and reliable utility services for our community. We want to make sure you receive the latest updates when construction may occur in your area, which could potentially require planned outages. More information about current and upcoming construction projects can be found at [kub.org/construction](http://kub.org/construction).

## KUB Water Quality Report: [www.kub.org/2025kubwaterquality](http://www.kub.org/2025kubwaterquality)



When you turn on your tap, you can trust you will receive safe, high-quality water. Our 2025 Water Quality Report backs up that statement. Visit the address above to view the report. The report details our excellent water quality record, stringent monitoring and testing, and constant maintenance and renewal of our water system.

This year marks the 100th anniversary of KUB’s Mark B. Whitaker (MBW) Water Treatment Plant. The historic plant marked a shift in Knoxville toward a more reliable, efficient, and modern water supply system in the 1920s. Today, KUB continues to modernize its water system to maintain excellent quality and reliability through the Water Supply Master Plan. A cornerstone of the master plan – a \$67 million filters project – was completed this year, adding operational flexibility and resiliency at the MBW Water Treatment Plant.

Utilities nationwide face the issue of replacing aging water systems, and we are pleased to report that our water system is on a sound replacement cycle.

Replacement projects can be expensive, but the investment in our community’s health and future is worth it. KUB’s water is a great value — less than a penny per gallon.

If you would like a paper copy of our water quality report, please call KUB at 865-524-2911. (Español: llame y presione el numero 2.)

## Q&A | KUB Answers Your Questions

### Q: What is an excess flow valve? Do I need one?

**A:** An excess flow valve (EFV) is a safety device that can be installed on your natural gas service line, which runs from KUB’s gas main to your meter. EFVs react to a surge in pressure from a severed line to allow only a small amount of gas into your line. Most severed lines occur from “dig-ins,” when you/an excavator dig on your property and hit your service line.

If your home’s service line was installed in/after 1999, you probably already have an EFV. If your service line is older, KUB can add an EFV for an average of \$550. For more information, search for “Excess Flow Valves” on [www.kub.org](http://www.kub.org) or call KUB at 865-524-2911.

An EFV is an additional safety option. Even without one, you still benefit from KUB’s rigorous standards, proactive maintenance, leak surveys, and other efforts to keep you safe.

EFVs do not prevent leaks. See the “Call 811” and “Natural Gas Safety” sections in this edition of *Connection* for more information about prevention and detection of leaks.

## Spruce Up Your Sprinkler System To Conserve Water This Summer

Don't forget to spruce up your irrigation system this summer before you ramp up your watering. To ensure your system is operating efficiently, follow these four steps from EPA WaterSense:

- Inspect your system and sprinkler heads.
- Connect sprinkler heads tightly to pipes and hoses to avoid leaks.
- Direct sprinklers away from the driveway, house, or sidewalk to apply water only to the landscape.
- Select the right setting for your controller or choose a WaterSense-labeled model to take the guesswork out of scheduling and conserve water. To search for sprinklers, visit [www.epa.gov/watersense](http://www.epa.gov/watersense).

For more information, visit [www.kub.org/sprinklers](http://www.kub.org/sprinklers).

## 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 it helps prevent dangerous, costly dig-ins.

KUB marks natural gas, water, and wastewater mains, underground electric primary lines, and natural gas service lines. KUB does not mark water service lines, sewer laterals, or underground electric service lines.

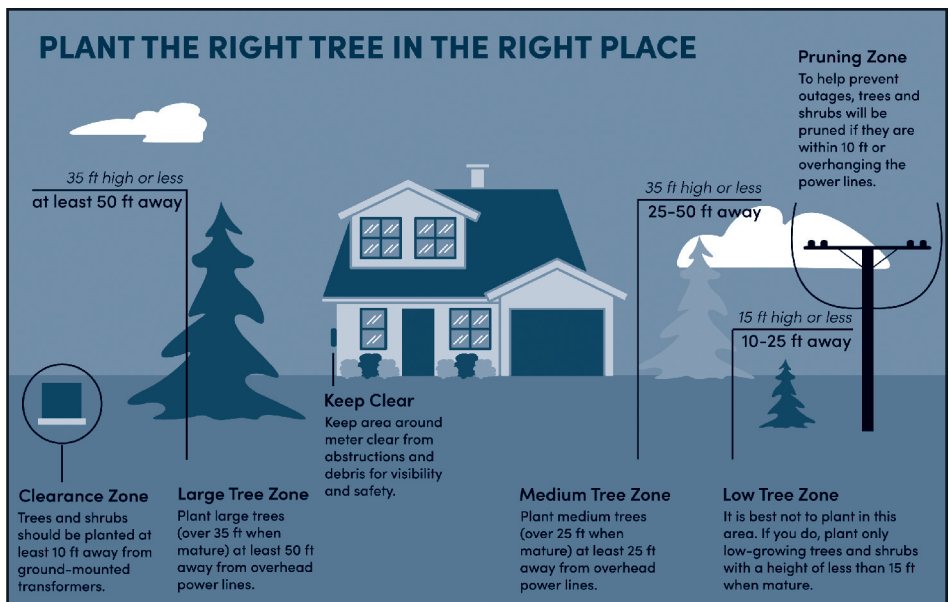
Learn more about safe digging at [www.kub.org/811](http://www.kub.org/811).



## 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](http://www.kub.org/plantsmart). You can also call our Vegetation Management hotline at 865-558-6658 weekdays, 7 a.m. – 9 p.m., or email [trees@kub.org](mailto:trees@kub.org).



## Beat the Heat With Watering Credits

If you use more water during the summer months, KUB can reduce your wastewater bill automatically. KUB issues wastewater credits for excess water used between May and September. Credits will appear in June through October residential bills that meet the following criteria:

- Received water/wastewater service at the same address since October 1 of the previous year.
- Monthly water usage at least 50 percent higher in summer than the rest of the year.

If you meet the criteria, KUB automatically calculates credits based on your average water usage from October to April. Any credits you qualify for will show on your June-October bills.

If you have higher than normal water and wastewater use before May or after September, call 865-524-2911 to see if you qualify for a credit.

## Natural Gas Safety: Leak Detection

Recognize a natural gas leak by smell, sound, and sight.



KUB adds a "rotten egg" scent to its natural gas supply.



A natural gas leak can also be recognized by a blowing or hissing sound.



Watch for bubbling water in a wet area and/or the appearance of dead or discolored vegetation without explanation.

React to a possible leak by leaving the area immediately and calling KUB at 865-524-2911 and 911. An emergency KUB crew will respond immediately at no charge.

For more information, visit [www.kub.org/safety](http://www.kub.org/safety).



KUB, a municipal utility (not for profit), provides nearly 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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