

BILL PAYMENT ASSISTANCE

As part of KUB's commitment to helping customers, we suspended service disconnections for non-payment and waived late fees for those who contacted us amid a global pandemic. We also continued working with community partners to ensure those needing assistance receive it.

As we face a "new normal," we recognize some customers have accumulated balances that may be difficult to pay. **To aid them, we have waived any late fees accrued since March 16, 2020, and automatically enrolled customers in payment plans with repayment installments ranging from three to 15 months that will be reflected on September bills. Fees for contactless and self-service payment methods will continue to be waived or reimbursed.** For more information on automatic repayment plans, visit www.kub.org/help.

Enrollment in a repayment plan has been automatically applied to accounts, so there's no need to call. However, if you have questions or need further assistance, we are here to serve you at 865-524-2911.

Bill payment assistance is available through programs such as the Low Income Home Energy Assistance (LIHEAP), Project Help, and many others. To learn more and to find agencies in your county, visit www.kub.org/help or dial 211 (865) 215-4211.

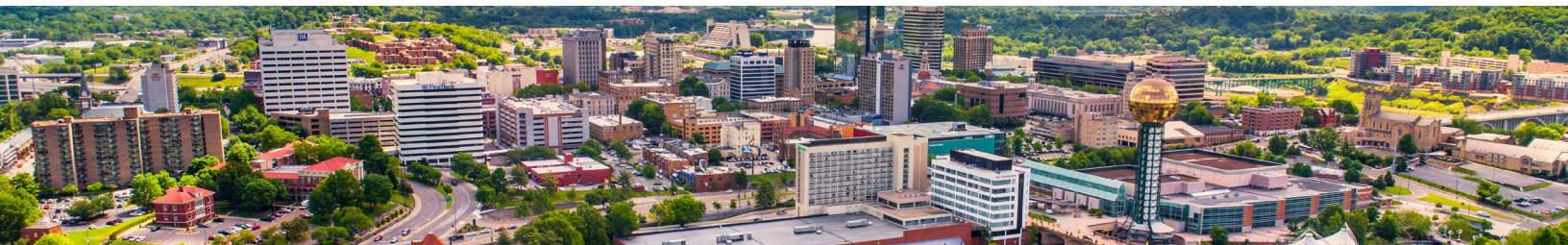
We plan to resume service disconnections for nonpayment beginning October 19. We encourage customers who cannot pay to call us immediately to discuss options.

KUB is made up of more than 1,000 of your friends and neighbors. Our commitment to keeping essential utility services available to everyone has not changed.

Together, we can get through this.



Do you think you will have trouble paying an upcoming bill?



Connect with KUB's Partner Service Agencies

Dial 211 (865-215-4211)
or visit www.kub.org/help

Connect with KUB
865-524-2911 • www.kub.org





HERE TO HELP: KUB AND UTILITY ASSISTANCE PARTNERS

Responding to the pandemic, assisting the community

KNOX COUNTY

Knoxville-Knox County Community Action Committee (CAC)

865-637-6700 • www.knoxcac.org

CAC currently provides many forms of utility payment assistance, such as the Low-income Home Energy Assistance Program (LIHEAP). For utility bill assistance, contact CAC's Energy and Community Services at 865-637-6700. Due to the COVID-19 pandemic, all KUB customers looking for bill payment assistance are encouraged to call this number instead of physically visiting CAC.

Project Help

865-637-6700 • www.kub.org/projecthelp

Project Help is an emergency energy assistance program that assists people in need living within the KUB service area, regardless of the energy source in their home. Project Help is committed to helping customers who need financial assistance on their utility bills due to circumstances related to the COVID-19 pandemic and beyond.

Knoxville Area Urban League (KAUL)

865-524-5511 • www.thekaul.org

KUB and KAUL are partnering to help customers save money on their utility bills by offering free virtual Energy and Water Saving Workshops. By attending a free virtual workshop, participants will learn ways to save energy, water, and money. Participants will also receive Home Energy Starter Kits with tools to begin making changes at home right away. To register for these workshops, visit www.kub.org/save.

ANDERSON & UNION COUNTIES

East Tennessee Human Resources Agency (ETHRA)

Anderson County: 865-457-3352

Union County: 865-992-8816

www.ethra.org

ETHRA, like CAC, facilitates LIHEAP, which helps families with their home energy bills. Assistance is available once a year, and emergency funds are set aside for families facing a shut-off of energy services. Applications are taken quarterly during the months of January, April, July, and October. Please call 1-844-309-0416 two weeks before these months begin to find out if you are eligible to receive these funds.

GRAINGER, JEFFERSON, & SEVIER COUNTIES

Douglas-Cherokee Economic Authority

Grainger County: 865-828-5228

Jefferson County: 865-475-4745

Sevier County: 865-453-7131

www.dcea-liheap.org

The Douglas-Cherokee Economic Authority administers LIHEAP, which provides assistance with home heating and cooling needs and is open to all households that meet income guidelines and provide documentation of all household income.

BLOUNT COUNTY

Blount County Community Action Agency (CAA)

865-983-8411 • www.blountcaa.org

Blount County residents may be eligible for LIHEAP assistance, as long as funding is available. Eligibility is also based on a priority point system so that households with members who are elderly, disabled and/or under the age of six. Persons interested in applying for assistance should contact Blount County Community Action Agency for an appointment and application.

Connect with KUB

865-524-2911 • www.kub.org



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or visit www.kub.org/help



#HeretoHelp



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