



News Release

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For Immediate Release

For more information, contact:
KUB Community Relations

KUB Announces Launch of New Website *Providing a Faster, User Friendly Online Experience*

Knoxville Utilities Board is pleased to announce the launch of its redesigned, modern, and customer-focused KUB website. The website redesign brings enhancements to the KUB online customer experience with vibrant color, simple layouts, and more intuitive online navigation.

The redesign of www.kub.org allows for easier navigation and faster access to key KUB services, like bill payment, utility service starts and stops, and outage reporting, which are all quickly accessible from the home page. Each of these services has also been streamlined to provide a smoother online experience for web users with simple language and clear instructions. KUB customers who currently have an online profile will not need to create a new profile to log in – they can simply log in to their account to begin enjoying the redesigned functions.

With mobile usage being preferred by many KUB customers, for the first time KUB's website is now designed to be fully mobile responsive, so all information and functionality will be available to KUB's customers on their smartphone or tablet. Customers will have the same user-friendly experience whether at home or at work, on their desktop or laptop, or on the go with their mobile device.

Finding information on www.kub.org is quick and easy with improved search capabilities. Important topics like money saving tips and utility safety are easily accessible with one click from the home page navigation. Other topics, like tree planting, KUB project updates, or green power, are just a quick search away.

The online Outage Map has a new look and feel, and the online Outage Center will have quick links to the functions that are most important to customers during a storm. KUB's social media feeds will also be more integrated to the website, with feeds available during storm restoration which will keep customers up-to-date with the latest information.

KUB encourages its customers to visit the improved www.kub.org. As always, KUB continues to be available by telephone at 524-2911 for any questions or service needs our customers have.

KUB is a municipal utility serving Knox and parts of seven adjacent counties and provides electric, gas, water, and wastewater services to more than 445,000 customers.

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