

Utility Services at The Woodlands

Payment of utilities (electricity, water & sewer) is the responsibility of the tenant. This responsibility is specifically stated in each individual lease on page 3, paragraph 12. Paragraph 12 also states utility service must be established in the name of the tenant on the date the lease begins and for the entire term of the lease. Failure to do so, will result in a charge of an administrative fee of \$50.00 per bill cycle, per tenant.

Your service provider for electricity, water and sewer is Knoxville Utilities Board aka KUB. KUB generates a bill on a monthly basis. The KUB bill period typically begins around the 22nd-24th of a given month and ends on the 22nd-24th of the next month, depending in the number of days in a month.

Establishment and payment of utilities can be done 1 of 2 ways.

1. Contact KUB directly and have the service changed into the name of one of the tenants in the unit. KUB can be contacted online at <https://www.kub.org/> or 865-524-2911.
2. **All** tenants in a unit can enroll in The Woodlands J.U.I.C.E program. (Just Ur Individually Calculated Electricity, water and sewer).

Highlights of each

KUB direct enrollment

- \$40.00 connection fee
- \$300.00 utility deposit
- You pay KUB directly
- You collect your money from your roommates

J.U.I.C.E. program

- KUB service remains in the name of Woodlands Management, no utility deposit.
- Woodlands Management adds just your portion of the KUB bill to your monthly rent and it all gets paid via direct debit from your bank account. No collecting from the roomie.
- One-time \$25.00 set up fee.
- Monthly processing fee of \$5.95 added to your KUB bill.
- **All tenants in the unit MUST enroll in order to participate.**

For additional questions about KUB direct please contact KUB.

For additional questions or set up information about the J.U.I.C.E, contact Mark at the Woodlands office, Mark@woodlandsofknoxville.com.

J.U.I.C.E FAQ's

Q1 - Do I have to participate in the JUICE program?

A1 - No you do not. The KUB service **MUST** be in a tenants name. We encourage tenants to handle that directly with KUB. JUICE is simply an alternative, offered by Woodlands Management, to assist the tenants who find the KUB process challenging.

Q2 – What if some of the tenants in the unit do **not** want to participate in the JUICE program, can I still do it?

A2 – No. All the tenants in the unit must participate. In that event, someone in the unit will need to contact KUB and put the service in their name.

Q3 - Do I have to do the auto draft from my bank account? Can't I just come into the office and pay my portion of the KUB with a check or cash?

A3 – The auto draft is required from all participants. If the auto draft does not work for you, please contact KUB directly to have your service put in your name.

Q4 – How will I know how much my portion is?

A4 – We will email you.

Q5 – When will you do the auto draft and take the payment out of my account?

A5 – The KUB bill cycle for The Woodlands typically ends on the 22nd-24th of a given month. Payments will normally be set up for auto withdrawal from your account on the 1st of the month.

Example – KUB bill cycle ends 9/23/2020. The withdrawal will come out of your bank account 10/1/2020.

Q6 – That seems like a weird KUB bill cycle. Why does KUB do it that way? Can't you make KUB change the way they do their billing?

A6 – No we cannot.

Q7 – What if I'm not in my unit that much or I decide to go home or UT closes down again or I lose my job or some other situation in my life comes up.....do I still have to pay for KUB?

A7 – Yes, you still have to pay.

Q8 – Why do you charge a fee for the service? Can't you just do it for free? Why do I have to pay Woodlands for this?

A8 – Services cost money. If you do not want to pay the fees for the service you will need to contact KUB directly and have the utilities put in your name.