

Responsibly serving our customers beyond their expectations.

## Coming in March...

ORUD will be moving to a new customer information database!

### What does this mean for you?

#### ◆ New account numbers associated with your bill

If you utilize bill pay through a third party, such as your bank, you will need to update your bill pay information with your new account number. You will receive your new account number on your March bill.

#### ◆ Updated online payment system

If you are currently on credit card draft with us, you will be required to re-sign up for this service with the change to our new software.

#### ◆ Budget Billing changes

Budget billing will now be levelized billing. The levelized billing program will use a rolling average of your current month's bill plus the previous eleven months. This program is designed for residential customers with at least 12 months of history usage. The levelized billing program accepts new sign ups at any time during the year.

#### ◆ A more user-friendly overall experience!

As always, we will continue to maintain our high level of customer service throughout this transition period and will walk our customers through this process. Please feel free to call (865) 483-1377 with any questions.

ORUD will be closed on Monday, January 17th  
in observance of Martin Luther King Jr. Day.

# Closed

If you have a gas related emergency call  
(865) 483-1377



Thank you for voting us  
*Best Utility District*

# Give the gift of warmth

For over 30 years now our community partner, ADFAC, has been working to support families throughout this region. During the upcoming holiday season, you can give the gift of warmth and help your neighbors with their home heating needs. ADFAC's Project SAFE program is temporary assistance for families who are struggling to pay their utility bills. Donations from ORUD customers truly make a difference and go a long way in helping these families get back on their feet again. Please consider donating today!



Yes, I would like to give the gift of warmth and help my neighbors in need by donating to Project Safe!

\_\_\_ My check is enclosed \$ \_\_\_\_.

\_\_\_ I would like to donate \$ \_\_\_\_ each month for Project Safe. Please add it to my monthly bill.

Name: \_\_\_\_\_ Account #: \_\_\_\_\_

Address: \_\_\_\_\_



We thank you for having a heart and heating a home!

*Please return this form with your monthly bill.*



## HVAC FINANCING PROGRAM



### FIXED RATE

TNBank offers a fixed rate 8.69% APR\* for 60 months to qualified borrowers. Bank fees apply according to their established fee schedule. As of May 28, 2019, the loan fee is \$150 on the anticipated loan amount of \$5,300.

### CREDIT APPROVAL

Credit approval and terms are based on the lender's guidelines which require a minimum credit score of 700 and a debt to income ratio not exceeding 40%. Other financing options may be available for applicants who do not meet the regular program guidelines.

### HVAC CONTRACTORS

Upon approval, the HVAC contractor will be notified of their approval and can schedule installation of the HVAC system. Once the natural gas system is installed, they will call ORUD to request an inspection. Once the HVAC unit passes inspection, the contractor will be paid directly.