

Responsibly serving our customers beyond their expectations.

# Important Account Updates

## New Account Number

ORUD is updating our software for a better customer experience. 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

Our online payment system will have a new look with our software update! You will be required to create a new username and password to use our new online payment system.

## Budget Billing Changes

Budget billing will now be “levelized billing.” The new 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 will accept new sign ups at any time during the year.

## Credit Card Draft Payments

If you currently pay your natural gas bill with a credit card draft, you will be required to re-sign up for this service after the software update. You will be receiving an email if you are currently enrolled in credit card draft with additional details.

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.

# 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.*



ORUD will be closed on Monday, February 21st  
in observance of President's Day.

# Closed

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

# Follow Us



**AFFORDABLE**

**RELIABLE**

**SAFE**