

Responsibly serving our customers beyond their expectations.

Important Account Changes

March 1st we made the switch to a new customer information system. This change will bring many positive benefits to enhance your customer experience when paying your bill and managing your account! See below for some of the 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.

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.

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.

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.

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.

Only \$99



The Skytech 7001 On/Off Fireplace remote control provides a simple, easy way to operate your fireplace with the utmost convenience! Normally \$129, on sale for \$99 until April 15th while supplies last.

New Mobile App



In March, you'll be able to download our new free app and access to all of your account information will be available! Follow our social media and website to get the QR code for an easy download! Available from the Apple App and Google Play stores.

Natural gas usage per household has decreased even as overall demand for energy has risen. This trend is due in part to the installation of tighter-fitting windows and doors, better insulation, utility-sponsored energy efficiency programs, and the development of increasingly more efficient natural gas appliances. By comparing something as simple as water heaters, you can see the natural gas difference: using natural gas saves you money and benefits our environment.

TANKLESS NATURAL



NATURAL GAS



ELECTRIC



Full-Fuel-Cycle Energy Consumption*:
8.6 MMBtu annually

CO2 Emissions*:
1.1 tons annually

**on average*

Full-Fuel-Cycle Energy Consumption*:
26.64 MMBtu annually

CO2 Emissions*:
1.5 tons annually

Full-Fuel-Cycle Energy Consumption*:
49.8 MMBtu annually

CO2 Emissions*:
3.3 tons annually

AFFORDABLE

RELIABLE

SAFE

