

Responsibly serving our customers beyond their expectations.

## Energy Assistance Available

Need help with your energy bills?  
Call our customer service team at  
(865) 483-1377 for information  
about local energy assistance programs  
that can help you with energy  
costs for the upcoming winter season.



We will be closed Thursday, Nov. 24th  
and Friday, Nov. 25th  
for the Thanksgiving holiday.

*Want \$550 back in your pocket?*

With our generous appliance incentive program you can get a **\$550** credit back on your gas bill when you install a new high efficiency furnace! We even have gas to gas change out incentives to offer our customers who are upgrading their older gas appliances for newer models.

**Visit [orud.org](http://orud.org) to learn more about how you can start getting more money back in your family's budget!**

## Stay Warm and Save Money This Winter

Consumer conservation can help reduce bill impacts, so it's a good time to make sure your household is prepared before cold weather hits!

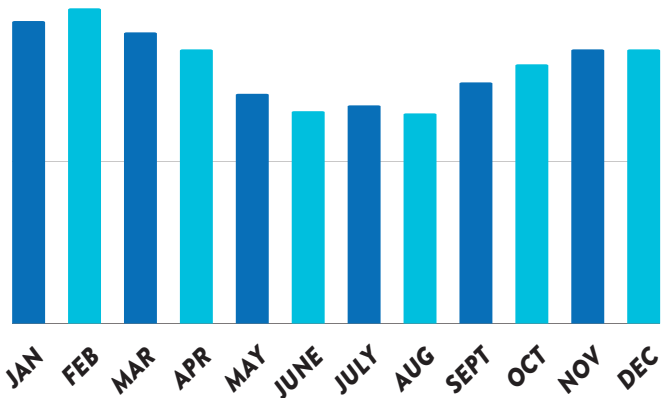


We suggest bundling up in warm layers and keeping your thermostat at the lowest possible comfort level. You can also install a programmable thermostat to reduce your energy consumption while sleeping or away from your home.



# Levelized Billing 101

## NATURAL GAS BILL



## No More Surprises

Take the guess work out of your monthly budgeting when you sign up for Levelized Billing! We offer a Levelized Billing option to help stabilize seasonal spikes in your monthly natural gas bill amount. Spreading out monthly costs more evenly helps customers like yourself ease bill fluctuations throughout the year. You are able to sign up for our Levelized Billing at any point during the year, as long as you have 12 months of usage history at your address. Try it out today!

## Comparing October 2021 rates to August 2022 Rates

Changing electric appliances to natural gas will save you even more money now because electricity has increased in price **more**. Here are the average annual operating costs of typical household appliances. These factors combined with our new appliance incentives can help save your family **more** money in the long term.



| Appliances    | NATURAL GAS          |                               |              | ELECTRIC             |                               |              | Annual Savings with Natural Gas over Electric |              |
|---------------|----------------------|-------------------------------|--------------|----------------------|-------------------------------|--------------|-----------------------------------------------|--------------|
|               | Average Annual Usage | Average Annual Operating Cost |              | Average Annual Usage | Average Annual Operating Cost |              | October 2021                                  | August 2022  |
|               |                      | October 2021                  | August 2022  |                      | October 2021                  | August 2022  |                                               |              |
| Water Heater  | 277 Therms           | \$262                         | <b>\$374</b> | 5,670 KWH            | \$503                         | <b>\$681</b> | \$241                                         | <b>\$307</b> |
| Range         | 42 Therms            | \$40                          | <b>\$57</b>  | 1,200 KWH            | \$106                         | <b>\$144</b> | \$66                                          | <b>\$87</b>  |
| Clothes Dryer | 40 Therms            | \$38                          | <b>\$54</b>  | 1,000 KWH            | \$89                          | <b>\$120</b> | \$51                                          | <b>\$66</b>  |