

Responsibly serving our customers beyond their expectations.

• H A P P Y •

Holidays

We will be closed Friday, Dec. 23rd and Monday, Dec. 26th for the holiday. We will close early Dec. 16th so our employees can celebrate together. The Kingston office will close at 11:30. The Oak Ridge office will close at 12.



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.

Free 2023 Calendar

Be sure to stop by one of our convenient locations and grab your **FREE** 2023 natural gas calendar. It's filled with delicious recipes like double mocha brownie squares and jalapeño veggie burgers!

Home Appliances for the Holidays

Have yourself a merry little Christmas by gifting the family a brand new appliance with our 0% interest financing.

Let ORUD make the holidays brighter by saving you money and removing the stress that comes along with buying appliances. We're proud to offer our customers 0% interest financing on all natural gas appliances purchased from us.

Ready to save? Visit orud.org or call (865) 483-1377 today!



Don't forget!

You can also save big with our generous appliance incentives.

When you shop with ORUD, you get rewarded! You could save up to **\$100** in bill credits on your new natural gas range.

Check out our cooktops and other natural gas appliances by visiting our online showroom at orud.org

A Safety Message



Natural gas is America's most popular home heating fuel – heating more households than all other energy forms combined. Natural gas is increasingly popular for use by homeowners, schools, businesses, and factories because it is efficient, clean, and reliable while at the same time a relative bargain compared to alternative energy sources.

The safety of our customers is our top priority here at ORUD. While we never anticipate any issues with natural gas, we have extensive emergency plans in place should anything out of the ordinary occur. In our community, the Oak Ridge Utility District provides natural gas to more than 13,500 customers in parts of Anderson and Roane Counties through a network of underground distribution lines. Main gas lines branch into household service lines. The pipes are typically made of "caution yellow" plastic or coated steel which helps prevent corrosion. The main lines are typically two to eight inches in diameter and are located roughly two feet or more below the surface, while service lines are typically half-inch to three-quarter-inch in diameter and buried twelve to eighteen inches below the surface.

Whether you're installing an underground dog fence, running water to an outbuilding or post-hole digging for a new mail box post, underground piping and other utilities can be damaged.

That's why it's important to "Call Before You Dig" or move earth in any way. Please call Tennessee 811 by dialing (811) at least 48 hours prior to any type excavation to have the buried utility lines located. This is a free service. You can help prevent third party damage by watching for suspicious activity and construction near the pipeline right-of-way. Calling before you dig can prevent a costly or even deadly mistake.

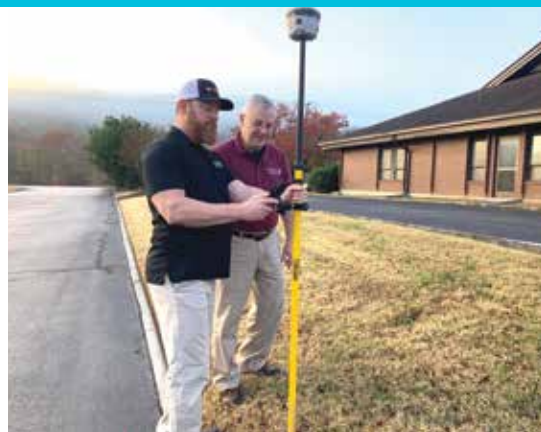
Natural gas is a colorless, odorless gas; however, a chemical that smells like rotten eggs is added to help detect a possible leak. If you smell this odor, or just think you might be smelling gas, leave the area immediately and call ORUD at 865-483-1377 or 911 from a neighboring home or business. Never turn on or off switches or use a flashlight or phone in the presence of the gas smell, because an electric spark could ignite the gas, causing an explosion.

Do your part to familiarize yourself and your family with these natural gas safety tips and continue to enjoy the value, comfort and benefits of America's cleanest, most efficient energy source! This message is brought to you by ORUD as a public service. To learn more about our natural gas service and the benefits of natural gas, call 865-483-1377.

Sasha Bryman

Vice President of External Affairs

For more safety information, visit www.orud.org



Stay Warm and Save Money This Winter

Leaks and drafts coming in through cracks in walls, doors and windows can prevent proper heating and increase energy bills. Perform an energy audit by sealing common leaks and drafts and stay warm this season!



- Use bubble wrap or window insulation to seal up unused windows
- Add a storm door to reduce heat loss at main entrance
- Install insulation in attic to prevent ceiling heat loss
- Cover pet doors with heavy towels to keep warm air in and cold air out
- Place caulk, foam or weatherstripping around moving doors and windows

