

*Warm wishes for a cozy holiday season*

**Happy**  
**HOLIDAYS.**

ORUD will be closed on  
**Thursday, December 24th**  
and  
**Friday, December 25th**  
for the Christmas holiday!

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

**\$879**

That's how much  
households that use  
natural gas for heating,  
cooking and clothes  
drying save **each year**  
compared to homes  
using electricity  
for those appliances!



Keep warm this winter with our vent free  
fireplaces. **No electricity required.**

**Financing available at 0% interest  
with approved credit**



# 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, ORUD provides natural gas to more than 13,500 customers in 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.

For more safety information go to [www.orud.org](http://www.orud.org)

*- Jeff Patterson*  
VP of Operations

## Give the gift of warmth

For more than 30 years our community partner, ADFAC, has been working to support families throughout the region. During the upcoming winter 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.

