



Responsibly serving our customers beyond their expectations.

*Closed*

We will be closed Friday, April 7th for the holiday. Please call **(865) 483-1377** if you have a gas-related emergency.

*Scan to download our mobile app*



Apple



Google



## Damage Prevention MVPs



ORUD's very own Bob Davis and Brian Smith were recognized as Damage Prevention MVPs in Tennessee811's first-quarter issue. Two MVPs is a first for Tennessee811, which shows just how amazing Bob and Brian are to ORUD and the industry. Read an excerpt below:

As far as excavators, Bob always wants to make sure the excavator understands what his locate markings mean and communicates with them regularly. Through this longevity at ORUD, Bob has built good relationships with customers, excavators, and other utilities. Bob is not only knowledgeable, but he has a passion for locating.

Of performing locates, Brian said, "Locates never stop, it's constant. There is no end game ... If you get behind on locate requests, you can't be afraid to ask for help. We all work together so well here at ORUD. ... You have to be confident in yourself and you have to be confident in your training."

Thank you Bob and Brian for your dedicated work at ORUD! Please visit <http://www.tennessee.811magazines.com/2023/issue1/magazine.html#p=6> to read the rest of the article.

# Please Note: UnitedHealthcare UCards

Many of our customers have received UCards from UnitedHealthcare, which is the new Medicare member ID card and gives access to many more benefits. On their website, one benefit listed for the UCard is to have the ability to pay eligible utilities. ORUD has contacted United Healthcare for instructions on how you can use this benefit.

The UnitedHealthcare UCard cannot be used in the following ways:

- cannot be swiped or entered in the office
- cannot be used in our phone payment system or online portal.

To gain access to your UnitedHealthcare benefits of paying utilities, you must register for the UCard Hub website or mobile app at <https://www.uhc.com/member-resources/health-care-tools>

**Payments made for utilities using your UCard benefits may take several business days to be received. Please allow up to 2 weeks for us to receive a payment using UCard benefits.**

For more instructions and information on your UnitedHealthcare UCard benefits, we encourage you to contact them directly at 1-800-607-2877.

**ORUD Natural Gas Customer Service Representatives are unable to use the UCard to process a payment for your utility account in the office, by phone, or on our online portal. Thank you.**

***Make this summer un-grill-ievable with a Broil King natural gas grill!***

