

**March 2023**

Responsibly serving our customers beyond their expectations.

**Happy  
St. Patrick's  
Day**

## **Friendly Payment Reminder**

We do not authorize third-party services to accept payments. In order to pay your gas bill online, it's important that you go to our website directly ([orud.org](http://orud.org)) and select "Pay My Bill." If you use a third-party company to pay your bill, there may be a service fee involved and we may not receive your payment on time.

Please note, we **DO NOT** charge a fee to pay your bill online. **If you have any questions, call our office at (865) 483-1377.**



*Warm weather is right around the corner...*

Is your grill ready for it? It doesn't feel like it sometimes with the East TN weather but spring is coming! Getting outdoors after winter is a welcome change and we know one of the first signs of warmer weather is a fired up grill! We have a few tips to get your gas grill ready. Follow these steps to keep your grilling area safe and get your gas grill ready for spring!

**Check your grease collection tray:** Every time you grill, make sure the tray is not full, as that can lead to a dangerous grease fire.

**Brush the grill grates before grilling:** After you preheat your grill, brush the grates with a grill brush or a wadded piece of foil to remove the burnt bits of food from the last grilling session. It's easier to loosen the leftovers when the grates are hot!

**Oil the grates:** Oil the hot grates before cooking so food doesn't stick.

**Brush the grates after grilling:** If you have time, brush the grates once done grilling.

*Find your natural gas grill today!*

# Customer Compliments

"Brian S. was very professional and polite while he was at my home during an after-hours gas leak detection. He got the job done safely and even took his shoes off before he entered the home."



"I'm an elderly customer and I couldn't find the correct entrance to the office. Daniel C. saw I was struggling and he came up to help me find the right way to enter. He was very nice and helpful!"

## Give the gift of warmth

For over 30 years now our community partner, ADFAC, has been working to support families throughout this region. 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.**

