

**June 2023**

Responsibly serving our customers beyond their expectations.

## Helpful Hints Managing Your Account Online

To ensure the best customer experience while managing your account, we encourage all of our customers to create a new account on our online customer portal. This will allow you to have all of your account information right at your fingertips!

Here are some things you can do once you've created your customer account:

- ◆ view your usage summary
  - ◆ download your billing statement (now available in .pdf format!)
  - ◆ pay your natural gas bill
  - ◆ manage autopay
  - ◆ add multiple accounts
- + much more!



## Did You Know?

**Natural gas is the most affordable residential energy source.**

Natural gas is the lowest among residential fuels. Electricity remains the highest. Your electric washer and dryer would need to be almost 4 times as efficient as natural gas for you to break even on the operating costs of doing laundry.

**Upgrade your dryer and get up to \$100 back on your bill.**

**Visit [orud.org](http://orud.org) and start saving TODAY!**

**Broil King grills starting at \$699**



**Broil King**  
Great Barbecues Every Time

# 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 Benjamin*  
Vice President of Communications

For more safety information, visit [www.orud.org](http://www.orud.org)

## Chili Lime Burgers

**DIFFICULTY** 3/5 | **PREP TIME** 30 MIN | **COOK TIME** 20 MIN | **SERVES** 4

### INGREDIENTS

- 1 lb ground beef
- 2 tablespoons chili sauce
- 2 teaspoons salt
- 2 teaspoons black pepper
- 1 red onion
- 1 large tomato
- 1 head of lettuce
- 1 lime
- Canola oil
- Mayonnaise
- Sweet chili sauce
- Sliced cheddar cheese
- Hamburger buns

### DIRECTIONS

1. Mix together ground beef, chili sauce, salt, and pepper. Be sure spices are well incorporated before shaping meat into patties.
2. Heat grill to 500°F and place burgers directly on the grids. Reduce heat to medium and close lid. Cook for 15-20 minutes covered, check and/or flip every 5 minutes to ensure even doneness and crust. Melt cheese slices on burgers if desired.
3. Slice tomato, lettuce, and onion.
4. Squeeze lime juice over red onion and let stand for 15 minutes in a bowl.
5. Serve on a toasted burger bun with mayonnaise and sweet chili sauce.