



# ORUD

## NATURAL GAS

Your Affordable Energy Choice

# August 2023

*Responsibly serving our customers beyond their expectations.*

## CALL BEFORE YOU DIG!

Whether you are building an addition, laying a patio, planting a garden, or just digging a post hole for a mailbox, don't dig through the natural gas line! When you plan to do any digging, please CALL TENNESSEE ONE CALL, at least three days in advance so that all ORUD-owned pipes may be located and marked for you at no charge. All digging in the vicinity of piping should be carefully done by hand.

This will avoid the inconvenience of disrupted service, personal injury and expensive repairs.



## IMPORTANT ANNOUNCEMENT!

Starting this fall, customers with a past-due balance on their natural gas bill will no longer receive a door hanger.

ORUD will send a mailed final notice letter indicating the amount owed, a pay-by date, and the communication that their natural gas service is subject to be discontinued without further notice if the balance remains unpaid. This updated process will allow ORUD to better serve its customers by utilizing resources more effectively.

The date for the implementation of the final notice letter will be published and communicated to ORUD customers once it is established.

**COMING  
SOON**





# Free Fall Light Up!

Get your gas logs, fireplaces, and wall heaters ready for winter!  
Our service technicians will make one complimentary visit per address to light current customers' gas pilot lights from September 5th to September 22nd from 8:00 a.m. to 5:00 p.m., Monday through Friday.

**BY APPOINTMENT ONLY.**

CALL TO SCHEDULE:

Oak Ridge (865) 483-1377

Kingston (865) 376-9834

September 5th -  
September 22nd

**FREE**

September 25th -  
October 6th

**\$10**

October 9th -  
October 13th

**\$20**

**\*\*Dates after October 13th will not be included in the Fall Light Up Program, and the standard service fee of \$30 will apply**

## September 2023

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## October 2023

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Natural gas utilities in America are devoted to reducing greenhouse gas emissions by enhancing infrastructure and implementing advanced technology that offers consumers dependable, sustainable, and affordable energy services. In addition to being cost-effective, reliable, and safe, natural gas is essential for improving our environment and is used by nearly 187 million Americans and 5.8 million businesses.