



**ORUD**   
NATURAL GAS

Your Affordable Energy Choice

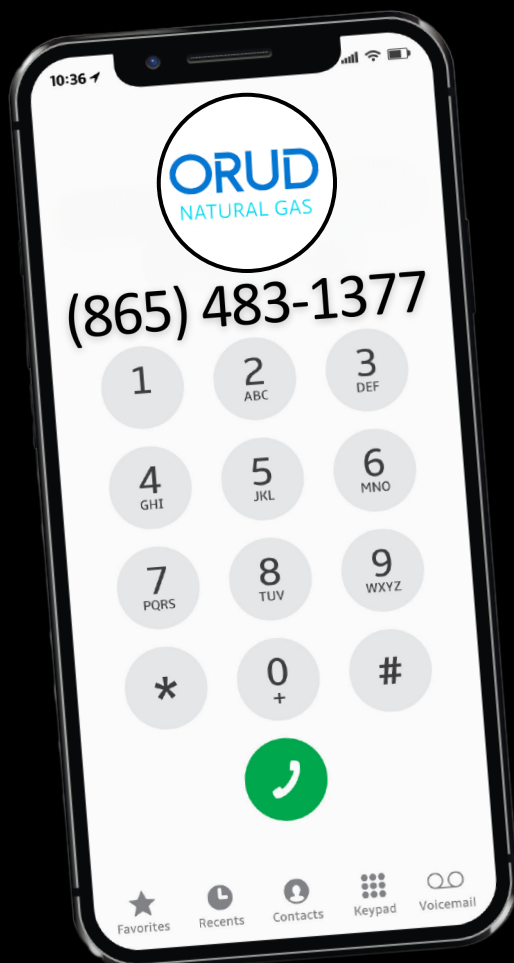
Responsibly  
serving our customers  
beyond their expectations.



*Happy Holidays!*

Our offices will be closed  
**December 25-26, 2023** & **January 1, 2024** in  
observance of Christmas & New Year holidays.

*Please call (865) 483-1377  
if you have a gas-related emergency.*



**ORUD REPRESENTATIVES  
ARE HERE FOR YOU!**

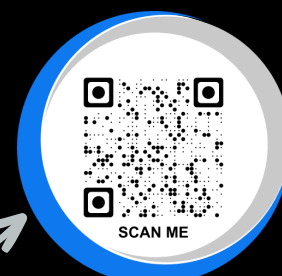
**QUESTIONS ABOUT YOUR BILL?**

**NEED TO START/STOP SERVICE?**

**WANT TO REQUEST AN ESTIMATE?**

**GIVE US A CALL AND WE WILL BE HAPPY TO  
ANSWER ALL OF YOUR QUESTIONS OR NEEDS  
REGARDING YOUR NATURAL GAS SERVICES!**

**VISIT OUR WEBSITE  
FOR AVAILABLE  
ONLINE RESOURCES**



orud.org | Bill Pay (865) 220-6600

# SURVEY

## giveaway

COMPLETE AND RETURN THE SURVEY BELOW TO BE ENTERED FOR THE CHANCE TO WIN A **\$25** WALMART GIFTCARD!



Contact Name

Phone: (xxx)xxx-xxxx

E-mail

- 1.) Within the past two years, do you recall receiving information from a pipeline company? ☐ Yes ☐ No
- 2.) Do you know how to recognize a pipeline right-of-way? ☐ Yes ☐ No
- 3.) Do you know how to recognize a pipeline leak? ☐ Yes ☐ No
- 4.) Have you ever heard of 811? ☐ Yes ☐ No
- 5.) How would you know if there is a pipeline near you? (check all that apply)  
☐ Pipeline Marker ☐ Line runs through property ☐ Received Mailing ☐ Other:
- 6.) If you are planning on digging, which of the following actions would you be likely to take? (check all that apply)  
☐ Call 811 ☐ Call pipeline company ☐ Don't know
- 7.) How often do you check to see if a pipeline exists, and where it is located, prior to digging?  
☐ Always ☐ Usually ☐ Sometimes ☐ Rarely ☐ Never
- 8.) What will you do if you see suspicious activity on or near a pipeline right-of-way? (check all that apply)  
☐ Call 911 ☐ Call pipeline company ☐ Call 811 ☐ Nothing
- 9.) What will you do if you see construction-related activity on or near a pipeline right-of-way? (check all that apply)  
☐ Call 911 ☐ Call pipeline company ☐ Call 811 ☐ Nothing
- 10.) What would you do in the event of a pipeline emergency? (check all that apply)  
☐ Call 911 ☐ Call pipeline company ☐ Call 811 ☐ Nothing
- 11.) Which of the following is the safest way for transporting oil or natural gas?  
☐ Tanker truck ☐ Rail car ☐ Pipeline ☐ Barge
- 12.) How well informed are you regarding pipelines in your community?  
☐ Very well informed ☐ Somewhat informed ☐ Not too informed ☐ Not at all informed
- 13.) Are you aware of the National Pipeline Mapping System (NPMS)? ☐ Yes ☐ No
- 14.) Are you aware of the prevention measures pipeline companies take to maintain safe operations? ☐ Yes ☐ No

COMMENTS



Please return to ORUD  
120 S Jefferson Circle, Oak Ridge, TN 37830  
ATTN: Marketing

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