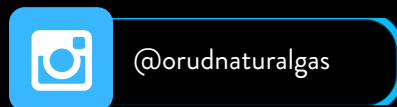


Responsibly serving our customers beyond their expectations.



**2024**  
H A P P Y N E W Y E A R 

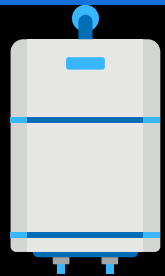


*In observance of the holidays,  
ORUD offices will be closed:  
January 1st, 2024  
& January 15th, 2024*

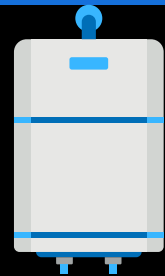
*Please call (865)483-1377 if you have  
a gas-related emergency.*

*Senior citizens and military personnel (active duty/veteran) are now  
offered a 10% discount on any appliance purchased from ORUD*

**10% OFF**



# Federal Tax Credits



**Water Heater Incentives | Effective Dates 1/1/2023 - 12/31/2032**

*With the expansion of 25C in 2023, a maximum of \$1,200 will be available for most taxpayers under the Energy Efficient Home Improvement Tax Credit (under the Inflation Reduction Act of 2022). Any qualifying energy property item (including tankless water heaters and boilers) is eligible for a \$600 credit, and biomass stoves, water heaters, and/or heat pumps powered by propane or natural gas are also eligible for a \$2,000 credit. With the expanded 25C tax credit, the same customer would be eligible for credit for qualifying energy efficient upgrades on an annual basis (rather than a lifetime limit). The program will be extended to 2032 as a result of this expansion.*

*Note: The CEE (Consortium for Energy Efficiency) highest product category tiering determines which water heating products qualify for credit limits as of 12/20/2022.*

# 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 15,600 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. For more safety information, visit [www.orud.org](http://www.orud.org)



*Sasha Benjamin*  
Vice President of Communications

## Appliance Incentives

Get the most out of natural gas by taking advantage of its many benefits! The charts below can help to show you how much you can save when you purchase a new appliance from ORUD.

*Electric to Gas*

High Efficiency Heat	\$550
Heat (gas pac, furnace)	\$500
Tankless Water Heater	\$425
Tanked Water Heater	\$400
Cooktop / Range	\$100
Dryer	\$100
Gas Lamp	\$100

*Gas to Gas*

High Efficiency Heat	\$150
Heat (gas pac, furnace)	\$125
Tankless Water Heater	\$75
Tanked Water Heater	\$60
Cooktop / Range	\$50
Dryer	\$50
Gas Lamp	\$0