



*Responsibly serving our customers beyond their expectations.*

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@OakRidgeUtilityDistrict



@orudnaturalgas



*Kingston Customer  
Appreciation Event*

*Join Us for*

June 14th, 2024  
11am - 1pm  
ORUD Kingston Office

Giveaways  
Food  
& MORE!

**Office Closures & Important Dates**



May 14th - Team Training -  
*Offices Opening Late*

May 27th - Memorial Day -  
*Offices Closed*



June 14th - Kingston Customer  
Appreciation Event -  
11am - 1pm at the ORUD Kingston Office

June 18th - Team Training -  
*Offices Opening Late*



July 4th - Independence Day -  
*Offices Closed*

July 16th - Team Training -  
*Offices Opening Late*



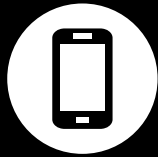
Tennessee 811

**PROTECT UNDERGROUND UTILITIES**

*call before you dig*

# AUTOPAY AND PAYMENT METHODS: HOW TO UPDATE AND MANAGE

ON OUR APP OR FROM YOUR COMPUTER, LOG INTO YOUR ACCOUNT THROUGH THE CUSTOMER PORTAL AND FOLLOW THESE STEPS TO UPDATE PAYMENT METHODS & MANAGE AUTOPAY



## UPDATE PAYMENT INFORMATION USING THE APP

- 1 Once logged into your account via the customer portal on the app, select "Payment Methods" at the bottom of the screen
- 2 Delete the current card on file (located at the top of the screen) or select "Add New Payment Method" option to add a card to save to the account

## MANAGE AUTOPAY USING THE APP

- 1 Once logged into your account via the customer portal on the app, access the menu at the top located where the address and account number are listed
- 2 Select the "Payments" option located at the bottom
- 3 Select the "Manage Autopay" option
- 4 Select either the "Enable" or the "Disable" option
- 5 Select "Payment Method", Read and Agree to the terms and conditions then select "Update"



## UPDATE PAYMENT INFORMATION USING YOUR COMPUTER

- 1 Once logged into your account via the online customer portal, select "My Profile" in the top left corner of the screen
- 2 Select the "Payment Methods" option
- 3 Delete or add payment methods and save them to update the account

## MANAGE AUTOPAY USING YOUR COMPUTER

- 1 Once logged into your account via the online customer portal, select "Payments" option located in the menu box on the left hand side of the screen
- 2 Select the "Manage Autopay" option
- 3 Select either the "Enable" or the "Disable" option
- 4 The "Update" button must be selected for account changes to be made



## UPDATE PAYMENT INFORMATION OR MANAGE AUTOPAY USING YOUR PHONE INTERNET BROWSER

- 1 Once logged into your account via the online customer portal, select the menu button "☰" at the top right corner of the screen
- 2 Select the "Payments" option
- 3 Select the "Manage Autopay" option, then select either the "Enable" or "Disable" option
- 4 Select or add the payment method, read and agree to the terms and conditions then select "Update"

*\*Mobile device web browsers do not support the "Delete Payment" function. This can only be done by using the app or via a computer using the online customer portal.*

**STILL NEED HELP OR HAVE QUESTIONS?**

**ORUD REPRESENTATIVES ARE HERE FOR YOU!**  
GIVE US A CALL AND WE WILL BE HAPPY TO ANSWER ALL OF YOUR QUESTIONS OR NEEDS REGARDING YOUR NATURAL GAS SERVICES!