




*Responsibly serving our customers beyond their expectations.*





**ORUD Natural Gas proudly announces a significant safety milestone:**  
 January 17th, 2025 marked 3,000 consecutive days without a lost-time work injury. This achievement reflects the company's unwavering commitment to employee well-being, rigorous safety protocols, a culture of continuous improvement, and a steadfast dedication to safety. As ORUD Natural Gas continues its operations in Oak Ridge and Roane County, it remains focused on sustaining and building upon this success, setting a benchmark for safety excellence in the industry.

 **Did you know?** America's natural gas utilities have added 25,000 miles of natural gas pipeline in 2024, ensuring the reliable delivery of natural gas to homes, businesses and communities.



**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!

**OFFICE CLOSURES & IMPORTANT DATES**





**FEBRUARY**

- 11** Team Training - *Offices Opening Late*
- 14** Valentine's Day 
- 17** President's Day - *Offices Closed* 

**MARCH**

- 17** St. Patrick's Day 
- 18** Team Training - *Offices Opening Late* 

**APRIL**

- 11** Team Training - *Offices Opening Late* 
- 15** Tax Day 
- 18** Good Friday - *Offices Closed* 
- 20** Easter 

**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.

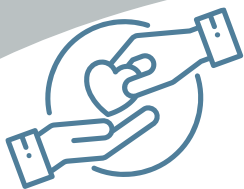
Whether you're installing an underground dog fence, running water to an outbuilding or post-hole digging for a new mail box post, underground piping and other utilities can be damaged. That's why it's important to "Call Before You Dig" or move earth in any way. Please call Tennessee 811 by dialing (811) 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 Little*  
VP of Communications



## Give the gift of warmth

ADFAC has provided assistance to families throughout this region for the past 30 years.

Help your neighbors stay warm this winter by giving them the gift of warmth.

The Project SAFE program offered by ADFAC helps provide temporary utility bill assistance to families experiencing financial hardship. Providing these families with aid helps them get back on their feet again, and donations from ORUD customers make a real difference.

Please consider donating today!

I would like to give the gift of warmth and help my neighbors in need by donating to Project Safe!

My check is enclosed \$ \_\_\_\_\_

Name: \_\_\_\_\_

I would like to donate \$ \_\_\_\_\_  
each month for Project Safe. Please add it to my monthly bill.

Address: \_\_\_\_\_

Account #: \_\_\_\_\_



**We thank you for having a heart and heating a home!**  
Please return this form with your monthly bill.

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