



*Responsibly serving our customers beyond their expectations.*

## 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.

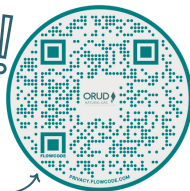
## FOLLOW US ON SOCIAL

@OakRidgeUtilityDistrict

@orudnaturalgas

## VISIT OUR SHOWROOM FOR ALL YOUR APPLIANCE NEEDS

**WE ARE HIRING!**  
SCAN TO APPLY OR FOR MORE INFORMATION



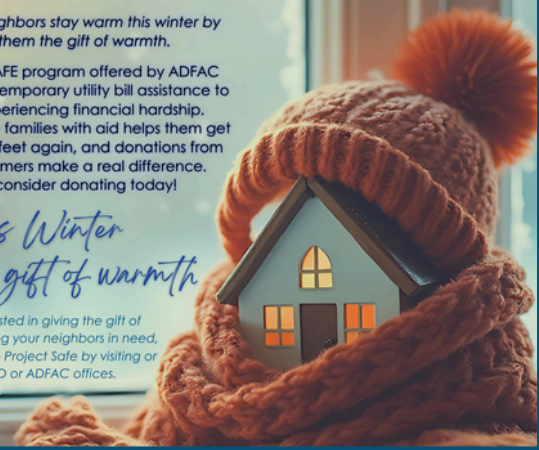
ADFAC has provided assistance to families throughout this region for the past 30 years.

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!

*This Winter Give the gift of warmth*

If you are interested in giving the gift of warmth and helping your neighbors in need, you can donate to Project Safe by visiting or calling ORUD or ADFAC offices.



**MARCH 18<sup>TH</sup>**

# NATURAL GAS UTILITY WORKERS' DAY

The official Natural Gas Utility Workers' Day falls on March 18. It commemorates the 1937 explosion of a school in New London, Texas, which led to the widespread odorization of natural gas and increased safety precautions. A key aspect of natural gas distribution is safety, and distribution employees strive to ensure safety through employee training, system inspections, and public outreach. It is a time when natural gas utilities raise public awareness of the dedicated work they do to provide safe, affordable, and reliable energy to customers. It is also a time when communities, like ours, recognize the employees who work to provide one of their most valuable assets, their **natural gas utility**.

## OFFICE CLOSURES & IMPORTANT DATES

### MARCH

**12** Team Training - Offices Opening Late

**17** St. Patrick's Day

### APRIL

**11** Team Training - Offices Opening Late

**18** Good Friday - Offices Closed

**20** Easter

### MAY

**14** Team Training - Offices Opening Late

**26** Memorial Day - Offices Closed

# Bank Bill Pay



## HOW THE BANK BILL PAYMENT PROCESS WORKS

### MULTI-STEP PROCESS

**TIP: AVOID MAIL DELAYS AND USE THE ORUD CUSTOMER PORTAL FOR DIRECT PAYMENT PROCESSING WITH NO FEES**



1

CUSTOMER USES BANK BILL PAY TO ISSUE A PAYMENT TO ORUD FOR THEIR UTILITY BILL



2

MONEY IS DEBITED FROM CUSTOMER'S BANK ACCOUNT. **PROCESSING IS NOT ELECTRONIC /ACH**



3

BANK MAY USE A THIRD PARTY PROCESSOR TO MAIL A CHECK TO THE MAILING ADDRESS PROVIDED



4

USPS MAY ENCOUNTER WEATHER, STAFFING OR HOLIDAY DELAYS THAT IMPACT PROMPT DELIVERY OF THE CHECK PAYMENT



5

CHECK ARRIVES AT ORUD AND IS MANUALLY PROCESSED THE DAY IT IS RECEIVED. CUSTOMER MAY HAVE ACCRUED LATE CHARGES/FEES OR NOTICES DURING THIS PROCESS



PLEASE BE AWARE THAT EACH BANK HAS THEIR OWN POLICIES AND PROCEDURES FOR BANK PAY AND THAT IF A THIRD PARTY PROCESSOR IS USED THEIR LOCATION MAY OR MAY NOT BE LOCAL TO THE BANK YOU USE.

### LEVELIZED BILLING

*Level up your budgeting game by enrolling in our Levelized Billing*

This option allows you to plan ahead for fun outings with your family and friends and spend less time calculating your monthly budget!

### DOWNLOAD OUR APP

The ORUD mobile app mirrors our online customer portal so managing your account from a computer or your mobile device is a breeze. Here are some of our favorite things you can do with our free app.

Access your usage summary

Download your billing statement (now available in .pdf format!)

Pay your bill

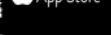
Manage autopay

Add multiple accounts

SCAN TO DOWNLOAD



Download on the App Store



GET IT ON Google Play



# ENROLL TODAY



With e-Bill, you no longer have to worry about not getting your bill on time. Using our website, you can sign up for e-Bill after creating an account. You will receive an email each month when your bill has been generated and is ready to view through your e-Biz account.