



HOW ABOUT A HOLIDAY DEAL

CLEARANCE ITEMS MARKED DOWN UP TO 50% OFF!

VISIT OUR SHOWROOM & CHECK OUT OUR END OF THE YEAR SALE!



THANK YOU TO ALL THAT ATTENDED THE 2025 ANNUAL ORUD VETERANS LUNCHEON!

We were honored to serve our veterans, in this small way, to show our appreciation to all who have served our country for their strength, bravery, and sacrifice.



Happy Holidays



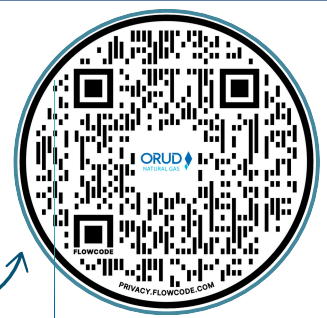
OFFICE CLOSURES & IMPORTANT DATES
DECEMBER

- 10** Team Training - Late Opening 
- 24** Christmas Holiday - 
- 25** Offices Closed 

JANUARY 2026 

- 1** New Years Day - Offices Closed
- 14** Team Training - Late Opening 
- 19** Martin Luther King Day - Offices Closed 

VISIT OUR WEBSITE FOR MORE!
SCAN ME





LIHEAP

Low Income Energy Assistance Program



HOW DO I APPLY?

Application, along with all necessary verifications, must be submitted through the designated LIHEAP Agency in your county of residence.

East Tennessee Human Resource Agency (ETHRA) (865) 691-2551
Serving: Anderson, Campbell, Claiborne, Morgan, Scott, Union

Mid-East Community Action Agency (865) 248-8661
Serving: Loudon & Roane

TO APPLY YOU WILL NEED:

- Copy of applicant's government issued ID
- Social Security number and verification for all eligible household members or birth certificates for children under 1
- Proof of gross income for the past 30 days (4 weeks) for all household members (18 years or older) or completion of Zero Income Form if no income
- 12 month history of home energy bill (or however long you have lived at your address)
- Copy of your most recent utility bill or termination notice (if applicable)

WHAT IS LIHEAP?

The Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded grant program that helps income eligible households in meeting their immediate home energy needs. LIHEAP can help you stay warm in the winter and cool in the summer through a program that reduces the risk of health and safety problems that arise from unsafe heating and cooling practices.

WHO IS ELIGIBLE?

Households that are within 60% of State Median Income guidelines can receive assistance. The LIHEAP program in your county determines if your household's income qualifies for the program.

WHAT ASSISTANCE DOES LIHEAP PROVIDE?

→ REGULAR ASSISTANCE

Regular Assistance helps families pay their heating and cooling bills. The one-time payment is sent directly to your utility company or fuel provider, and will be credited on your bill. Assistance is based on your household size, income, and fuel type.

→ CRISIS ENERGY ASSISTANCE

Crisis Assistance applicants receive the same benefit as Regular Assistance applicants. However, the Crisis component will be based on uncontrollable circumstances. Please check with your local LIHEAP agency regarding crisis eligibility.

LIHEAP helps you pay your main heating and cooling bills.

These include: **Electric • Gas • Propane • Coal • Oil • Kerosene • Wood**

***Additional documentation may be required, Please contact your local agency for additional information.**



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 \$ _____

Address: _____

each month for Project Safe. Please add it to my monthly bill.

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