



Responsibly serving our customers beyond their expectations.

OFFICE CLOSURES & IMPORTANT DATES

JANUARY 2026

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

FEBRUARY

- 11** Team Training - Late Opening
- 16** Presidents' Day - Offices Closed

MARCH

- 18** Team Training - Late Opening

FOLLOW US ON SOCIAL

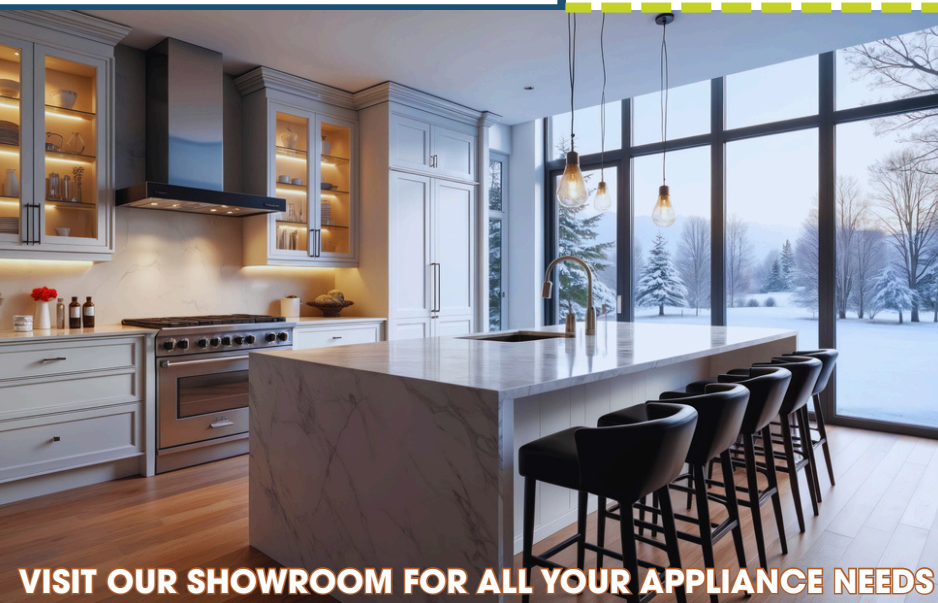
FOR THE LATEST NEWS AND UPDATES

 @OakRidgeUtilityDistrict
  @orudnaturalgas



Failure to dig safely can endanger yourself, emergency responders and your community. If you see someone digging or disturbing the soil and there are no colored flags or marks on the ground, please stop them.

Suggest that they call 811 or visit clickbeforeyoudig.com before continuing. When planning a digging project, never rely on word of mouth, maps, memory, or pipeline markers.



SCAN ME

VISIT OUR WEBSITE FOR MORE!



VISIT OUR SHOWROOM FOR ALL YOUR APPLIANCE NEEDS

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



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