

OFFICE CLOSURES & IMPORTANT DATES

AUGUST

5 *Offices Closed - Annual Employee Safety Training*

SEPTEMBER

7 *Labor Day - Offices Closed*

9 Team Training - Late Opening

OCTOBER

14 Team Training - Late Opening

31 *Halloween*





PUBLIC NATURAL GAS WEEK GIVEAWAY!

Customers who purchase any appliance between September 1st, 2026 and October 9th, 2026 will be entered into a drawing for the Public Natural Gas Week giveaway prize.

The giveaway winner will be announced October 12th, 2026

Purchases of appliance accessories are not eligible.

FREE FALL LIGHT UP PROGRAM



IT'S TIME TO GET THOSE GAS LOGS, FIREPLACES, AND WALL HEATERS READY FOR THE WINTER!

Our Fall Light Up Program offers one complimentary visit per address by our technicians to light current customers' gas pilot lights from September 1st - September 18th from 8:00 a.m. to 5:00 p.m., Monday through Friday.

THIS SERVICE REQUIRES AN APPOINTMENT, PLEASE CALL TO SCHEDULE.

Dates after September 18th will not be included & the standard service fee of $30 will apply.

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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

ORUD NATURAL GAS
Your Affordable Energy Choice

Sasha Little
VP of Communications



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