

OFFICE CLOSURES & IMPORTANT DATES

NOVEMBER

- **11** *Veterans Day*
- **13** Team Training - *Late Opening*
- **26–27** Thanksgiving Holiday - *Offices Closed*

DECEMBER

- **4** Employee Holiday Luncheon - *Offices Closing Early*
- **9** Team Training - *Late Opening*
- **24–25** Christmas Holiday - *Offices Closed*

2026

JANUARY

- **1** New Years Day - *Offices Closed*
- **19** Martin Luther King Day - *Offices Closed*



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

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Happy Thanksgiving!

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WHY IS THERE COLORED PAINT ON MY LAWN?

When a utility is requested to mark their facilities, they may use colored paint or flags to show a homeowner or excavator the approximate location of those underground lines. You should not mow over paint or remove flags during the 15 days that a locate ticket is active, so that workers can avoid those utilities when digging. Additionally, you should never try to repaint lines or replace flags that have been moved. Prior to any digging project, always call TN811 to ensure that underground utilities are marked properly for your safety and that of others.

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 $*_____

☐ *I would like to donate $*_____ *each month for Project Safe. Please add it to my monthly bill.*

*Name:*_____

*Address:*_____

*Account #:*_____

ADFAC

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