

## Important Vectren Energy Delivery Numbers

Customer Service Number 1-800-227-1376  
Call Before You Dig 1-800-382-5544  
Hearing Impaired (Relay Indiana) 1-800-743-3333  
[www.vectren.com](http://www.vectren.com)

**Customer Service questions or concerns:** To contact Vectren Energy Delivery regarding your bill or service, visit us online at [www.vectren.com](http://www.vectren.com) or contact us between 7 a.m. and 7 p.m., Monday through Friday, at 1-800-227-1376. Please do not include any written correspondence with or on your payment stub. If you would like to write to Vectren Energy Delivery, please send correspondence to P.O. Box 209, Evansville, IN 47702-0209.

### Natural Gas Service Terms & Definitions

**Distribution and Service Charges** – Portion of the bill which reflects the costs to deliver natural gas to your home or business. The customer facilities charge that is billed each month regardless of consumption is included in this line item.

**Gas Cost Charge** – Portion of the bill which reflects how much Vectren Energy Delivery paid for the natural gas used in your home or business. This cost is passed on to you. The Indiana Utility Regulatory Commission reviews and approves these natural gas costs on a quarterly basis.

**Demand** – Charge for some larger customers based on their highest usage within a defined period. The billing demand for gas is stated in therms.

**CCF (100 Cubic Feet)** – Gas consumption is measured by your meter in hundreds of cubic feet.

**Therm** – The volume of gas in CCF multiplied by the therm conversion factor.

**Therm Conversion Factor** – The heat content of the gas used to convert the measured gas consumption from CCF to therms.

**Pressure Factor** – Factor used to calculate consumption on meters in which delivery pressure is higher than standard pressure and a pressure compensation instrument is not used.

**Miscellaneous Charges** – Examples of miscellaneous charges may include but are not limited to deposits, reconnect charges, etc.

### Electric Service Terms & Definitions (where applicable)

**Current Electric Charges** – Includes the following three components that are reviewed and approved by the Indiana Utility Regulatory Commission.

- **Energy Charge** – Charges billed each month for the amount of electric consumption during the billing period. This charge includes base commodity and delivery charges.
- **Energy Adjustment** – Portion of the bill which reflects the market cost of purchasing fuel and electricity as well as other environmental and regulatory cost adjustments.
- **Service Charges** – Charges billed each month to recover various costs the company incurs regardless of consumption. This includes metering, meter reading, operation and maintenance of service delivery facilities, billing, and administrative costs incurred by Vectren Energy Delivery.

**Demand** – Rate for some larger customers are based on their highest usage with a defined period. The billing demand for electric is stated in kilowatts (kW) or kilovolt-amperes (kVA).

**kWh (kilowatt hours)** – Electric energy consumption is measured by your meter in kilowatt hours.

**Multiplier** – Used to calculate the kWh consumption on high usage meters.

**Miscellaneous Charges** – Examples of miscellaneous charges may include but are not limited to reconnect charges, returned check charges, etc.