

FEBRUARY 2010



Natural Gas Safety

CARBON MONOXIDE

Carbon monoxide (CO) is a toxic gas produced by the incomplete burning of different fuels including gasoline, kerosene, wood, coal, propane, natural gas and fuel oil. High concentrations of CO can cause illness and excessive levels can be fatal. If you suspect CO in your home, get fresh air immediately and call 911. To prevent CO in your home:

- » Make sure all appliances are properly installed and maintained and have a heating professional clean and check your heating and venting system every year.
- » Check vents, flue pipes and chimneys for corrosion or blockage.
- » Never run a vehicle or fuel-burning equipment in an enclosed place.
- » Install a CO detector to add an extra measure of safety.

IF YOU SMELL NATURAL GAS

In its most pure state, natural gas has no odor. That's why Vectren adds a chemical with a very distinctive odor which smells like rotten eggs. If you or a family member suspect a gas leak, you should:

- » Leave the premises immediately.
- » Call Vectren at (800) 227-1376 from somewhere other than the premises where there is a suspected leak. The use of a phone can create static electricity, which could ignite a gas leak.
- » Do not re-enter the premises until Vectren or fire safety officials say it is safe to do so.

PLEASE NOTE:

There is no charge to the customer for calling Vectren to inspect a potential gas leak. Vectren will respond 24 hours a day, 365 days a year.

Space heaters: Ensure you use them safely

If you choose to use a space heater this winter don't forget to follow the safety tips below:

- Install and use appliances according to the manufacturer's instructions.
- Consider using space heaters with automatic shut-off capabilities.
- Never use unvented gas or kerosene heaters in closed spaces, especially sleeping areas.
- Don't use gas appliances such as an oven, range, or clothes dryer to heat the home.
- Leave a window cracked about an inch for ventilation and fresh air. Ventilation is important to keep fuel-burning space heaters from consuming too much oxygen in the house.
- Do not leave a space heater on when you are not in the room or when you go to sleep and keep small children away from the unit at all times.
- Electric space heaters should be checked for signs of fraying or splitting wires or overheating. Likewise, electric space heaters frequently cause fires by overloading electrical outlets.
- Keep space heaters away from combustible materials/products.
- When selecting a heater, look for one that has been tested and certified by a nationally recognized testing laboratory. These heaters have been determined to meet specific safety standards, and manufacturers are required to provide important use and care information to the consumer.



SUPPORT HAITI DISASTER RELIEF EFFORTS

The 7.0 earthquake that hit the island nation of Haiti on Tuesday, Jan. 12, was devastating. Many of us are left wondering how to help. During disasters such as this, financial contributions are needed above all else to meet basic human needs such as food, water, medical supplies and shelter.

To learn more or to make a donation, visit www.redcross.org.



**American
Red Cross**

Customer Service

Phone: (800) 227-1376 • Mon.-Fri. 7 a.m. to 7 p.m.

Conservation Connection

Phone: (866) 240-8476 • Mon.-Fri. 8 a.m. to 5 p.m. EST

TOOLS, TIPS & CASH REBATES FROM VECTREN'S CONSERVATION CONNECTION

CHOICE OPT-OUT

Vectren is required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, you can inform us online at Vectren.com/ohio, or you can send a written request to:

Vectren Energy Delivery
Choice Program Administration
P.O. Box 209
Evansville, IN 47702-0209

Also, you can call Vectren at (800) 227-1376 and use the automated phone system to complete the process. Even if you remove your name from the list, you can still participate in Ohio Choice. If you have previously notified Vectren that you wish to have your name removed from the supplier list, it is not necessary for you to take any action.

RESPONSIBILITY FOR GAS PIPING

Vectren Energy Delivery of Ohio (Vectren) is responsible for maintenance of all service lines from the gas main to the gas meter. The customer is responsible for the maintenance of all gas piping from the gas meter to all gas appliances.

Buried gas piping which is not maintained is subject to potential hazards of corrosion and leakage. For your safety, all buried gas piping should be periodically inspected for leaks. If the buried piping is metallic, it should also be periodically inspected for corrosion. If an unsafe condition is found, the gas piping will need to be promptly repaired. When digging near buried gas piping, the piping must be located in advance and digging should be done by hand. Plumbing and heating contractors can assist in locating, inspecting and repairing customers' buried pipelines.

CALL BEFORE YOU DIG:

811 or (800) 382-5544, 24 hours a day, seven days a week!

CASH REBATES ON ENERGY-SAVING NATURAL GAS APPLIANCES

Offers \$200 toward a new furnace, up to \$150 toward a natural gas water heater and many more rebates for existing or new construction. Plus rebates for commercial customers.

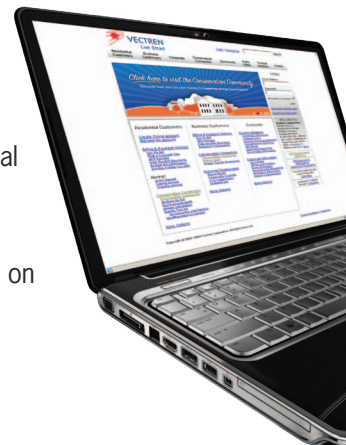
ONLINE ENERGY AUDIT

Pinpoints energy usage and opportunities to save based on your appliances and age of your home or business.

HOW-TO VIDEOS

Watch videos on simple do-it-yourself projects and tips to conserve energy in your home.

For more information visit the Conservation Connection at www.vectren.com or call (866) 240-8476.



Home weatherization funding still available through Project TEEM!

Vectren's Project TEEM (Teaching Energy Efficiency Measures) program provides complete home weatherization services to income-eligible families. Project TEEM assists families that are at or below 300 percent of federal poverty guidelines. This equates to a family of four making \$66,000 annually



Those who qualify for Project TEEM receive a free, on-site home energy audit to determine areas in need of energy-efficiency upgrades. Energy efficiency experts from the Community Action Partnership of the Greater Dayton Area then implement a number of efficiency measures on an as-needed basis, which may include: adding insulation in the walls or attic, sealing ductwork and air leaks, installing high-efficiency natural gas furnaces, etc. The average home receives about \$3,000 to \$4,000 in improvements — all at no cost to the customer.

To apply for Vectren's Project TEEM, contact the Community Action Partnership of the Greater Dayton Area at (800) 617-2673 or visit vectren.com for more information.

Census 2010

In 2010, the U.S. Census Bureau will count every person living in our nation. It's vital that you complete your census form because the results help ensure our community will get its share of funding for essential services such as new roads, hospitals, child care and senior centers, schools and more. The Census asks just 10 simple questions- and your answers are confidential. Your information is protected by law and cannot be shared with anyone for any reason, including police or other federal agencies.

Watch your mail in March for your census form – fill it out and be counted!

For additional information visit www.2010.census.gov.

United States[®]
**Census
2010**
IT'S IN OUR HANDS