

FEBRUARY 2011



## RESPONSIBILITY FOR GAS PIPING

The customer is responsible for the maintenance of all gas piping from the gas meter to all gas appliances. Buried gas piping that 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. State law requires that you must call at least two (2) full working days before you dig.

### Call Before You Dig:

811 or 1-800-382-5544, 24 hours a day, seven days a week!



# Important reminders about Natural Gas Safety

## What to do if you suspect a natural gas leak

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. Follow the instructions below if you or someone in your family suspects a natural gas leak.

**In the event a gas line has been struck or ruptured outside of a home or business**, residents are reminded of the following:

- Leave the area of the gas leak, as well as areas where the odor of gas is noticeable, immediately.
- Do not attempt to re-start or move powered equipment.
- Call Vectren at **1-800-227-1376** from somewhere other than the location of the gas leak. The party responsible for the damage to the gas line should also call 911 and report the incident to police and/or fire officials.
- Alert neighboring property owners of the potential leak.
- Remain in a safe area until emergency personnel arrive and do not enter the home/business or neighboring premises.

**In the event a gas leak is detected inside of a home or business**, residents are reminded of the following:

- Leave the home or business of the gas leak, as well as areas where the odor of gas is noticeable, immediately.
- Do not use the phone or a cell phone while in the building. If you notice the leak while talking on the phone, do not hang up.
- Do not turn any lights, appliances or any electrical sources on or off.
- Do not light matches.
- Do not open or close windows.
- Do not start a vehicle if it's parked in a garage that's attached to the home/business of the suspected leak nor utilize an automatic garage door opener upon exiting.
  - » *The activities listed above could trigger an ignition if gas has significantly accumulated.*
- Call Vectren at **1-800-227-1376** from somewhere other than the location of the gas leak.

**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.

### 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.



### Install a CO Detector

*CO detectors should be installed in a central location outside each sleeping area and on every level of the home.*

### Customer Service

Phone: 1-800-227-1376 • Mon.-Fri. 7 a.m. to 7 p.m. EST

### Conservation Connection

Phone: 1-866-240-8476 • Mon.-Fri. 8 a.m. to 5 p.m. EST



# EARN CASH REBATES

*from Vectren's Conservation Connection!*

Cut energy waste and earn cash rebates\* from Vectren's Conservation Connection when you upgrade your old appliances to new, energy-saving natural gas models.

Visit [Vectren.com](http://Vectren.com) or call 1-866-240-8476 to get started.

## Rebates for your home

Natural Gas Furnace .....	\$200	Natural Gas Residential Boiler .....	\$500
Natural Gas Water Heater .....	\$100	Natural Gas Tankless Water Heater .....	\$150
Programmable Thermostat .....	\$20		

\* *Before purchasing, see the rebate application for complete details on appliance energy efficiency and service requirements.*

## EASY WAYS TO SAVE

### Maintain your furnace

Have your furnace maintained annually by a qualified technician and check your air filter monthly. Regularly having a professional inspection of your heating system will help lower your heating bills 3 to 10% as well as maximize the life of your furnace.

## SHARE THE WARMTH, INC.

### Vectren offers \$200,000 in matching funds to support home weatherization programs

Vectren will match dollar-for-dollar all public donations to its Share the Warmth program this winter, up to a total of \$200,000. Share the Warmth, a 501(c)3 nonprofit organization, annually allocates funds to Indiana community action agencies who administer the Indiana Weatherization Assistance Program.



This weatherization initiative is designed to offer comprehensive long-term energy conservation benefits to single family homeowners who meet the state and federal guidelines for low-income.

Donations can be made to **Share the Warmth, Inc., P.O. Box 931, Evansville, IN, 47706-0931**. More information and a contribution form are available at [www.sharethewarmthinc.com](http://www.sharethewarmthinc.com).

## UNIVERSAL SERVICE PROGRAM (USP)

As of Dec. 1, 2010, low-income customers who are eligible for financial assistance from the Low Income Energy Assistance Program (LIHEAP) will be automatically enrolled in the Universal Service Program (USP).

For the 2010/2011 heating season, the USP credit will reduce the monthly natural gas bills of eligible low-income customers by 15%, 26% or 32% depending on their LIHEAP eligibility level. Those who qualify for the USP will see a "Universal Service Credit" on their gas bill, noting the exact USP discount applied to their bill between Dec. 1, 2010 through May 31, 2011.

The USP is now in its fifth year. The program was created in conjunction with the Indiana Office of Utility Consumer Counselor (OUCC) and with approval from the Indiana Utility Regulatory Commission (IURC). Customers receiving the LIHEAP and USP program benefits are encouraged to seek qualification for additional weatherization benefits through the American Recovery and Reinvestment Act by applying at their local community action agency.

VISIT US ONLINE AT [WWW.VECTREN.COM](http://WWW.VECTREN.COM) OR CALL 1-800-227-1376