

## Report an outage using PowerOn

Lightning, heavy winds and inclement weather that often come with the arrival of spring may trigger power outages. Using Vectren's PowerOn automated outage response center, you can report your outage 24 hours a day without having to speak with a live agent.

### If your power goes out:

- Please contact us immediately to report the outage at **1-800-227-1376**.
  1. Follow the prompts to report an electric outage.
  2. Enter your 10-digit phone number associated with the home address or 18-digit Vectren account number.
  3. The PowerOn system will confirm the address of the outage based on the phone or account number you entered.
  4. If desired, request a call back to alert you once your power has been restored.
- Do not assume Vectren automatically knows about your outage. Vectren cannot remotely determine if your power is on or not. Also, you may have an issue that only impacts your home, such as the meter set or the service line that runs from the pole to your house.
- If you see downed power lines, assume they are **dangerous** and stay away. Also, alert your neighbors of the downed lines.

## Vectren Tree Trimming

To prevent outages, ensure reliability and ultimately keep you safe, Vectren must trim and maintain the foliage in and around its power lines and has permission to trim trees in the communities it serves through



franchise and easement agreements. The tree trimming crews follow approved trimming standards that were established by the National Arbor Day Foundation and are designed to preserve the health of the trees. Please remember the severity of tree pruning may sometimes change the natural shape of the tree.

## Plan Before You Plant

If you are planting a tree this year, remember to plan before you plant to avoid future tree growth into nearby power lines and call before you dig at 811 to avoid striking underground utility lines.



Visit [vectren.com](http://vectren.com) for tips on planting the right tree in the right place.

**Customer Service:**  
1-800-227-1376  
Monday through Friday  
7 a.m. to 7 p.m.

**Conservation Connection:**  
1-866-240-8476  
Monday through Friday  
7 a.m. to 4 p.m. CST

**Mail:**  
P.O. Box 209  
Evansville, IN 47702-0209

[www.vectren.com](http://www.vectren.com)



Your **Utility** Service



# Your Utility Service

## Natural gas safety

Natural gas is colorless, odorless and tasteless. Vectren adds a distinctive “smell” like spoiled eggs so you can easily detect a leak. If you smell gas, follow these steps:

- Leave the home/building immediately
- Do not make telephone calls including cellular calls
- Do not turn any lights, appliances or any electrical source on or off
- Do not light matches
- Do not open or close windows
- Do not turn on/off or operate any vehicles or machinery
- Do not hang up the telephone

Call Vectren at 1-800-227-1376 for emergency service from the nearest phone outside your home. Vectren will immediately dispatch a service technician. If gas is in high enough concentration, an electric spark could ignite the gas.

## Disconnection of service

Please arrange for service disconnection at Vectren.com or call at least three business days in advance if you plan to move or need to disconnect your service for any reason. Vectren may disconnect your service without advance notice:

- If danger to life or property exists
- For the tampering or fraudulent use of natural gas service
- For emergency repairs
- For the violation of any rule or regulation

Vectren may disconnect service to a residential customer for non-payment after providing 14 days advance notice. Vectren representatives cannot accept any payment at your premise to prevent disconnection.

## Reconnection of service

If your gas service has been disconnected for non-payment, you must complete the following steps before your service can be restored:

- Pay full amount of all bills owed
- Pay the full amount of the required deposit
- Pay any required reconnection charge

If payment is received and Vectren notified before noon, service will be restored the same day. If payment is received and Vectren notified after noon, service will be restored the following business day.

## Meters

Vectren’s meters are thoroughly tested, inspected and adjusted for accuracy before we install them. A portion of meters currently in service are tested annually and monitored by the Indiana Utility Regulatory Commission.

## 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!**

## Deposit

A deposit may be required to establish utility service:

- If an applicant has not had service with any utility during the last two years or has not established a credit history
- If an applicant has been disconnected for non-payment of a previous Vectren bill
- If a customer received disconnect notices from Vectren for two consecutive months or three within a 12-month period

### For customers applying for new service:

If a deposit is necessary, it will be no more than one-sixth of estimated annual cost for your home. Deposits for Budget Bill customers will be no more than two monthly budget payments.

**Natural gas:** If the deposit for service is less than \$150, service will be connected when we receive your deposit amount. If the deposit for service is more than \$150, payments can be spread over a 12-week period. The first installment of your deposit payment arrangement will be \$150. Service will be connected when we receive this first installment.

**Electric (where applicable):** If the deposit for electric service is less than \$70, service will be connected when we receive your deposit amount. If the deposit for service is more than \$70, payments can be

## Copper tubing notice

Copper pipe or copper tubing should not be used to connect your natural gas appliances since it can deteriorate with time causing a safety hazard. If Vectren notices any copper pipe or copper tubing while on a service call, Vectren will tag it as a code violation and include a reminder to replace it with suitable piping as soon as possible.

## Service or bill inquiries

If you have questions or concerns about your utility service or bill, please contact us at [www.vectren.com](http://www.vectren.com) or call us during regular business hours. To contact the Vectren Energy Delivery corporate office with a complaint, write to or e-mail Vectren (Attn: Director of Customer Service). During a bill investigation, you are required to pay the undisputed portion of your bill.

You may also contact the Indiana Utility Regulatory Commission to review your concern:

**Indiana Utility Regulatory Commission**  
101 West Washington Street, Suite 1500E  
Indianapolis, Indiana 46204

Phone: 1-317-232-2712

Consumer assistance: 1-800-851-4268

spread over an 8-week period. The first installment of your deposit payment arrangement will be \$70. Service will be connected when we receive this first installment.

### For customers wanting to reconnect service:

When a deposit is required due to a disconnection for non-payment, you must:

- Pay full amount of all bills owed
- Pay the full amount of the required deposit
- Pay any required reconnection charge

For electric service, this deposit amount is no more than one-sixth of the estimated annual cost; and for natural gas service, the deposit amount is no more than one-third of the estimated annual cost.

Natural gas service deposits held for more than 30 days will earn interest at a rate set by the Indiana Utility Regulatory Commission. If you are a residential customer, Vectren will apply your deposit and any interest due to your account when you pay your bill on time for 12 consecutive months, or 12 of any 15 consecutive months, and if you make no late payments in any two consecutive months. Your deposit (if not previously refunded), plus interest, will be applied to your final bill when you request to have your gas service turned off, or if we must disconnect your service. Any remaining deposit amount will be refunded to you.