



SAVE MONEY
while saving energy!

- **Earn cash rebates** on energy-efficient appliances.
- **Find ways to lower your energy usage** with tools like our online energy audit.
- **Keep energy costs under control** with Budget Bill and other great Vectren programs.



Learn more about Conservation Connection at www.vectren.com or by calling 1-866-240-8476!

Choice opt-out

VEDO 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 and select "Ohio Choice" under the Residential Customers or Business Customers drop-down menus, 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 1-800-227-1376 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.

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
8 a.m. to 5 p.m. EST

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

www.vectren.com

Call Before You Dig

Ohio Revised Code states that you are responsible for calling the Ohio Utilities Protection Service (OUPS) 48 hours but no more than 10 days before digging so underground utilities on your property can be marked. This will avoid a loss of service in the case of a cut line and possibly a more serious accident. Call OUPS at 811, or 1-800-362-2764, 24 hours a day, seven days a week.

Your **Natural Gas Service**



Your Natural Gas 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. During the winter months, Nov. 1 through April 15, an additional 10-day notice is required.

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 twelve-thirty p.m., service will be restored the same day. If payment is received and Vectren notified after twelve-thirty p.m., service will be restored the following business day.

Meters

Vectren’s gas meters are thoroughly tested, inspected and adjusted for accuracy before we install them. A portion of meters currently in service are tested annually. For more information about meter testing contact Vectren.

Responsibility for gas piping

Vectren Energy Delivery of Ohio (VEDO) 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 at 811, or 1-800-362-2764,
24 hours a day, seven days a week!**

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 gas service or gas bill, please visit www.vectren.com or call Vectren’s Customer Contact Center 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 also may contact the Public Utilities Commission of Ohio (PUCO) to review your concern:

Public Utilities Commission of Ohio
180 E. Broad St.
Columbus Ohio 43215-3793

1-800-686-7826
TDD/TTY: 1-800-686-1570
www.PUCO.ohio.gov

Deposit

Vectren may require an applicant for residential service to satisfactorily establish financial responsibility. A deposit may be required.

If a deposit is necessary, the deposit amount for Ohio customers is 130% of the average monthly bill. Service will be connected when we receive the first deposit payment. When a deposit is required due to a disconnection for non-payment, you must:

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

Residential deposits are held for a minimum of nine consecutive months. Deposits held for more than six months will earn interest at a rate set by the Public Utilities Commission of Ohio (PUCO). 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 nine 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 for non-payment. Any remaining deposit amount will be refunded upon the customer’s request.