



ENERGY THEFT

Illegal and dangerous.

Energy theft, or diversion, is illegal, extremely dangerous and impacts all Vectren customers. Vectren takes energy theft seriously and is working to reduce it, prevent safety hazards and minimize increased costs.

Energy theft is illegal

Just like shoplifting, diversion of natural gas and electricity is stealing, and it is against the law. Individuals caught diverting energy, or tampering with gas or electric meters, will be subject to immediate disconnection of service and collection proceedings and, in certain situations, criminal prosecution that could result in a fine, imprisonment or both.

Energy theft is extremely dangerous

Electric equipment and natural gas facilities are designed with safety features/devices to protect the public. Individuals who attempt to divert energy, tamper with or bypass the meter, create dangerous - even deadly - situations. These situations may result in natural gas leaks or faulty wiring, which put the individuals, their family members and neighbors at risk of serious injury or death from fire, explosion or electrocution not only at the time of the theft but for as long as the tampering persists, because tampering creates safety hazards for all.

Energy theft impacts all customers

Individuals who steal energy are not just stealing from the utility; they are, in effect, stealing from all customers who pay their bills. Similar to shoplifting, again, those individuals who steal energy increase the costs to do business/provide service. And all customers are financially impacted by this illegal activity.

If you observe suspicious activities around natural gas and/or electrical equipment or notice any evidence of meter tampering, please report that information to Vectren immediately.

You may anonymously report it by:

- Completing an anonymous form online at Vectren.com/energytheft
- Calling Vectren at 1-800-227-1376.

NEW! ENROLL IN FURNACE FILTER REMINDERS

Remembering to routinely check your furnace filter for safety and efficiency is now easier—thanks to new furnace filter alerts from Vectren. Through the furnace filter alert at Vectren.com, you can easily be reminded by way of an e-mail or a cell phone text message to clean and/or replace your furnace filter. You can even designate how frequently you would like to receive the alert based on your furnace's requirements.

Subscribe to the furnace filter alerts, a free service, by visiting Vectren.com and selecting "Alerts" from the "Residential Customers" tab on the top navigation menu.

SPACE HEATER SAFETY TIPS

- *Keep all furniture and combustible items at least three feet away from any heating device.*
- *Space heaters should not be left on while you are asleep or when you leave the room.*
- *When not in use, space heaters should be unplugged.*
- *Make sure your smoke and carbon monoxide detectors are working before using a space heater.*

VISIT VECTRENLIVESMART.COM FOR MORE ON SPACE HEATER SAFETY.



Income-eligible customers urged to request heating assistance from local community action agency

Vectren encourages its income-eligible customers to take action before the brunt of winter heating season hits by applying for federal/state energy assistance through the Energy Assistance Program (EAP). Local community action agencies, who administer EAP, are now scheduling appointments, so customers can start applying early for the heating assistance.

Customers can call the Indiana Housing and Community Development Authority at 1-800-872-0371 or visit <http://www.in.gov/ihcda/2523.htm> to locate their nearest agency. To qualify for EAP, customers must fall within 150% of the federal poverty income guidelines for 2009-2010 (see chart).

Household Number	Annual Income
1	\$16,245
2	\$21,885
3	\$27,465
4	\$33,075
5	\$38,685
6	\$44,295
7	\$49,905
8	\$55,515

TROUBLE PAYING YOUR BILL?

All customers, regardless of household income, may qualify for a FREE payment arrangement. This bill payment option allows you to pay smaller amounts of your bill over a set period of time and helps you stay connected. Be proactive - as soon as you open your bill and know you can't pay it in full, request a payment arrangement online or call us at 1-800-227-1376. We can help!

GIVE THE GIFT OF ENERGY

Through Vectren Energy Delivery's Gift of Energy program you can make a payment toward the energy bill of a friend, loved one or neighbor this holiday season. It is the perfect way to show you care and makes last-minute gift buying easy.

Visit Vectren.com/giftofenergy or call us at 1-800-227-1376 to give the Gift of Energy today.

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, Ind., 47706-0931. More information and a contribution form are available at Sharethewarmthinc.com.

Contact us

Customer Service

Phone: 1-800-227-1376

Mon.-Fri. 7 a.m. to 7 p.m. CST

Conservation Connection

Phone: 1-866-240-8476

Mon.-Fri. 7 a.m. to 4 p.m. CST

www.vectren.com



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!