

November 2011



Level fluctuating utility bills with

Budget Bill



With Budget Bill, you can effectively spread the cost of your annual estimated bill throughout the year. This payment plan will eliminate month-to-month uncertainties as bills can dramatically fluctuate during the winter as gas prices and consumption patterns change.

Enroll in Budget Bill or learn more at www.vectren.com.

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.

To give the Gift of Energy, visit www.vectren.com/giftofenergy or call us at 1-800-227-1376.

Natural gas prices remain at a 10-year low; forecasted prices place natural gas as most efficient, affordable fuel

A surge of abundant, domestic natural gas supply over the past few years has dramatically stabilized and lowered natural gas prices, which has helped natural gas continue to be the most cost-effective energy source for home heating.

Last winter, Vectren customers who heated their homes with natural gas paid more than \$1,000 less than those who used propane to heat their homes and \$200 to \$1,000 less than those who heated with electricity.

The average Vectren customer paid \$70 to \$80 per month during the months of November through March for a total of \$345 to \$400 depending upon the efficiency of the gas furnace. This amount does not include costs for those who use Vectren natural gas service for water heating, cooking, etc. Natural gas heating bills have not been this low since the heating season of 2001 through 2002, and customers can expect the same costs for the 2011-2012 season assuming normal, winter weather.

Heating Source	5-Month Bill Total
Natural gas furnace	\$400
Natural gas furnace (high-efficiency model)	\$345
Electric furnace	\$1,525
Electric heat pump	\$640
Propane furnace	\$1,475

Abundant gas supply in the U.S. has resulted in natural gas costs, which are passed through to customers on a dollar-for-dollar basis, remaining at levels not seen since 2001. Furthermore, forecasts show prices remaining relatively stable for years to come.

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:

- Consider using space heaters with automatic shut-off capabilities.
- Never use unvented gas or kerosene heaters in closed spaces, especially sleeping areas.
- 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.

Customer Service

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

Conservation Connection

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

YOU can choose your natural gas supplier

As a Vectren Energy Delivery of Ohio (Vectren) customer, you can decide who supplies your natural gas. You can either receive your natural gas supply through an SCO supplier (SCO = Standard Choice Offer) or choose an alternate gas supplier through the natural gas Choice program. Choice suppliers, who are approved by the Public Utilities Commission of Ohio (PUCO), can offer pricing options that may be appealing to you, such as locking in a fixed rate for the heating season.

Customers who have not selected a Choice supplier are provided gas at the SCO price by one of the SCO suppliers listed below. These suppliers won the right to provide gas supply to customers at the SCO price, which is determined in a competitive auction each year. The 2011 auction resulted in a retail price adjustment of \$0.135 per hundred cubic feet (CCF). This amount is then added to the New York Mercantile Exchange (NYMEX) month-end settlement price to form the total SCO gas cost charge that appears on your bill. Keep in mind, the SCO price changes monthly based on the market price of natural gas.

The SCO suppliers that won the right to supply SCO service are:

1. DTE Energy Supply
2. IGS Energy
3. Vectren Source

Note: Regardless of the name of the supplier listed with the SCO line item on your bill, all suppliers' monthly SCO prices are the same.

Remember, you don't have to choose an alternate supplier – you can continue receiving your gas through an SCO supplier. No matter what, Vectren will continue to reliably deliver the natural gas to your home or business and respond to emergency calls. But if you're interested in other pricing options that could help you save money on your natural gas bill, consider selecting a supplier through Vectren's Choice program today. Learn more about your gas supply options at www.vectren.com/ohio or call 1-800-227-1376, or visit the PUCO's Apples to Apples information at www.puco.ohio.gov.

Learn more about your options through these Choice suppliers*:

- Direct Energy
- IGS Energy
- MX Energy
- Ohio Natural Gas
- Vectren Source
- Volunteer Energy Services

Learn more at www.vectren.com/ohio

*Active Choice suppliers as of Nov. 1, 2011

Applications being accepted for energy assistance

The Home Energy Assistance Program (HEAP) is a federally funded program that provides financial assistance to eligible customers with their winter heating bills. The qualification guidelines are listed at right.

To learn more about HEAP or other ODOD assistance programs, visit <http://development.ohio.gov>.

HEAP Qualification Guidelines

Household size	Gross Income
1 person	up to \$21,780
2 persons	up to \$29,420
3 persons	up to \$37,060
4 persons	up to \$44,700
5 persons	up to \$52,340
6 persons	up to \$59,980

Choice opt-out

Vectren Energy Delivery of Ohio (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 www.vectren.com/ohio in the FAQ's section, 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.

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
Ohio Revised Code states that you are responsible for calling the Ohio Utilities Protection Service (OUPS) 48 hours — but no more than 10 working days excluding weekends and legal holidays — before beginning any 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.

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