

Providing our customers with the tools to
live smart.



WIN A PAIR OF
**COLTS
 TICKETS!**

Enroll your Vectren account in eBill before Nov. 20, 2009, and you'll be automatically entered to win a pair of tickets to the Indianapolis Colts vs. Denver Broncos game on Dec. 13, 2009!

Through eBill, Vectren will send you an email reminder when your bill is ready to be viewed online. eBill offers a hassle-free and environmentally friendly alternative to customers looking for a quick and easy way to manage energy bills. You will have secure electronic access to your last 13 monthly statements – print or view online anytime!

Visit www.vectren.com for details.

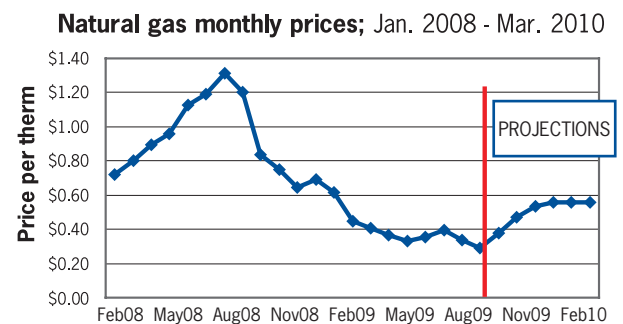
If you already have an active eBill enrollment, you will automatically be entered in the drawing to win.

Lower natural gas prices should ease winter bills

Significantly lower natural gas prices in 2009 will help ease upcoming winter bills for Vectren natural gas customers. Assuming normal, winter weather, customers could see bills that are 30 to 35 percent lower than the previous heating season. Increased national gas supply and lower demand, spurred from the economic downturn and mild summer, has resulted in natural gas costs, which are passed through to customers on a dollar-for-dollar basis, falling to levels not seen since 2001.

Bill amounts will vary by customer depending on the size and age of the home, number of gas appliances, number in the household, thermostat settings and levels of insulation.

Even though bills are forecasted to be lower, it doesn't mean customers should lose sight of implementing energy efficiency measures to lower bills even further. Investing in high-efficiency appliances, implementing low-cost tips and upgrading insulation are still the right steps to undertake because eventually the economy will rebound, and most experts believe the market price of natural gas will rebound with it. Review this bill insert, call 1-866-240-8476 or visit Vectren.com for tips and resources to lower bills.



Have a Vectren speaker at your next meeting

Learn how to partner with Vectren to use energy wisely

Vectren colleagues throughout Indiana and Ohio are available to speak to business, service, civic and religious organizations on a variety of topics to help customers lower energy bills.

For additional information or to schedule a presentation, please contact Patricia Jackson at (812) 491-4690 or pjackson@vectren.com. Requests must be made at least four weeks prior to your scheduled event. **Our speakers will discuss:**

- How to understand your natural gas and/or electric bill and how costs are determined
- Rebates on high-efficiency natural gas appliances
- Online tools and resources to analyze your home or businesses' energy use
- Free and low-cost energy efficiency tips to lower energy usage
- Billing and payment options to manage costs
- Outage response; electric and/or natural gas safety

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. 7 a.m. to 4 p.m. CST

NOW LIVE!

THE NEW & IMPROVED VECTRENLIVESMART.COM



FEATURING:

- An extensive video library
- Energy-saving resources
- Interactive tools
- and much more!

Translation service available to customers

Vectren has translation services available for all customers. A number of languages are offered including Spanish.

Simply call 1-800-227-1376 and request a translator in your language or select option 2 for Spanish and you will be directly connected with a Spanish translator.

Vectren cuenta con servicio de traducción disponible para nuestros clientes. Ofrecemos varios idiomas incluyendo el Español.

Simplemente llame al 1-800-227-1376 y solicite un traductor en su idioma, o seleccione la opción 2 para Español y será conectado con un traductor en Español.

Energy SAFE Kids



Find out how energy safe your household is by completing a Household Energy Safety Report Card online at Vectren's new safety education website for kids, **Energy Safe Kids!**

Complete the report card, and you will be entered to win a Dell® touch-screen computer!

www.vectren.com/energysafekids

PREPARE FOR THE WINTER HEATING SEASON

Easy energy-saving tips for the winter

There are dozens of free and low-costs ways to keep your energy costs under control during the winter heating season. Here are some ideas to help lower your winter energy bills:

- **Have your furnace maintained annually by a qualified technician and check your air filter monthly.** Having a professional inspection of your heating system on a regular basis will help lower your heating bills 3 to 10% as well as maximize the life of your furnace.
- **Open blinds, shades and draperies to let in the sun's heat during the day.** Remember to close them at night.
- **Caulk and weather strip around windows and doors to keep the cold air from escaping.** These two simple air sealing techniques—will pay for themselves in energy savings within one year.
- **Turn down the thermostat.** An optimal setting for improved energy efficiency is at or below 68 degrees. For every degree you turn down the temperature, you could save 1% to 3% on your heating bill.
- **Reverse the direction of your ceiling fan.** By changing the direction to clockwise in the winter, the fan will circulate the warm air.
- **Make sure vents are not blocked** by furniture or drapes to ensure proper air flow.

More tips at Vectren.com!

Upgrade your appliances and earn CASH rebates

Vectren offers great rebates on energy-efficient natural gas appliances. Start saving and **upgrade today.**

RESIDENTIAL REBATES

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

Before buying, visit www.vectren.com or call 1-866-240-8476 for the complete list of rebates, forms and qualifying products.



VISIT US ONLINE AT WWW.VECTREN.COM OR CALL 1-800-227-1376