

Providing our customers with the tools to  

**live smart.**



COLTS

BRONCOS

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](http://www.vectren.com) for details.

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

## YOU can choose your natural gas supplier

As a Vectren customer, you can decide who supplies your natural gas – and that provider can either be Vectren or an alternative 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 upcoming heating season.

Customers who have not selected a Choice supplier are provided gas at the Standard Sales Offer (SSO) rate. Through the SSO service, Vectren purchases gas through Choice suppliers who competed through an auction process to provide the natural gas commodity to customers who have not chosen a supplier. The auction, which was held in the summer of 2009, resulted in a retail price adjustment of \$0.235 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 SSO gas cost charge that appears on your bill in the line item entitled "Gas Cost Charge (SSO)".

Keep in mind - because the majority of the SSO charge reflects the NYMEX-based market price, the monthly price will fluctuate given the natural gas commodity is bought and sold in an open market, and as such, its price can vary with changes in supply and demand.

Learn more about your gas supply options and find a list of Choice suppliers at [Vectren.com/ohio](http://Vectren.com/ohio) or call 1-800-227-1376, or visit the PUCO's Apples to Apples information at [www.puco.ohio.gov](http://www.puco.ohio.gov).

## 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

Before buying, visit [www.vectren.com](http://www.vectren.com) or call 1-866-240-8476 for the complete list of rebates, forms and qualifying products.



### LEARN ABOUT YOUR OPTIONS

Learn more about your options through these Choice suppliers\*:

- IGS Energy
- MX Energy
- Ohio Natural Gas
- Vectren Source

Visit [Vectren.com/Ohio](http://Vectren.com/Ohio)

\*Active natural gas suppliers as of Oct. 1, 2009

### 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

# Ohio Winter Rules

## Financial Assistance

The Ohio Department of Development (ODOD) offers several programs to help low-income customers pay their utility bills and improve the energy efficiency of their homes. Customers may apply for the following programs offered through ODOD:

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

The Home Weatherization Assistance Program (HWAP) is a federally funded program designed to reduce the energy consumption measures in eligible homes at no cost to residents. The qualification guidelines are listed below the "Payment Plans" information.

Household size	Gross Income
1 person	up to \$21,660
2 persons	up to \$29,140
3 persons	up to \$36,620
4 persons	up to \$44,100
5 persons	up to \$51,580
6 persons	up to \$59,060

To apply for any of the above-mentioned programs, please contact the ODOD at <http://energyhelp.ohio.gov> or 1-800-282-0880. Hearing impaired customers with TDD's can call 1-800-686-1557. You may also contact your local Ohio Dept. of Jobs and Family Services for additional assistance. Vectren can mail an application to you upon request. If you meet the income guidelines above, you may qualify for telephone assistance. Please contact your local telephone company for details.

## Special Payment Arrangements

Special payment arrangements are provided if you or other household members' health could be adversely affected should gas service be terminated. Arrangements of this kind require proper certification by a licensed physician or board of health physician. Please call 1-800-227-1376 for more information.



**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](http://www.vectren.com/energysafekids)

## Special Winter Plans

From Oct. 19, 2009, through April 15, 2010, Vectren also offers a plan that allows customers to pay one-third of the total balance due each month (past due amount plus the current bill).

From Oct. 19, 2009 through April 15, 2010, you may use the winter connection order to maintain or connect your service for a maximum payment of \$175. If applicable, the reconnection fee will be billed. Please call Vectren at 1-800-227-1376 to protect your utility service for 30 days once you have paid \$175. You must also apply for available energy assistance programs and/or make a payment arrangement with Vectren for any remaining balances. If you are eligible, you may receive assistance through the Emergency Home Energy Assistance Program (EHEAP) or other energy assistance programs. EHEAP provides financial assistance once per heating season to eligible households that are disconnected, seeking disconnection avoidance or to connect. Contact your local Community Action Program for an appointment.

## Payment Plans

You may avoid disconnection by entering into a payment arrangement with Vectren. Reduced payments can be made and disconnection avoided, if you are eligible for the Percent of Income Payment Plan (PIPP) or another extended payment plan, and make payments as agreed upon. Call Vectren at 1-800-227-1376 or contact your local Community Action Program for more information.

PIPP is available if your total income is at or below 150% of the Federal poverty level. PIPP requires you to pay a percentage of your total monthly household income to your regulated utility companies. This program does not reduce or waive energy costs; it only establishes a payment plan to allow you to maintain your utility service. The qualification guidelines are listed here (right):

Household size	Gross Income
1 person	up to \$16,245
2 persons	up to \$21,885
3 persons	up to \$27,465
4 persons	up to \$33,075
5 persons	up to \$38,685
6 persons	up to \$44,295

For households with more than six members, add \$5,610 for each individual additional household member. The One-Sixth-Payment Plan allows you to pay one-sixth of your past due balance plus your current bill each month.

## Reconnection of Gas Service

If your gas service has been disconnected for non-payment, the past due amount, a deposit and a reconnection charge of \$60 will be required prior to reconnection of your gas service.

## Authorized Pay Sites

Authorized pay sites are available in your neighborhood for your convenience. Please use only authorized Vectren pay sites to ensure timely postings to your account. To locate an authorized pay site in your area, visit [www.vectren.com](http://www.vectren.com) or call 1-800-227-1376.

## Third-Party Notification

The local Ohio Department of Jobs and Family Services may be notified before your gas service is disconnected. The local Ohio Department of Jobs and Family Services may contact you to see if you qualify for assistance. Additionally, you may authorize a party other than you to receive notice from us that your gas service may be disconnected. If you desire to have a third party notified, please call Vectren at 1-800-227-1376.

## Disputed Bills

Should you have a question about a billing matter, please call us at 1-800-227-1376, and we will work with you to resolve the issue. If your questions are not resolved after you have called Vectren Energy Delivery, you may contact the Public Utilities Commission of Ohio (PUCO):

1-800-686-7826, (614) 466-3292 (local)  
1-800-686-1570, TDD/TTY, [www.PUCO.ohio.gov](http://www.PUCO.ohio.gov)

Residential customers may also call the Ohio Consumers' Counsel (OCC):  
1-877-742-5622, [www.pickocc.org](http://www.pickocc.org)

## Have a Vectren speaker at your next meeting

Vectren colleagues throughout Ohio are available to speak to business, service, civic and religious organizations on a variety of topics to help customers lower energy bills and learn more about the natural gas Choice program.

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

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