

OCTOBER 2010



## 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:

- Install and use appliances according to the manufacturer's instructions.
- Consider using space heaters with automatic shut-off capabilities.
- Never use unvented gas or kerosene heaters in closed spaces, especially sleeping areas.
- Leave a window cracked about an inch for ventilation and fresh air. Ventilation is important to keep fuel-burning space heaters from consuming too much oxygen in the house.
- 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.
- When selecting a heater, look for one that has been tested and certified by a nationally recognized testing laboratory. These heaters have been determined to meet specific safety standards, and manufacturers are required to provide important use and care information to the consumer.



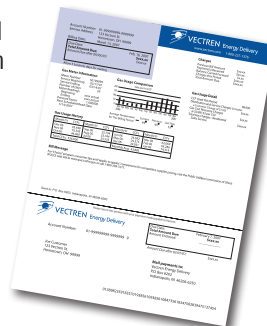
## Continued lower natural gas prices should ease winter bills

Prices expected to drop 5 to 10% for Vectren South natural gas customers

Natural gas prices that continue to remain stable and relatively low will again help ease upcoming winter bills for Vectren natural gas customers. Assuming normal winter weather, Vectren South customers could see natural gas bills that are *5 to 10 percent lower than the previous heating season*, which saw bills decrease as much as 35 percent from the 2008-2009 winter. 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.

Last year, a typical residential customer would have paid roughly \$440 for November through March natural gas service based on normal weather. This year, based upon expected natural gas commodity costs, that same customer could expect to pay around \$400 to \$420 based on the average household consumption of approximately 500 therms. 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. Call 1-866-240-8476 or visit [www.vectren.com](http://www.vectren.com) for tips and resources to manage energy bills.



Manage your utility bills with these great resources:

### Conservation Connection

Offers appliance rebates and new energy-saving tools to help customers to lower their total natural gas bills. All Indiana residential and small commercial natural gas customers are eligible. A conservation call center 1-866-240-8476 is also available to help customers focus on conservation. Visit [www.vectren.com](http://www.vectren.com) for a list of rebates and qualifying appliances.

### Budget Bill

Under this billing plan, a customer's estimated costs for a year of gas service are spread out in equal monthly bill amounts for the year. This leveling of monthly bill amounts reduces winter gas bills and increases summer gas bills. Typically, amounts are adjusted annually for actual costs and the customer's credit or amount due rolls into the next calculation. Customers can enroll for free at [www.vectren.com](http://www.vectren.com) or by calling 1-800-227-1376.

### Energy efficiency tips

Low-cost home improvement and energy conservation tips are available at [Vectren.com](http://Vectren.com) or by calling Vectren's Conservation Connection at 1-866-240-8476. Customers can also access how-to videos on home improvement projects such as caulking, weather-stripping or installing a low-flow showerhead at [www.VectrenLiveSmart.com](http://www.VectrenLiveSmart.com).

## Furnace Filter Alerts

Receive reminders when it's time to check your furnace filter

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](http://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 [www.vectren.com](http://www.vectren.com) and selecting "Alerts" from the "Residential Customers" tab on the top navigation menu.

### Customer Service

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

### Conservation Connection

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

## 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!



Know what's below.  
Call before you dig.

## 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 [www.vectren.com/giftofenergy](http://www.vectren.com/giftofenergy) or call us at 1-800-227-1376 to give the Gift of Energy today.

## SHARE THE WARMTH, INC.

### 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, IN, 47706-0931. More information and a contribution form are available at [www.sharethewarmthinc.com](http://www.sharethewarmthinc.com).



## ENERGY ASSISTANCE PROGRAM (EAP)

### 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 [www.in.gov/ihcda/2523.htm](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 2010-2011 (see chart).

Household Number	Annual Income
1	\$16,245
2	\$21,855
3	\$27,465
4	\$33,075
5	\$38,685
6	\$44,295
7	\$49,905
8	\$55,515

## UNIVERSAL SERVICE PROGRAM (USP)

As of Dec. 1, 2010, low-income customers who are eligible for financial assistance from the Low Income Energy Assistance Program (LIHEAP) will be automatically enrolled in the Universal Service Program (USP).

For the 2010/2011 heating season, the USP credit will reduce the monthly natural gas bills of eligible low-income customers by 15%, 26% or 32% depending on their LIHEAP eligibility level. Those who qualify for the USP will see a "Universal Service Credit" on their gas bill, noting the exact USP discount applied to their bill between Dec.1, 2010 through May 31, 2011.

The USP is now in its fifth year. The program was created in conjunction with the Indiana Office of Utility Consumer Counselor (OUCC) and with approval from the Indiana Utility Regulatory Commission (IURC). Customers receiving the LIHEAP and USP program benefits are encouraged to seek qualification for additional weatherization benefits through the American Recovery and Reinvestment Act by applying at their local community action agency.

VISIT US ONLINE AT [WWW.VECTREN.COM](http://WWW.VECTREN.COM) OR CALL 1-800-227-1376