Reporting an electric outage

Spring storms often trigger power outages, and reporting them can now be done two ways.

1. **Use your smart phone or computer.** Simply visit www.vectren.com/outage.
2. **Call us and use Vectren's PowerOn automated outage response center,** which offers round-the-clock access without having to speak to a live representative.
   - *Step 1:* Call 1–800–227–1376.
   - *Step 2:* Follow the prompts to report an electric outage.
   - *Step 3:* Enter the 10-digit phone number associated with the home address or enter your 18-digit Vectren account number. The PowerOn system will confirm the address of the outage based on the phone or account number you entered.
   - *Step 4:* If desired, request a call back to alert you once your power has been restored.

Note: *Do not assume Vectren automatically knows about your outage.* Your call to the automated system helps us determine your power is out. Also, you may have an issue that only impacts your home, such as the meter set or the service line that runs from the pole to your house.

Cash rebates on energy-saving natural gas and electric appliances

Rebates for homeowners with Vectren natural gas service

Natural Gas Furnace Must be at least 95% AFUE	**$275**
Natural Gas Furnace Must be at least 92% AFUE and less than 95% AFUE	**$150**
Natural Gas Residential Boiler Must be at least 90% AFUE	**$300**
Natural Gas Tankless Water Heater Must be at least .82 Energy Factor (EF)	**$150**
Natural Gas Storage Water Heater Must be at least .67 EF and hold 30 gallons or more	**$125**
Programmable Thermostat	**$20**

Rebates for homeowners with Vectren electric service

Electric Central Air Conditioner Must be at least 16 SEER	**$300**
Electric Heat Pump Must be at least 16 SEER	**$400**
Electronically Commutated Motor (ECM) Must be utilized in conjunction with HVAC air handling fan	**$60**

Before purchasing, visit www.vectren.com or call (866) 240–8476 for the rebate application and complete details on appliance energy efficiency and service requirements. The rebate form and invoice(s) must be postmarked within *60 days* of appliance installation.

Identifying natural gas facilities

Natural gas is safely and reliably delivered to your home or business through underground mains and/or pipelines. System-wide, Vectren owns and operates 13,000 miles of natural gas lines in central and southeast Indiana. Many mains and pipelines are marked by above-ground markers, like the one seen here, to provide an indication of their presence, approximate location and contact information. Larger pipelines are often located in areas called a right-of-way, and these corridors should be kept clear of trees, buildings or other structures. Important facts about line markers and pipeline rights-of-way:

- *Signs on the markers list the name of the pipeline company and a phone number where company representatives can be reached.*
- *Markers show a pipeline's approximate location; not its exact location.*
- *Markers do not indicate how deep the pipeline is buried or how many pipelines are in the area.*
- *Pipelines do not necessarily follow a straight line between two markers.*

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
Call 811 or 1-800-382-5544, 24 hours a day, seven days a week.

CUSTOMER SERVICE
(800) 227–1376 • Monday–Friday • 7 a.m. to 7 p.m. CST

CONSERVATION CONNECTION
(866) 240–8476 • Monday–Friday • 7 a.m. to 4 p.m. CST

P.O. Box 209 • Evansville, IN 47702–0209
www.vectren.com

Your Utility Service

VECTREN
Live Smart

Natural gas safety

What to do if you suspect a natural gas leak

In its most pure state, natural gas has no odor. That's why Vectren adds a chemical with a very distinctive odor which smells like rotten eggs. Follow the instructions below if you or someone in your family suspects a natural gas leak.

In the event a gas line has been struck or ruptured **outside** of a home or business, residents are reminded of the following:

- Leave the area of the gas leak, as well as areas where the odor of gas is noticeable, immediately.
- Do not attempt to re-start or move powered equipment.
- Call Vectren at 1-800-227-1376 from somewhere other than the location of the gas leak. The party responsible for the damage to the gas line should also call 911 and report the incident to police and/or fire officials.
- Alert neighboring property owners of the potential leak.
- Remain in a safe area until emergency personnel arrive and do not enter the home/business or neighboring premises.

In the event a gas leak is detected **inside** of a home or business, residents are reminded of the following:

- Leave the home or business of the gas leak, as well as areas where the odor of gas is noticeable, immediately.
- Do not use the phone or a cell phone while in the building. If you notice the leak while talking on the phone, do not hang up.
- Do not turn any lights, appliances or any electrical sources on or off.
- Do not light matches.
- Do not open or close windows.
- Do not start a vehicle if it's parked in a garage that's attached to the home/business of the suspected leak nor utilize an automatic garage door opener upon exiting.
    - *The activities listed above could trigger an ignition if gas has significantly accumulated.*
- Call Vectren at 1-800-227-1376 from somewhere other than the location of the gas leak.
- Remain in a safe area until emergency personnel arrive and do not enter the home/business or neighboring premises.

Service or bill inquiries

If you have questions or concerns about your gas service or gas bill, please visit www.vectren.com or call Vectren's Customer Contact Center during regular business hours. During a bill investigation, you are required to pay the undisputed portion of your bill. To contact the Vectren Energy Delivery corporate office with a complaint, write to: **Vectren Energy Delivery of Indiana**, Attn: Director of Customer Service, P.O. Box 209, Evansville, IN 47702-0209.

You may also contact the Indiana Utility Regulatory Commission to review your concern: **Indiana Utility Regulatory Commission**, 101 West Washington Street, Suite 1500E, Indianapolis, IN 46204. *Consumer Assistance* (317) 232-2712 *or toll free* (800) 851-4268.

Disconnection of service

Please arrange for service disconnection at www.vectren.com or call at least three business days in advance if you plan to move or need to disconnect your service for any reason. Vectren may disconnect your service without advance notice:

- If danger to life or property exists
- For the tampering or fraudulent use of utility service
- For emergency repairs
- For the violation of any rule or regulation

Vectren may disconnect service to a residential customer for non-payment after providing 14 days advance notice. Vectren representatives cannot accept any payment at your premises to prevent disconnection.

Reconnection of service

If your gas service has been disconnected for non-payment, you must complete the following steps before your service can be restored:

- Pay full amount of all past due utility bills
- Pay the full amount of the required deposit
- Pay any required reconnection charge

If payment is received and Vectren notified before noon, service will be restored the same day. If payment is received and Vectren notified after noon, service will be restored the following business day.

Meters

Vectren's meters are thoroughly tested, inspected and adjusted for accuracy before we install them. A portion of meters currently in service are tested annually and monitored by the Indiana Utility Regulatory Commission.

Access to meters notice

Make sure your meter is visible at all times and accessible for Vectren meter readers, service technicians, and emergency responders. Be sure to keep clear access to your meter dials so that an accurate reading may be obtained.

- Keep the areas around your meters free and clear of clutter.
- Trim bushes and shrubs around meters to provide access.
- Keep dogs secured away from our meters and service areas.
- Provide access to meter by ensuring gate is unlocked.
- Remember: Your usage will be estimated if your meter is unreadable or inaccessible.

Copper tubing notice

Copper piping or copper tubing should not be used to connect your natural gas appliances since it may deteriorate with time causing safety hazards. If Vectren notices any copper pipe or tubing while on a service call, Vectren will tag it and include a reminder to replace it with suitable piping as soon as possible.

Deposit

A deposit may be required to establish gas service:

- If an applicant has not had service with any utility during the last two years or has not established a credit history
- If an applicant has been disconnected for non-payment of a previous Vectren bill
- If a customer received disconnect notices from Vectren for two consecutive months or three within a 12-month period

For customers applying for new service: If a deposit is necessary, it will be no more than one-sixth of estimated annual cost for natural gas service for your home. Deposits for Budget Bill customers will be no more than two monthly budget payments.

Natural gas: If the deposit for service is less than $150, service will be connected when we receive your deposit amount. If the deposit for service is more than $150, payment can be spread over a 12-week period. The first installment of your deposit payment will be $150. Service will be connected when we receive this first installment.

Electric (where applicable): If the deposit for electric service is less than $70, service will be connected when we receive your deposit amount. If the deposit for service is more than $70, payments can be spread over an 8-week period. The first installment of your deposit payment arrangement will be $70. Service will be connected when we receive this first installment.

For customers wanting to reconnect service: When a deposit is required due to a disconnection for non-payment, you must:

- Pay full amount of all past due utility bills
- Pay the full amount of the required deposit
- Pay any required reconnection charge

For electric service, this deposit amount is no more than one-sixth of the estimated annual cost; and for *natural gas service*, the deposit amount is no more than one-third of the estimated annual cost.

Natural gas service deposits held for more than 30 days will earn interest at a rate set by the Indiana Utility Regulatory Commission. If you are a residential customer, Vectren will apply your deposit and any interest due to your account when you pay your bill on time for 12 consecutive months, or 12 of any 15 consecutive months, and if you make no late payments in any two consecutive months. Your deposit (if not previously refunded), plus interest, will be applied to your final bill when you request to have your gas service turned off, or if we must disconnect your service. Any remaining deposit amount will be refunded to you.

Electric service deposits held for more than 12 months will earn interest at a rate of six percent (6%). If you are a residential customer, Vectren will apply your deposit and any interest due to your account when you pay your bill on time for 9 consecutive months or 10 of any 12 consecutive months, and if you make no late payments in 2 consecutive months.