

## Report an outage using PowerOn

Lightning, strong winds and inclement weather that often come with the arrival of spring may trigger power outages. Using Vectren's PowerOn automated outage response center, you can quickly report your outage 24 hours a day without having to speak with a live agent.

### It's easy...If your power goes out:

- Please contact us immediately to report the outage at **(800) 227-1376**.
  1. Follow the prompts to report an electric outage.
  2. Enter a 10-digit phone number you provided Vectren associated with the home address or enter your 18-digit Vectren account number.
  3. The PowerOn system will confirm the address of the outage based on the phone or account number you entered.
  4. If desired, request a call back to alert you once your power has been restored.
- 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.
- If you see downed power lines, assume they are **dangerous** and stay away. Also, alert your neighbors of the downed lines.

## Severe weather safety

Severe weather can strike quickly, creating a variety of dangerous situations and power outages. Review these storm tips to find out what you should do when severe weather strikes:

- **Protect your appliances** Turn off lights and as many appliances and electronics as possible, including heating or air conditioning systems. You will help prevent circuit overload situations when your power is restored.
- **Prepare an emergency/outage kit** To help you prepare in case you face a power outage, Vectren suggests you assemble an emergency kit. Include items like a flashlight, batteries and first aid supplies.
- **Keep Food Safe** Don't open freezers and refrigerators any more than absolutely necessary. Opening these appliances will allow food to thaw more quickly.

## Right Tree, Right Place

Planting a tree? Please give careful consideration to your tree's growth characteristics to avoid future problems with nearby power lines by making sure you plant the right tree in the right place. And, don't forget to Call Before You Dig by calling 811 to have underground utility lines marked to avoid striking them. Visit [www.vectren.com](http://www.vectren.com) for tips on planting the right tree in the right place.



## 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 3,200 miles of natural gas lines in southwestern 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: 811 or (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](http://www.vectren.com)

Your Utility Service



# Your Utility Service

## Natural gas safety

### Signs of a possible natural gas leak

Natural gas is colorless, odorless and tasteless. Vectren adds a distinctive "smell" like spoiled eggs so you can easily detect a natural gas leak.

Besides the smell, the signs below may be indications of a leak:

- Continuous bubbling in wet or flooded areas
- Water bubbling or being blown into the air at a pond, creek or river
- Fire coming from the ground or burning above the ground
- Brown patches in otherwise green vegetation on or near a gas line
- Dry spot in moist earth
- A blowing or hissing sound (caused by escaping gas)

### In the event a gas line has been struck or ruptured outside of your home or business, adhere to 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 restart or move powered equipment or machinery.
- Call Vectren at (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 suspected inside of your home or business, adhere to 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 nor 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.
- Call Vectren at (800) 227-1376 from somewhere other than the location of the gas leak.
- Alert neighboring property owners of the potential leak.
- Remain in a safe area until emergency personnel arrive and do not re-enter the premises.

Call Vectren at (800) 227-1376 for emergency service from the nearest phone outside your home. Vectren will immediately dispatch a service technician. If gas is in high enough concentration, an electric spark could ignite the gas.

## Disconnection of service

Please arrange for service disconnection at [www.vectren.com](http://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 utility 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.

## Deposit

A deposit may be required to establish utility 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 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.

*Electric (where applicable):* If the deposit for electric service is less than \$70, service will be connected when we receive your deposit amount.

## 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.

## 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.

## Service or bill inquiries

If you have questions or concerns about your utility service or bill, please contact us at [www.vectren.com](http://www.vectren.com) or call us during regular business hours. To contact the Vectren Energy Delivery corporate office with a complaint, write to or e-mail Vectren (Attn: Director of Customer Service). During a bill investigation, you are required to pay the undisputed portion of your bill.

You may also contact the Indiana Utility Regulatory Commission to review your concern:

### Indiana Utility Regulatory Commission

101 West Washington Street, Suite 1500E, Indianapolis, Indiana 46204

Phone: (317) 232-2712 | Consumer assistance: (800) 851-4268

### 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.