

Important Vectren Energy Delivery Numbers

Customer Service Number : 1-800-227-1376

Ohio Relay Service: 1-800-750-0750

Call Before You Dig: 1-800-362-2764

General Information

24 Hour Emergency Service: Call 1-800-227-1376 if you smell a gas odor or if all of your gas appliances are out.

Customer Service Questions or Concerns: To contact Vectren Energy Delivery (Vectren) about your bill or service, call 1-800-227-1376 between 7 a.m. and 7 p.m., Monday through Friday. Authorized pay sites are available in your neighborhood for your convenience. To locate an authorized pay site nearest you, visit www.vectren.com or call 1-800-227-1376. You can pay your bill through a checking or savings account for free at www.vectren.com or by calling 1-800-227-1376. If you would like to write to Vectren, please send correspondence to P.O. Box 209, Evansville, IN 47702-0209 or visit our web site at www.vectren.com. If you are a Vectren Choice Advantage participant and have questions regarding your gas supply charges, please refer to the gas supplier and toll free number listed on the front of your bill in the "Important Information" section. The nonpayment of charges for ancillary service unrelated to regulated distribution service shall not result in the disconnection of regulated gas distribution service.

Customers with billing or service issues or concerns regarding a disconnect notice should contact Vectren prior to contacting the Public Utilities Commission of Ohio (PUCO) for assistance. If your complaint is not resolved after having contacted Vectren or for general utility information, residential and business customers may contact the PUCO at 1-800-686-7826 (toll-free) or for TYY at 1-800-686-1570 from 8:00 a.m. to 5:00 p.m. weekdays, or at www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel (OCC) for assistance with complaints and utility issues at 1-877-742-5622 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

Terms and Definitions

Distribution and Service Charges - Charges billed each month for the delivery of gas consumed.

Customer Charge – Charges billed each month to recover a portion of the ongoing fixed costs of providing service to the customer. This includes metering, meter reading, service delivery facilities, billing and recordkeeping. The Customer Charge is a fixed charge and does not vary with gas consumption.

Gas Cost Charge (SSO) – Under Vectren's Standard Sales Offer (SSO) service, Vectren purchases natural gas through third-party suppliers at a retail price adjustment of \$0.235 per CCF plus the New York Mercantile Exchange (NYMEX) month-end settlement price for natural gas. Because the majority of the SSO charge reflects the NYMEX-based market price, the monthly price can vary with changes in supply and demand. The SSO price is charged to customers who have not selected an alternate gas supplier through the Choice program.

CCF (100 Cubic Feet) – Gas consumption is measured by your meter in hundreds of cubic feet.

Gas Supplier (also referred to as a gas marketer) – A person or company who is certified by the Public Utilities Commission of Ohio (PUCO) to sell natural gas in a competitive retail market.

Gas Supply Charges – Charges billed each month for the consumption of natural gas supplied by a retail gas supplier.

Miscellaneous Charges – Examples of miscellaneous charges may include but are not limited to reconnect fees, labor charges and returned check charges.

Multiplier – Factor used to calculate consumption on meters with higher than the standard delivery pressure. A multiplier greater than 1 indicates a delivery pressure that is greater than Vectren's standard delivery pressure.

PIPP - The Percentage of Income Payment Plan (PIPP) is available if your total income is at or below 150 percent of the Federal poverty level. This program does not reduce or waive energy costs; it only establishes a payment plan to allow you to maintain your utility service.