

**Know what's below.
Call before you dig.**



There are several underground utility lines in your yard – from natural gas or water lines to cable and electric wire. So when you're updating your landscape this spring, make sure you **call before you dig** to have those lines marked and avoid striking them.

Simply call 811 – it's free and it's the law.

Live Smart. Dig Safely.

www.vectren.com or www.Indiana811.org



VECTREN
Live Smart

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 **1-800-227-1376**.
 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.

[REPORT AN ELECTRIC OUTAGE](#)

Call 1-800-227-1376

Safety tips during storms, outages

- If you see downed power lines, assume they are **dangerous** and stay away. Also, alert your neighbors of the downed lines.
- When using a generator during an extended outage, keep the generator in an outdoor, well-vented area and away from all open windows, including neighbors', so deadly exhaust (carbon monoxide) does not enter a home or business.
- During an outage, turn off lights and as many appliances and electronics as possible, including heating or air conditioning systems. This will help prevent circuit overload situations when your power is restored.
- Find more safety tips via the Outage Center on Vectren.com, which can be accessed via the Public Safety tab.

CUSTOMER SERVICE

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

CONSERVATION CONNECTION

Phone: 1-866-240-8476 Mon.-Fri. 7 a.m. to 4 p.m. CST



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Live Smart



**Conservation
Connection**