

August 2011



Outage Center

Real-time electric outage map now available on Vectren.com

WWW.VECTREN.COM/OUTAGE

Recently, Vectren debuted its online Outage Center, which, among other helpful resources, provides a regional view of electric outages in real-time. The center's outage map, which automatically refreshes every 15 minutes, separates Vectren's seven-county electric service territory into 15 distinct regions. The map uses a color-coded system to determine how many outages exist in each region or, if preferred, you may view a chart that lists the estimated number of outages by region.

The city of Evansville is divided into seven regions, including East – North of the Lloyd Expressway, East – South of the Lloyd Expressway, Northeast, Northwest, Southeast, Southwest and West.

The non-Evansville regions include Boonville, Dale, Ft. Branch, Hatfield, Mt. Vernon, Newburgh, Rockport and Winslow.

Access the outage map

To access the outage map, visit www.vectren.com and select *Outage Center* from the Residential or Public Safety tabs – or access the map directly at www.vectren.com/outage. You can even access the outage map via a mobile device.



Vectren's Outage Center also includes:

- storm safety tips;
- generator safety;
- an overview of Vectren's power restoration process; and
- causes of power outages.



If you are away from home or temporarily without power, the outage map can be accessed on most mobile devices. Simply visit www.vectren.com/outage.



During periods of severe weather and excessive outages, follow us on Twitter ([@VectrenStorm](https://twitter.com/VectrenStorm)) for regular outage updates and other important information.

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

Take The Heat Off SUMMER COOLING COSTS



There are dozens of ways to keep your energy costs under control during the hottest months of the year – and given this summer's abnormally warm weather, staying cool has resulted in higher energy use. Keep in mind — nearly *half* of your energy bill in the summer goes toward cooling your home. Therefore, maintaining your air conditioner and keeping the sun's heat out of your house are the two most important ways to save. Here are some ideas to help lower your summer energy bills:

Have your air conditioner maintained annually by a qualified technician and check your air filter monthly.

Consider upgrading to an ENERGY STAR® air conditioner.

If the central air conditioning unit is more than 12 years old, replacing it with an ENERGY STAR qualified model could cut cooling costs by 30%.

Close blinds, shades and draperies to reflect the sun's heat.

Remember that white window coverings reflect sunlight, and dark coverings will absorb the heat.

Reverse the direction of your ceiling fan. By changing the direction to counter-clockwise in the summer, the fan will circulate the cool air.

Turn off the ceiling fan when not in the room. Ceiling fans cool people — not rooms. If the room is unoccupied, turn off the ceiling fan to save energy.

Turn up the thermostat. An optimal setting for improved energy efficiency is at or above 78 degrees. For every degree you turn up the temperature, you could save 2% to 3% on your cooling bill.

Caulk and weather strip around windows and doors to keep the cold air from escaping.

Minimize the use of ovens, stoves, dryers and other major appliances on very hot days. Their usage could require the air conditioner to run longer.

Close the fireplace damper. An open damper will allow the conditioned air to escape.

Vectren does not endorse any particular product or wholesaler.

Gas appliance connector safety

Gas connectors are corrugated metal tubes used to connect gas appliances in your home to natural gas supply pipes. Some older uncoated brass connectors may



have a serious flaw in the end pieces and, over time, can separate from the tubing and cause a serious gas leak, explosion or fire. According to the Consumer Product Safety Commission, these uncoated connectors have not been made for 20 years, but many are still in use. Although not all uncoated connectors have this flaw, it is very difficult to tell which ones do. Therefore, any uncoated brass connector should be replaced immediately with a new plastic-coated brass or stainless steel connector. Connectors can wear out from too much moving, bending or corrosion and should be replaced whenever the appliance is moved or relocated.

Warning: Only a qualified professional plumber, HVAC or appliance repair contractor should inspect and, if needed, replace your connector. Moving the appliance, even slightly, can cause the complete failure of one of these older, weakened connectors and possibly result in a deadly fire or explosion.

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.**

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