

FEBRUARY 2010



## Natural Gas Safety

### CARBON MONOXIDE

Carbon monoxide (CO) is a toxic gas produced by the incomplete burning of different fuels including gasoline, kerosene, wood, coal, propane, natural gas and fuel oil. High concentrations of CO can cause illness and excessive levels can be fatal. If you suspect CO in your home, get fresh air immediately and call 911. To prevent CO in your home:

- » Make sure all appliances are properly installed and maintained and have a heating professional clean and check your heating and venting system every year.
- » Check vents, flue pipes and chimneys for corrosion or blockage.
- » Never run a vehicle or fuel-burning equipment in an enclosed place.
- » Install a CO detector to add an extra measure of safety.

### IF YOU SMELL NATURAL GAS

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. If you or a family member suspect a gas leak, you should:

- » Leave the premises immediately.
- » Call Vectren at (800) 227-1376 from somewhere other than the premises where there is a suspected leak. The use of a phone can create static electricity, which could ignite a gas leak.
- » Do not re-enter the premises until Vectren or fire safety officials say it is safe to do so.

### PLEASE NOTE:

There is no charge to the customer for calling Vectren to inspect a potential gas leak. Vectren will respond 24 hours a day, 365 days a year.

## Space heaters: Ensure you use them safely

If you choose to use a space heater this winter don't forget to follow the safety tips below:

- Install and use appliances according to the manufacturer's instructions.
- Consider using space heaters with automatic shut-off capabilities.
- Never use unvented gas or kerosene heaters in closed spaces, especially sleeping areas.
- Don't use gas appliances such as an oven, range, or clothes dryer to heat the home.
- Leave a window cracked about an inch for ventilation and fresh air. Ventilation is important to keep fuel-burning space heaters from consuming too much oxygen in the house.
- Do not leave a space heater on when you are not in the room or when you go to sleep and keep small children away from the unit at all times.
- Electric space heaters should be checked for signs of fraying or splitting wires or overheating. Likewise, electric space heaters frequently cause fires by overloading electrical outlets.
- Keep space heaters away from combustible materials/products.
- When selecting a heater, look for one that has been tested and certified by a nationally recognized testing laboratory. These heaters have been determined to meet specific safety standards, and manufacturers are required to provide important use and care information to the consumer.



## SUPPORT HAITI DISASTER RELIEF EFFORTS

The 7.0 earthquake that hit the island nation of Haiti on Tuesday, Jan. 12, was devastating. Many of us are left wondering how to help. During disasters such as this, financial contributions are needed above all else to meet basic human needs such as food, water, medical supplies and shelter.

To learn more or to make a donation, visit [www.redcross.org](http://www.redcross.org).



**American  
Red Cross**

### Customer Service

Phone: (800) 227-1376 • Mon.-Fri. 7 a.m. to 7 p.m.

### Conservation Connection

Phone: (866) 240-8476 • Mon.-Fri. 8 a.m. to 5 p.m. EST

## TOOLS, TIPS & CASH REBATES FROM VECTREN'S CONSERVATION CONNECTION

### UNIVERSAL SERVICE PROGRAM (USP)

As of Dec. 1, 2009, low-income customers who are eligible for financial assistance from the Low Income Energy Assistance Program (LIHEAP) will be automatically enrolled in the Universal Service Program (USP).

For the 2009/2010 heating season, the USP credit will reduce the monthly natural gas bills of eligible low-income customers by 15%, 26% or 32% depending on their LIHEAP eligibility level. Those who qualify for the USP will see a "Universal Service Credit" on their gas bill, noting the exact USP discount applied to their bill between Dec. 1, 2009 through May 31, 2010.

The USP is now in its fifth year. The program was created in conjunction with the Indiana Office of Utility Consumer Counselor (OUCC) and with approval from the Indiana Utility Regulatory Commission (IURC).

Customers receiving the LIHEAP and USP program benefits are encouraged to seek qualification for additional weatherization benefits through the American Recovery and Reinvestment Act by applying at their local community action agency.

### 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!

### CASH REBATES ON ENERGY-SAVING NATURAL GAS APPLIANCES

Offers \$200 toward a new furnace, \$20 toward a programmable thermostat and many more rebates for existing or new construction. Plus rebates for commercial customers.

### ONLINE ENERGY AUDIT

Pinpoints energy usage and opportunities to save based on your appliances and age of your home or business.

### HOW-TO VIDEOS

Watch videos on simple do-it-yourself projects and tips to conserve energy in your home.

For more information visit the Conservation Connection at [www.vectren.com](http://www.vectren.com) or call (866) 240-8476.



## Share the Warmth this Winter

Vectren will match dollar-for-dollar all public donations to its Share the Warmth program this winter, up to a total of \$200,000. Share the Warmth annually allocates funds to Indiana Community Action Agencies who administer the state's low-income weatherization assistance program.

This weatherization initiative is designed to offer comprehensive long-term energy conservation benefits to homeowners that meet income requirements. Those who qualify will receive a number of efficiency measures on an as-needed basis; all designed to lower energy costs.

Tax deductible donations can be made to: Share the Warmth, Inc., P.O. Box 931, Evansville, IN 47706-0931. More information and a contribution form are available at [www.sharethewarmthinc.com](http://www.sharethewarmthinc.com).

## Census 2010

In 2010, the U.S. Census Bureau will count every person living in our nation. It's vital that you complete your census form because the results help ensure our community will get its share of funding for essential services such as new roads, hospitals, child care and senior centers, schools and more.

The Census asks just 10 simple questions- and your answers are confidential. Your information is protected by law and cannot be shared with anyone for any reason, including police or other federal agencies.

Watch your mail in March for your census form – fill it out and be counted!

For additional information visit [www.2010.census.gov](http://www.2010.census.gov).

United States<sup>®</sup>  
**Census  
2010**

**IT'S IN OUR HANDS**