

FEBRUARY 2011



## RESPONSIBILITY FOR GAS PIPING

Vectren Energy Delivery of Ohio (VEDO) is responsible for maintenance of all service lines from the gas main to the gas meter. The customer is responsible for the maintenance of all gas piping from the gas meter to all gas appliances.

Buried gas piping which 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.

### Call Before You Dig:

811 or 1-800-362-2764, 24 hours a day, seven days a week!



# Important reminders about Natural Gas Safety

## What to do if you suspect a natural gas leak

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. Follow the instructions below if you or someone in your family suspects a natural gas leak.

**In the event a gas line has been struck or ruptured outside of a home or business**, residents are reminded of 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 re-start or move powered equipment.
- Call Vectren at **1-800-227-1376** 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 detected inside of a home or business**, residents are reminded of 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 or 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.
  - » *The activities listed above could trigger an ignition if gas has significantly accumulated.*
- Call Vectren at **1-800-227-1376** from somewhere other than the location of the gas leak.

**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.

### 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.



### Install a CO Detector

*CO detectors should be installed in a central location outside each sleeping area and on every level of the home.*

### Customer Service

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

### Conservation Connection

Phone: 1-866-240-8476 • Mon.-Fri. 8 a.m. to 5 p.m. EST

# EARN CASH REBATES

*from Vectren's Conservation Connection!*

Cut energy waste and earn cash rebates\* from Vectren's Conservation Connection when you upgrade your old appliances to new, energy-saving natural gas models.

Visit [Vectren.com](http://Vectren.com) or call 1-866-240-8476 to get started.

## Rebates for your home

Natural Gas Tankless Water Heater (.82 EF or higher) .. \$150	Natural Gas Furnace (94% AFUE or higher) ... \$300
Natural Gas Storage Water Heater (.67 EF or higher) ... \$150	Natural Gas Furnace (92% AFUE or higher) ... \$200
Natural Gas Storage Water Heater (.62 EF or higher) ... \$50	Natural Gas Residential Boiler ..... \$500

\* Before purchasing, see the rebate application for complete details on appliance energy efficiency and service requirements.

## EASY WAYS TO SAVE

### Maintain your furnace

Have your furnace maintained annually by a qualified technician and check your air filter monthly. Regularly having a professional inspection of your heating system will help lower your heating bills 3 to 10% as well as maximize the life of your furnace.

## PROJECT TEEM

### FREE home weatherization for 500 Vectren Ohio homeowners through Project TEEM

*Check the chart to see if you qualify. And yes, it's really free!*

Apply for Project TEEM, Vectren's FREE home weatherization program for qualifying Vectren Ohio homeowners, and receive up to \$5,000 in energy upgrades to your home – all at no cost to you. The program is limited to the first 500 homeowners who meet income guidelines (right).



### Call today to apply

Once you've determined you're eligible for Project TEEM, call the Community Action Partnership of the Greater Dayton Area to apply:

**1-800-617-2673**

### PROJECT TEEM INCOME GUIDELINES

Number in Household	Annual Income (before taxes)
1	\$21,660 to \$32,490
2	\$29,140 to \$43,710
3	\$36,620 to \$54,930
4	\$44,100 to \$66,150
5	\$51,580 to \$77,370
6	\$59,060 to \$88,590
7	\$66,540 to \$99,810
8	\$74,020 to \$111,030

*For family units with more than eight members, add \$11,200 for each member.*

### ELIGIBILITY

Project TEEM participants must meet annual income (before taxes) requirements, which vary by the number of people living in the household.

Qualifying customers will be served on a first-come, first-serve basis.

Call 1-800-617-2673 for complete details.

## CHOICE OPT-OUT

Vectren Energy Delivery of Ohio (VEDO) is required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators.

If you do not wish to be included on this list, you can inform us online at [www.vectren.com/ohio](http://www.vectren.com/ohio) in the FAQ's section, or you can send a written request to: **Vectren Energy Delivery, Choice Program Administration, P.O. Box 209, Evansville, IN, 47702-0209.**

Also, you can call Vectren at 1-800-227-1376 and use the automated phone system to complete the process. Even if you remove your name from the list, you can still participate in Ohio Choice. If you have previously notified Vectren that you wish to have your name removed from the supplier list, it is not necessary for you to take any action.