

MARCH 2010



# NEW CASH REBATES

**Indiana residential customers can take advantage of new incentives on energy-saving appliances, in addition to Vectren rebates!**

The new Indiana Heating and Air-Conditioning Incentive Program (IHIP) offers cash rebates on the purchase of energy efficient heating and air equipment, including energy efficient air conditioners. Some of these incentives can be combined with existing rebates through Vectren's Conservation Connection for even more savings!

**Learn more at [www.vectren.com](http://www.vectren.com)!**



## MAXIMIZE YOUR SAVINGS

when you combine rebates on a qualifying natural gas furnace or gas boiler.

## BEFORE YOU BUY...

Because IHIP is not connected with Vectren's existing rebate programs, be sure to check the eligibility guidelines of each program before purchasing.

Keep in mind that the IHIP program is only available until funding is exhausted.

### LEARN MORE

For complete program details and rebate submission requirements regarding IHIP, visit [www.INenergyefficiency.com](http://www.INenergyefficiency.com) or call (800) 573-3503.

For complete program details and rebate submission requirements regarding Vectren Energy Delivery rebates on high efficiency natural gas appliances, visit [www.vectren.com](http://www.vectren.com) or call (866) 240-8476.

## REBATE OPPORTUNITIES

### Natural Gas Furnace

*Requirements: Must be 92% efficient or greater*

IHIP Rebate \$300 Vectren rebate \$200

**\$500 in total rebates!**

### Natural Gas Boiler

*Requirements: IHIP - Must be ENERGY STAR®-qualified (85% efficient or greater); VECTREN - Must be 90% efficient or greater*

IHIP Rebate \$500 Vectren rebate \$500

**\$1,000 in total rebates!**

### Air Conditioner

*Requirements: IHIP - Must be ENERGY STAR® qualified (14.5 SEER or greater)*

IHIP Rebate \$150

See the full list of IHIP incentives at [www.INenergyefficiency.com](http://www.INenergyefficiency.com) or visit [www.vectren.com](http://www.vectren.com) to find more rebates from Vectren's Conservation Connection!

## Check out tax incentives on eligible products

In addition to the rebates available from Vectren and IHIP, some energy efficient products may also qualify for a federal tax credit. Learn more at [www.vectren.com](http://www.vectren.com) or [www.energystar.gov](http://www.energystar.gov).



### Customer Service

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

### Conservation Connection

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

# Trouble Paying Your Bill?

## Payment Assistance Options

As the winter heating season comes to a close, Vectren wants to remind customers of the number of billing and payment assistance options that are available to help manage some of the season's highest bills.

### Energy Assistance Program (EAP)

State and federal utility assistance dollars are still available for income-eligible customers. Those that fall below 150% of federal poverty guidelines should visit their local community action agency to sign up for EAP.

### Universal Service Program

Customers who qualify for EAP will be automatically enrolled in the Universal Service Program (USP). The USP will reduce natural gas bills of eligible low-income customers by 15 to 32% depending on the family's income.

### Payment Arrangement

Customers who are having difficulty paying bills in full can request a payment arrangement to fulfill the obligation in smaller increments over a set period of time.

### Payment Extension

Customers can request a one-time extension of the due date on their current monthly bill.

### Budget Bill

We realize that seasonal highs and lows in energy usage can significantly impact your monthly household budget. Under this billing plan, a customer's estimated annual energy charges are spread out in equal monthly payments to remove the uncertainty.

To learn more about these programs, please visit [www.vectren.com](http://www.vectren.com) or call (800) 227-1376.

Celebrate Arbor Day and Earth Day next month by planting a tree!

**EARTH DAY** APRIL 22  
**ARBOR DAY** APRIL 30

## Vectren's tree-trimming practices

To protect our power lines, prevent outages and ultimately keep you safe, we must trim and maintain the foliage in and around these lines. Our goal is to increase reliability of service by properly pruning and maintaining trees with healthy root systems, which ultimately leads to less decay and structural weakness and fewer downed lines during storms.

This work is typically done on a five-year cycle. Vectren has permission to trim trees in the communities it serves through franchise and easement agreements. However, we always make it a point to give proper notification to property owners about our tree trimming activities before the process begins.

More importantly, our tree trimming crews follow approved trimming standards that were established by the Arbor Day Foundation and are designed to preserve the health of the trees. Read more about Vectren's tree trimming standards through the Tree Line USA program at [arborday.org/treelineusa](http://arborday.org/treelineusa).



## Properly placed trees can cut energy costs

**Cooling:** Cooling costs can be cut by up to 30% if half of the roof is shaded, and shading the air conditioner will also improve its efficiency by up to 10%.

### When planting trees and shrubs around your home:

- *Consider the seasonal sun angles when planting for sun shade. Buildings with large south or west exposures need shade mid to late afternoon.*
- *Medium to large trees provide excellent cooling because they shade both home and yard.*
- *Plant deciduous trees to the southeast and southwest of the home for shade. Choose and place trees to cast the maximum amount of summer shade and the minimum of winter shade. Make sure the trees are placed far enough away from the house as to not interfere with the structure as the trees mature.*
- *Shrubs and small trees can be planted to shade air conditioners. However, be careful not to plant too close to the unit as to block airflow. Keep units free of leaves and needles.*

**Heating:** Properly placed trees and shrubs can help reduce heating costs by blocking winter winds. Deciduous trees planted to cool a home will lose their leaves to allow the radiation of the sun to help heat the structure.

Conserve energy by planting a combination of evergreen trees and shrubs on the side of your home that blocks the coldest of winter winds. Choose plants whose branches will grow low to the ground.

## Plan before you plant

Please give careful consideration to your tree's growth characteristics to avoid future problems with nearby power lines by planning before you plant. And, don't forget to call before you dig by calling 811 to have underground utility lines marked to avoid striking them.

### Plant trees or shrubs at these minimum distances from electric distribution lines:

- *10 feet for trees or shrubs maturing to 15 feet*
- *20 feet for trees maturing to 25 feet*
- *30 feet for trees maturing to 35 feet*

Tree species that should never be planted within 50 feet of power lines include Maple, Oak, Ash, Sycamore and White Pine. Click on the Public Safety tab at [www.vectren.com](http://www.vectren.com) or visit [www.arborday.org/trees](http://www.arborday.org/trees) to learn more about planting the right tree in the right place.

## Proper pruning techniques for quality tree care

When pruning your trees, follow these tips to ensure that your trees remain healthy:

- **Cut as close as possible to the branch collar:** A ring, or "doughnut," of living tissue will form around a correct cut after one growing season.
- **Do not leave stubs:** they are entry courts for rot-causing fungi.
- **Make cuts at nodes, which are the place where a branch meets another branch or the trunk.** Making cuts between nodes leads to excessive sprouting, cracks and rot.

