ALERT - for Budget Bill Customers

This winter's bitter cold weather has driven energy usage higher. In fact, through the first three months of the heating season, the average customer has used 25% more energy than last winter. As such, most customers on the Budget Bill payment plan are accumulating a larger-than-normal debit balance. (A debit balance means if you were to cancel the Budget Bill payment plan, you would have a balance or debt to pay.) To address this growing debit balance, **we have increased the monthly Budget Bill payment** for the majority of customers enrolled in the program.

What will happen this summer during the normal Budget Bill recalculation period?

The normal recalculation process for Budget Bill customers does not occur until the summer. During this recalculation process, we look at what you paid vs. what you used over the past 12 months – and then adjust your Budget Bill payment for the next 12-month period based on whether you ended with a debit or credit balance, projected gas costs for the coming period and normal weather. Due to the fact that we are adjusting most Budget Bill amounts now, the intention is to address a significant portion of your debit balance over the next few months, and we would expect the summer recalculation process to have less of an impact. However, continued extreme weather or fluctuations in gas prices could lead to further adjustments this summer.

VECTREN
Live Smart

Customer Service 1-800-227-1376 | Mon.-Fri. 7 a.m. to 7 p.m.

What if I can't afford a Budget Bill adjustment at this time?

If you feel a mid-season increase in your current Budget Bill amount is not manageable, you can request the recalculation to occur during the normal summer recalculation period. However, it is important to note by waiting, the summer recalculation will likely be larger than normally experienced, as the entire debit balance will carry over into the revised Budget Bill amount for the next 12-month period. To opt out of the mid-year recalculation and postpone until the typical summer recalculation period, contact us at Vectren.com or call 1-800-227-1376.

Did everyone's Budget Bill amount increase the same amount?

No. Some Vectren Budget Bill customers may see larger or smaller increases due to the timing of their enrollment or variances in energy usage this winter.

Should I drop off of the Budget Bill payment plan?

We do not recommend that option. Budget Bill is the easiest way to manage costs and know what to expect each month when you open your bill. We base Budget Bill amounts on normal weather. Sometimes - like this winter - abnormal weather causes the Budget Bill amount to be too low, and it becomes necessary to do a mid-season adjustment.

Live Chat with a customer service specialist at www.vectren.com.
Conservation Connection 1-866-240-8476 | Mon.-Fri. 8 a.m. to 5 p.m. EST