

**Vectren eBill**  
*Paperless billing made easy*

# eBILL

**Enroll today in eBill, Vectren's paperless billing option!**

Each month you will receive an e-mail from Vectren Energy Delivery notifying you that your eBill is ready to be viewed online. This e-mail message will feature a link that, when clicked, takes you directly to the Manage My Account section on Vectren.com. From here, you can view your current bill, adjust your billing preferences and more.

**How are payments made?**

You can pay your bill online using our easy online payment system. Also, payments still can be made by mailing in your check. Please be sure to include your Vectren Energy Delivery account number on the memo line of your check to ensure timely and accurate posting.

 **Conservation Connection**

# CASH REBATES

**ON ENERGY-SAVING NATURAL GAS APPLIANCES**

**Cash rebates for your home:**

- Programmable thermostat . . . . . \$20
- Natural gas furnace . . . . . \$200
- Natural gas water heater (tankless unit) . . . . . \$150
- Natural gas water heater (storage unit) . . . . . \$100
- Natural gas 88% thermal efficiency water heater . . . . \$150
- Natural gas residential boiler . . . . . \$500

*Before purchasing, visit [www.vectren.com](http://www.vectren.com) or call (866) 240-8476 for the rebate application and complete details on appliance energy efficiency and service requirements.*



**Customer Service:**  
(800) 227-1376  
Monday through Friday  
7 a.m. to 7 p.m.

**Conservation Connection:**  
(866) 240-8476  
Monday through Friday  
8 a.m. to 5 p.m. EST

**Mail:**  
P.O. Box 209  
Evansville, IN 47702-0209

[www.vectren.com](http://www.vectren.com)



Your **Natural Gas** Service



# Your Natural Gas Service

## Natural gas safety

Natural gas is colorless, odorless and tasteless. Vectren adds a distinctive “smell” like spoiled eggs so you can easily detect a leak.

**In the event a gas line has been struck or ruptured *outside* of your home or business, adhere to 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 restart or move powered equipment.
- Call Vectren at (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 your home or business, adhere to 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 nor 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.
- Call Vectren at (800) 227-1376 from somewhere other than the location of the gas leak.
- Alert neighboring property owners of the potential leak.
- Remain in a safe area until emergency personnel arrive and do not re-enter the premises.

Call Vectren at (800) 227-1376 for emergency service from the nearest phone outside your home. Vectren will immediately dispatch a service technician. If gas is in high enough concentration, an electric spark could ignite the gas.

## Disconnection of service

Please arrange for service disconnection at [www.vectren.com](http://www.vectren.com) or call at least three business days in advance if you plan to move or need to disconnect your service for any reason. Vectren may disconnect your service without advance notice:

- If danger to life or property exists
- For the tampering or fraudulent use of natural gas service
- For emergency repairs
- For the violation of any rule or regulation

Vectren may disconnect service to a residential customer for non-payment after providing 14 days advance notice. Vectren representatives cannot accept any payment at your premises to prevent disconnection.

## Reconnection of service

If your gas service has been disconnected for non-payment, you must complete the following steps before your service can be restored:

- Pay full amount of all past due utility bills
- Pay the full amount of the required deposit
- Pay any required reconnection charge

If payment is received and Vectren notified before noon, service will be restored the same day. If payment is received and Vectren notified after noon, service will be restored the following business day.

## 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!**

## Deposit

A deposit may be required to establish gas service:

- If an applicant has not had service with any utility during the last two years or has not established a credit history
- If an applicant has been disconnected for non-payment of a previous Vectren bill
- If a customer received disconnect notices from Vectren for two consecutive months or three within a 12-month period

## For customers applying for new service:

If a deposit is necessary, it will be no more than one-sixth of estimated annual cost for natural gas service for your home. Deposits for Budget Bill customers will be no more than two monthly budget payments.

If the deposit for service is less than \$150, service will be connected when we receive your deposit amount. If the deposit for service is more than \$150, payments can be spread over a 12-week period. The first installment of your deposit payment arrangement will be \$150. Service will be connected when we receive this first installment.

## Meters

Vectren's meters are thoroughly tested, inspected and adjusted for accuracy before we install them. A portion of meters currently in service are tested annually and monitored by the Indiana Utility Regulatory Commission.

## Copper tubing notice

Copper piping or copper tubing should not be used to connect your natural gas appliances since it may deteriorate with time causing safety hazards. If Vectren notices any copper pipe or tubing while on a service call, Vectren will tag it and include a reminder to replace it with suitable piping as soon as possible.

## Service or bill inquiries

If you have questions or concerns about your utility service or bill, please contact us at [www.vectren.com](http://www.vectren.com) or call us during regular business hours. To contact the Vectren Energy Delivery corporate office with a complaint, write to or e-mail Vectren (Attn: Director of Customer Service). During a bill investigation, you are required to pay the undisputed portion of your bill.

You may also contact the Indiana Utility Regulatory Commission to review your concern:

### Indiana Utility Regulatory Commission

101 West Washington Street, Suite 1500E, Indianapolis, Indiana 46204

Phone: (317) 232-2712 | Consumer assistance: (800) 851-4268

## For customers wanting to reconnect service:

When a deposit is required due to a disconnection for non-payment, you must:

- Pay full amount of all bills owed
- Pay the full amount of the required deposit
- Pay any required reconnection charge

This deposit amount is no more than one-third of the estimated annual cost for natural gas service for your home.

Natural gas service deposits held for more than 30 days will earn interest at a rate set by the Indiana Utility Regulatory Commission. If you are a residential customer, Vectren will apply your deposit and any interest due to your account when you pay your bill on time for 12 consecutive months, or 12 of any 15 consecutive months, and if you make no late payments in any two consecutive months. Your deposit (if not previously refunded), plus interest, will be applied to your final bill when you request to have your gas service turned off, or if we must disconnect your service. Any remaining deposit amount will be refunded to you.