



# Knowing your options could save you money.

As a Vectren customer, you decide who supplies your natural gas.

The winter heating season is here, and fluctuating natural gas prices may come with it. Given Vectren's natural gas price (Standard Sales Offer) now directly reflects the national market price, which changes monthly, it's a good time to evaluate your options. In fact, Choice program suppliers, who are certified by the Public Utilities Commission of Ohio, can offer a variety of pricing programs, such as locking in a fixed rate. So take time to compare natural gas pricing options available from Vectren and Choice suppliers — because knowing your options could save you money.

Learn more about your gas supply options using these online resources or call 1-800-227-1376.



## COMPARE

Compare your options using PUCO's Apples to Apples tool at [puco.ohio.gov/puco/ApplesToApples](http://puco.ohio.gov/puco/ApplesToApples).



## READ

Read about your options at [Vectren.com/ohio](http://Vectren.com/ohio).



## WATCH

Watch a video that explains the Choice program at [VectrenLiveSmart.com](http://VectrenLiveSmart.com).

## NEW! ENROLL IN FURNACE FILTER REMINDERS

Remembering to routinely check your furnace filter for safety and efficiency is now easier—thanks to new furnace filter alerts from Vectren. Through the furnace filter alert at [Vectren.com](http://Vectren.com), you can easily be reminded by way of an e-mail or a cell phone text message to clean and/or replace your furnace filter. You can even designate how frequently you would like to receive the alert based on your furnace's requirements.

Subscribe to the furnace filter alerts, a free service, by visiting [Vectren.com](http://Vectren.com) and selecting "Alerts" from the "Residential Customers" tab on the top navigation menu.

## SPACE HEATER SAFETY TIPS

- Keep all furniture and combustible items at least three feet away from any heating device.
- Space heaters should not be left on while you are asleep or when you leave the room.
- When not in use, space heaters should be unplugged.
- Make sure your smoke and carbon monoxide detectors are working before using a space heater.

VISIT [VECTRENLIVESMART.COM](http://VECTRENLIVESMART.COM) FOR MORE ON SPACE HEATER SAFETY.



## GIVE THE GIFT OF ENERGY

Through Vectren Energy Delivery's Gift of Energy program you can make a payment toward the energy bill of a friend, loved one or neighbor this holiday season. It is the perfect way to show you care and makes last-minute gift buying easy.

Visit [Vectren.com/giftofenergy](http://Vectren.com/giftofenergy) or call us at 1-800-227-1376 to give the Gift of Energy today.

## Applications being accepted for energy assistance

The Home Energy Assistance Program (HEAP) is a federally funded program administered by the Ohio Department of Development (ODOD) that is designed to help eligible low-income Ohioans meet the costs of home heating. A family of four with a household income of \$44,000 likely qualifies for assistance.

To learn more about HEAP or other ODOD assistance programs, including home weatherization services, call 1-800-282-0880 or visit <http://www.odod.state.oh.us/cdd/ocs/heap.htm>.

## TROUBLE PAYING YOUR BILL?

All customers, regardless of household income, may qualify for a FREE payment arrangement. This bill payment option allows you to pay smaller amounts of your bill over a set period of time and helps you stay connected. Be proactive - as soon as you open your bill and know you can't pay it in full, request a payment arrangement online or call us at 1-800-227-1376. We can help!

## Translation services available to customers

Vectren has translation services available for all customers. A number of languages are offered including Spanish. Simply call 1-800-227-1376 and request a translator in your language or select option 2 for Spanish and you will be directly connected with a Spanish translator.

Vectren cuenta con servicio de traducción disponible para nuestros clientes. Ofrecemos varios idiomas incluyendo el Español. Simplemente llame al 1-800-227-1376 y solicite un traductor en su idioma, o seleccione la opción 2 para Español y será conectado con un traductor en Español.

## Contact us

### 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

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



## Choice opt-out

Vectren 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 [Vectren.com/ohio](http://Vectren.com/ohio), 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.

## Responsibility for Gas Piping

Vectren Energy Delivery of Ohio (Vectren) 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!