

OCTOBER 2010



Vectren Energy Delivery Of Ohio Notice Of New Distribution Replacement Rider Rates

On September 22, 2010, the Public Utilities Commission of Ohio (PUCO) approved revised Distribution Replacement Rider (DRR) unit rates. The DRR allows VEDO to recover the costs associated with its accelerated bare steel and cast iron replacement program. A residential customer's bill will increase \$0.64 per month as a result of this rate change.

The revised DRR unit rates will be applied to the bills of all VEDO customers and are effective for service rendered beginning September 22, 2010.

For more information, contact Vectren at:

Vectren Energy Delivery of Ohio, Inc.
P.O. Box 209, Evansville, IN
47702-0209

Phone: 1-800-227-1376
Website: www.vectren.com

2010-2011 Ohio Winter Rules

Financial Assistance

The Ohio Department of Development (ODOD) offers several programs to help low-income customers pay their utility bills and improve the energy efficiency of their homes. Customers may apply for the following programs offered through ODOD:

Home Energy Assistance Program (HEAP) is a federally funded program that provides financial assistance to eligible consumers with their winter heating bills. The qualification guidelines are listed here (see *HEAP chart at right*):

The Home Weatherization Assistance Program (HWAP) is a federally funded program designed to reduce the energy consumption measures in eligible homes at no cost to residents. The qualification guidelines are listed below the "Payment Plans" information.

HEAP Qualification Guidelines

Household size	Gross Income
1 person	up to \$21,660
2 persons	up to \$29,140
3 persons	up to \$36,620
4 persons	up to \$44,100
5 persons	up to \$51,580
6 persons	up to \$59,060

To apply for any of the above-mentioned programs, please contact the ODOD at <http://energyhelp.ohio.gov> or 1-800-282-0880. Hearing impaired customers with TDD's can call 1-800-686-1557. You may also contact your local Ohio Dept. of Jobs and Family Services for additional assistance. Vectren can mail an application to you upon request. If you meet the income guidelines above, you may qualify for telephone assistance. Please contact your local telephone company for details.

Special Payment Arrangements

Special payment arrangements are provided if you or other household members' health could be adversely affected should gas service be terminated. Arrangements of this kind require proper certification by a licensed physician or board of health physician. Please call 1-800-227-1376 for more information.

Special Winter Plans

From Oct. 18, 2010, through April 15, 2011, Vectren also offers a plan that allows customers to pay one-third of the total balance due each month (past due amount plus the current bill).

From Oct. 18, 2010 through April 15, 2011, you may use the winter connection order to maintain or connect your service for a maximum payment of \$175. If applicable, the reconnection fee will be billed. Please call Vectren at 1-800-227-1376 to protect your utility service for 30 days once you have paid \$175. You must also apply for available energy assistance programs and/or make a payment arrangement with Vectren for any remaining balances. If you are eligible, you may receive assistance through the Emergency Home Energy Assistance Program (EHEAP) or other energy assistance programs. EHEAP provides financial assistance once per heating season to eligible households that are disconnected, seeking disconnection avoidance or to connect. Contact your local Community Action Program for an appointment.

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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

2010-2011 Ohio Winter Rules (Continued)

Payment Plans

You may avoid disconnection by entering into a payment arrangement with Vectren. Reduced payments can be made and disconnection avoided, if you are eligible for the Percent of Income Payment Plan (PIPP Plus) or another extended payment plan, and make payments as agreed upon. Call Vectren at 1-800-227-1376 or contact your local Community Action Program for more information.

PIPP Plus is available if your total income is at or below 150% of the Federal poverty level. PIPP Plus requires you to pay a percentage of your total monthly household income to your regulated utility companies. This program does not reduce or waive energy costs; it only establishes a payment plan to allow you to maintain your utility service. PIPP Plus offers a payment incentive. Each time you pay your PIPP Plus installment on time and in full, a portion of your old debt and the rest of that month's bill will go away in the form of credits on your utility account. The qualification guidelines are listed here (see PIPP Plus chart at right):

For households with more than six members, add \$5,610 for each individual additional household member. The One-Sixth-Payment Plan allows you to pay one-sixth of your past due balance plus your current bill each month. The One-Ninth-Payment Plan allows you to pay nine equal monthly payments on the past due balance in addition to a budget payment plan for the projected bills, which will end nine months from the initial payment.

PIPP Plus Qualification Guidelines

Household size	Gross Income
1 person	up to \$16,245
2 persons	up to \$21,885
3 persons	up to \$27,465
4 persons	up to \$33,075
5 persons	up to \$38,685
6 persons	up to \$44,295

Reconnection of Gas Service

If your gas service has been disconnected for non-payment, the past due amount, a deposit and a reconnection charge of \$60 will be required prior to reconnection of your gas service.

Authorized Pay Sites

Authorized pay sites are available in your neighborhood for your convenience. Please use only authorized Vectren pay sites to ensure timely postings to your account. To locate an authorized pay site in your area, visit www.vectren.com or call 1-800-227-1376.

Third-Party Notification

The local Ohio Department of Jobs and Family Services may be notified before your gas service is disconnected. The local Ohio Department of Jobs and Family Services may contact you to see if you qualify for assistance. Additionally, you may authorize a party other than you to receive notice from us that your gas service may be disconnected. If you desire to have a third party notified, please call Vectren at 1-800-227-1376.

Disputed Bills

Should you have a question about a billing matter, please call us at 1-800-227-1376, and we will work with you to resolve the issue. If your questions are not resolved after you have called Vectren Energy Delivery, you may contact the Public Utilities Commission of Ohio (PUCO):

1-800-686-7826, (614) 466-3292 (local) • 1-800-686-1570, TDD/TTY, www.PUCO.ohio.gov

Residential customers may also call the Ohio Consumers' Counsel (OCC): 1-877-742-5622, www.pickocc.org

Home Weatherization Program available for income-eligible customers

Vectren Energy Delivery of Ohio (Vectren) and the Community Action Partnership of the Greater Dayton Area (Dayton CAP) are teaming up to help customers weatherize their homes for FREE!

To qualify for Project TEEM, you must:

- Be a Vectren natural gas customer
- Meet income eligibility requirements (See TEEM chart at right)
- Be available for in-home inspection and installation appointments

The weatherization process is easy:

1. Call 1-800-617-2673 to see if you qualify.
2. If you're eligible, we'll work with you to schedule an in-home energy audit.
3. The Project TEEM crew will come to your house, perform an energy audit and identify improvements that will make your home more energy efficient.
4. The Project TEEM professionals will then implement the necessary energy-efficiency improvements to your home at no cost.

For a complete list of details, please visit www.vectren.com, click on Conservation Connection, select Ohio and scroll down to Weatherization Programs.



TEEM Income Eligibility Requirements

Number in Household	Annual Household Income
1	\$32,490
2	\$43,710
3	\$54,930
4	\$66,150
5	\$77,370
6	\$88,590
7	\$99,810
8	\$111,030

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

VISIT US ONLINE AT WWW.VECTREN.COM OR CALL 1-800-227-1376