

October 2011



Stay warm with a new high-efficiency gas furnace and earn a \$200 rebate

Gear up for winter weather and earn cash rebates when you replace your inefficient furnace or other appliances with high-efficiency natural gas models.

Get started today

For the rebate form or additional program information, call **1-866-240-8476** or visit **www.vectren.com**.

Natural Gas Furnace

Must be at least 92% AFUE.

\$200

Natural Gas Residential Boiler

Must be at least 90% AFUE.

\$500

Natural Gas Tankless Water Heater

Must have at least .82 Energy Factor (EF).

\$150

Natural Gas Storage Water Heater

Must be at least .67 EF. Incentive amount effective for equipment purchased May 1, 2011 or later.

\$150

Natural Gas Storage Water Heater

Must be at least .62 EF but less than .67 EF. Incentive amount effective for equipment purchased May 1, 2011 or later.

\$50

Programmable Thermostat

Home must utilize natural gas for all space heating needs.

\$20



Visit www.vectren.com or call 1-866-240-8476 to get started.



Before you buy...

Before purchasing, be sure to carefully read the customer and product requirements on the rebate form to ensure you qualify. The rebate form and invoice(s) must be postmarked within **60 days** of the appliance/product purchase.

Natural gas prices remain at a 10-year low; forecasted winter bills remain on par with last season

Natural gas prices that continue to remain stable and relatively low will again translate to more manageable bills. Assuming normal winter weather, you could see bills that are similar to last year's heating season, which saw bills decrease 30 to 35% from the 2008-2009 winter. Abundant gas supply in the U.S. has resulted in natural gas costs, which are passed through to customers on a dollar-for-dollar basis, remaining at levels not seen since 2001.

For the past two years, natural gas prices have remained flat with prices stabilizing in the 40 to 45-cents per therm range; where as, three years ago, the market produced prices as high as \$1.00 to \$1.20. Given gas costs represent 60 to 70% of winter bills, these lower prices are helping keep bill amounts down. As such, natural gas has continued to be the most cost-effective fuel source for home heating, especially when using high efficiency furnaces.

This year, customers could expect to pay around \$570 over the five-month heating season of November through March based on the average household consumption of approximately 660 therms. Bills will vary by customer depending on the size and age of the home, number of gas appliances, number in the household, thermostat settings and levels of insulation.

Customer Service

Phone: 1-800-227-1376 • Mon.-Fri. 7 a.m. to 7 p.m.

Conservation Connection

Phone: 1-866-240-8476 • Mon.-Fri. 8 a.m. to 5 p.m. EST

Space heaters: Ensure you use them safely

If you choose to use a space heater this winter, don't forget to follow the safety tips below:

- Install and use appliances according to the manufacturer's instructions.
- Consider using space heaters with automatic shut-off capabilities.
- Never use unvented gas or kerosene heaters in closed spaces, especially sleeping areas.
- Leave a window cracked about an inch for ventilation and fresh air. Ventilation is important to keep fuel-burning space heaters from consuming too much oxygen in the house.
- Do not leave a space heater on when you are not in the room or when you go to sleep and keep small children away from the unit at all times.
- Electric space heaters should be checked for signs of fraying or splitting wires or overheating. Likewise, electric space heaters frequently cause fires by overloading electrical outlets.
- Keep space heaters away from combustible materials/products.
- When selecting a heater, look for one that has been tested and certified by a nationally recognized testing laboratory. These heaters have been determined to meet specific safety standards, and manufacturers are required to provide important use and care information to the consumer.

ENERGY ASSISTANCE PROGRAM (EAP)

Income-eligible customers urged to request heating assistance from local community action agency

Vectren encourages its income-eligible customers to take action before the brunt of winter heating season hits by applying for federal/state energy assistance through the Energy Assistance Program (EAP). Local community action agencies, who administer EAP, are now scheduling appointments, so customers can start applying early for the heating assistance.

Customers can call the Indiana Housing and Community Development Authority at 1-800-872-0371 or visit www.in.gov/ihcda/2523.htm to locate their nearest agency. To qualify for EAP, customers must fall within 150% of the federal poverty income guidelines for 2011-2012 (see *chart*).

Household Number	Annual Income
1	\$16,335
2	\$22,065
3	\$27,795
4	\$33,525
5	\$39,255
6	\$44,985
7	\$50,715
8	\$56,445

UNIVERSAL SERVICE PROGRAM (USP)

As of Dec. 1, 2011, low-income customers who are eligible for financial assistance from the Low Income Energy Assistance Program (LIHEAP) will be automatically enrolled in the Universal Service Program (USP).

For the 2011/2012 heating season, the USP credit will reduce the monthly natural gas bills of eligible low-income customers by 15%, 26% or 32% depending on their LIHEAP eligibility level. Those who qualify for the USP will see a "Universal Service Credit" on their gas bill, noting the exact USP discount applied to their bill between Dec. 1, 2011 through May 31, 2012.

The USP is now in its eighth year. The program was created in conjunction with the Indiana Office of Utility Consumer Counselor (OUCC) and with approval from the Indiana Utility Regulatory Commission (IURC). Customers receiving the LIHEAP and USP program benefits are encouraged to seek qualification for additional weatherization benefits by applying at their local community action agency.

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.



**Know what's below.
Call before you dig.**

Call Before You Dig

811 or 1-800-382-5544,
24 hours a day, seven days a week!

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 www.vectren.com/giftofenergy or call us at 1-800-227-1376 to give the Gift of Energy today.

Customer Service

Phone: 1-800-227-1376 • Mon.-Fri. 7 a.m. to 7 p.m.

Conservation Connection

Phone: 1-866-240-8476 • Mon.-Fri. 8 a.m. to 5 p.m. EST