

### New rebates

The pool of appliance/product rebates for Indiana natural gas customers has been changed, effective April 1, 2008, to help generate more energy savings for our Indiana customers.

The \$100 rebate for an ENERGY STAR® qualified clothes washer and the optional matching natural gas dryer rebate of an additional \$30 ended March 31. The residential water heater rebate has increased to \$100 for units with at least a 30-gallon storage tank and also includes the addition of a \$150 rebate for tankless units.

Additional changes were also incorporated into the commercial and new home construction rebate programs. The rebate changes will soon be posted to [www.vectren.com](http://www.vectren.com).

**Choose  
high-efficiency  
appliances and  
save MONEY through  
REBATES and  
lower  
energy bills!**



**1-866-240-8476  
[www.vectren.com](http://www.vectren.com)**



### CONTACT

#### Customer Service:

1-800-227-1376  
Monday through Friday  
7 a.m. to 7 p.m.

#### Conservation Connection:

1-866-240-8476  
Monday through Friday  
7 a.m. to 4 p.m. Central time

#### Mail:

P.O. Box 209  
Evansville, IN 47702-0209

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

Are you an eCustomer?



Log on to [Vectren.com](http://Vectren.com), choose from a number of self-service options and never pick up the phone again!

VCN - INS 5/08

**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. If you smell gas, follow these steps:

- Leave the home/building immediately.
- Do not open windows or doors to allow fresh air into your house.
- Do not use the telephone.
- Do not turn lights on or off.
- Do not light matches.
- Do not turn any electrical appliances on or off.

Call Vectren at 1-800-227-1376 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 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 premise 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 bills owed.
- Pay late payment charges.
- Pay any required deposits.
- Pay any required reconnection charge.

If payment is received before noon, service will be restored as soon as reasonably possible but at least within one working day. If payment is received after noon, service will be restored the following business day.

## Meters

Vectren's gas 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.

## 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 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

Indiana law requires that you call the Indiana Underground Plant Protection Service (IUPPS) at least two full business days before you or your contractor start digging, so underground utilities on your property can be marked. This will avoid a loss of service in the case of a cut line and possibly a more serious accident. Call IUPPS at 811, or 1-800-382-5544, 24 hours a day, seven days a week.

## Deposit

A deposit may be required to establish 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.

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

### For customers applying for new service:

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.

## Service or bill inquiries

If you have questions or concerns about your natural gas service or bill, please contact us at 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: 1-800-851-4268

## Copper tubing notice

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

### 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.

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.