

## Vectren Choice Advantage

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, please visit us online at [Vectren.com](http://Vectren.com) and select "Vectren Choice Advantage" from the left navigation menu, 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 Vectren Choice Advantage. 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.

## Litehouse project features green design

Vectren is a proud sponsor of the Litehouse Demonstration Homes project in Montgomery County. Through innovative "green" design and materials, a Litehouse home will have minimal environmental impact, while remaining affordable and energy efficient. The Litehouse homes feature building practices



*Litehouse homes are configured as both single-family detached homes and attached town homes. The artist's rendering depicts a preliminary study of the town home product.*

that address six primary categories: energy and atmosphere, sustainable sites, materials and resources, indoor environmental quality, innovation and design process and water efficiency. An additional significant component, affordability, is a result of balancing cost and green to achieve an environmentally friendly home accessible to the general public. Demonstration homes are planned to be available for tours in June.



**VECTREN**  
Energy Delivery

## CONTACT

*Customer Service:*

1-800-227-1376

Monday through Friday

7 a.m. to 7 p.m.



*Mail:*

P.O. Box 209

Evansville, IN 47702-0209

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

## Call Before You Dig

Ohio Revised Code states that you are responsible for calling the Ohio Utilities Protection Service (OUPS) 48 hours but no more than 10 days before 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 OUPS at 811, or 1-800-362-2764, 24 hours a day, seven days a week.

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Your  
Natural  
Gas  
Service



**VECTREN**  
Energy Delivery

# 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. During the winter months, Nov. 1 through April 15, an additional 10-day notice is required.

## 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 the same 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. For more information about meter testing contact Vectren.

## Responsibility for gas piping

The customer owns and has maintenance responsibility for the natural gas piping from the outside curb valve to all gas appliances with the exception of the gas meter and regulator (should one be required). However, Vectren has inspection responsibilities for the portion of pipe from the curb valve to the outlet of your meter. If a problem is found on this piping during Vectren's inspection, Vectren will inform the customer of the need to repair or replace the piping. Plumbers or excavation contractors who have been qualified under Department of Transportation "Operator Qualification" regulations can assist you in inspecting and repairing this portion of piping.

Buried customer piping, from the outlet of the meter to the gas appliances, is subject to potential hazards of corrosion and leakage. For your safety, all customer 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. Plumbers and heating contractors can assist in locating, inspecting and repairing this portion of piping.

When digging near buried gas piping, the piping should be located in advance and digging should be done by hand. Call Before You Dig at 811, or 1-800-362-2764, 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 deposit is necessary, the deposit amount for Ohio customers is 130% of the average monthly bill. Service will be connected when we receive the first deposit payment. When a deposit is required due to a disconnection for non-payment, you must:

- Pay the full amount due.
- Pay the required deposits.
- Pay the required reconnection charge.

## 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.

## Service or bill inquiries

If you have questions or concerns about your gas service or gas bill, please visit [www.vectren.com](http://www.vectren.com) or call Vectren's Customer Contact Center 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 also may contact the Public Utilities Commission of Ohio (PUCO) to review your concern:

Public Utilities Commission of Ohio  
180 E. Broad St.  
Columbus Ohio 43215-3793  
1-800-686-7826  
TDD/TTY: 1-800-686-1570

Residential deposits are held for a minimum of nine consecutive months. Deposits held for more than six months will earn interest at a rate set by the Public Utilities Commission of Ohio (PUCO). 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 nine 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 for non-payment. Any remaining deposit amount will be refunded upon the customer's request.