

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 \$40 (if disconnected at the meter) or \$50 (if disconnected at the service line) will be required prior to reconnection of your gas service.

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

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.

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.



VECTREN
Energy Delivery

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 below:

<u>Household Size</u>	<u>Gross Income</u>
1 person	up to \$18,204
2 persons	up to \$24,504
3 persons	up to \$30,804
4 persons	up to \$37,104
5 persons	up to \$43,404
6 persons	up to \$49,704
7 persons	up to \$56,004
8 persons	up to \$62,304

For households with more than 8 members, add \$6,300 for each individual additional household member.

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:

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 October 20, 2008, through April 15, 2009, 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. 20 through April 15, you may use the winter reconnection order to maintain or connect your service for a maximum payment of \$175. If applicable, the appropriate 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.

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) 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 is available if your total income is at or below 150 percent of the Federal poverty level. PIPP 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. The qualification guidelines are listed below:

<u>Household Size</u>	<u>Gross Income</u>
1 person	up to \$15,600
2 persons	up to \$21,000
3 persons	up to \$26,400
4 persons	up to \$31,800
5 persons	up to \$37,200
6 persons	up to \$42,600
7 persons	up to \$48,000
8 persons	up to \$53,400

For households with more than 8 members, add \$5,400 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.