

Dear Resident:

During the coming weeks construction crews working for Vectren will begin replacement activities on the gas mains and services in your neighborhood. A polyethylene (plastic) system is being installed to replace the current bare steel and cast iron gas pipeline system. As part of the project, most customer services are being replaced and indoor meters will be relocated outside.

Once the main pipelines are installed and tested, we will replace the service lines, which are the pipes that run from the street to your gas meter. A brief interruption in service will be necessary to connect the new service line. A Vectren representative will visit with you prior to a service installation to schedule a time to relight any natural gas appliances.

Construction for pipeline projects may take several weeks to complete. Traffic, street size, weather and soil types are significant factors in determining the time it takes to complete the job. Vectren will be working to minimize construction impacts throughout the project. During construction, every effort will be made to minimize parking and traffic disruptions. However, there may be some traffic congestion in the area. Upon completion of the project, affected yards, sidewalks, and streets will be restored. This is typically completed within 2 weeks of completing the project but is weather dependent.

Please keep the following in mind:

- Please exercise caution when driving through the construction zones.
- We urge you and your children to keep a safe distance away from any work zones.
- Please review this brochure, which contains additional details and FAQs.
- A Vectren representative will contact you before performing any work directly impacting your gas service. There is no need to schedule an appointment at this time.
- If you do not own the property where this correspondence was addressed, please pass this information along to your landlord or property management company.

We know the pipeline replacement program will be disruptive to your neighborhood, and we appreciate your patience and cooperation. We will make every effort to minimize your inconvenience and to ensure that we continue to provide the safe, reliable service you've come to expect from Vectren. After reviewing the brochure, if you have any additional questions, please contact Customer Service at 1-800-227-1376.

Sincerely,
Jennifer Fisher
Manager, Bare Steel / Cast Iron Replacement Program



CONTACT

Customer Service:

(800) 227-1376

Monday through Friday

7 a.m. to 7 p.m. Central time

Mail:

P.O. Box 209

Evansville, IN 47702-0209

<http://www.vectren.com>



Call before you dig

The law requires that you call for locates of underground utilities on your property at least two full working days (Indiana) or at least 48 hours (Ohio) before you or your contractor start digging. This will avoid a loss of service in the case of a cut line and possibly a more serious accident.

Call your state one-call center at 811
24 hours a day, seven days a week.

Bare Steel Cast Iron Replacement Program



Program

- To ensure public safety, Vectren Energy Delivery is replacing about 1,700 miles of bare steel and cast iron pipelines and 144,000 services over the next 20 years.
- Gas main and service pipeline replacements and street construction as well as meter change-outs and re-locates are planned in communities across Vectren's three service territories: Vectren North, Vectren South and Ohio.
- Vectren is working with the local Department of Public Works and city/town engineers, other city and town officials, other utilities as well as community interest groups and affected customers and residents.
- New design and construction standards as well as new installation methods will be used to help minimize disruptions.
- Whenever possible, gas meters that are located inside the home may be moved outside and, thereby, eliminate the inconvenience of customers arranging for indoor meters to be read.

Program benefits

- The new gas system will increase the reliability of gas service to our customers.
- The new gas system will improve/increase safety.
- The new system will operate with reduced maintenance.

What to expect

1. The work on individual mains usually takes one to two weeks and service work usually takes one to two weeks, though some work may be performed concurrently on a project.
2. After your service line has been replaced or upgraded and you are connected to the new line, one of our representatives will relight your applicable appliances.
3. Weather permitting, restoration will typically begin within two weeks of completing work in a given location.
 - a. Lawn areas will include leveling the ground and sowing grass seed.
 - b. Where sidewalk is affected, the area will be secured until final repair is made.
 - c. Where pavement is affected, a temporary fill will be placed in the hole or a steel plate will be placed over the hole for safety purposes until final pavement is placed.

NOTE: After we have restored your property, we need your help in watering this area every few days, so your grass will grow properly. It usually takes several weeks for the grass to fill in the affected area.

Additional questions

Visit Vectren.com, click on Public Safety / Pipeline Replacement. You also may contact Vectren customer service at (800) 227-1376.

Frequently Asked Questions

Will there be any interruption in my gas service?

At some point, the gas to your home will have to be turned off for a short period of time (usually less than four hours). An appointment will be made with you in advance to arrange a convenient time to temporarily turn off your service.

Does the gas service line on my property have to be replaced?

Yes, unless the service line was recently replaced with plastic pipe and the meter is located outside your home.

If my meter is moved outside, where will it be located?

In most cases the meter will be located on the side of the home near the front of the residence. Vectren also will attempt to keep the meter outside of any fenced areas.

Is there any additional cost to me for this work?

Most customers will not experience any additional costs associated with this work. However, if faulty piping or equipment is discovered within the customer's home that could present a safety issue, the customer would be responsible to hire a professional to address the issues.

Who should I contact to set an appointment for work at my property?

There is no need to contact anyone. A customer service representative will contact you to schedule the work.

Do I need to be at home when the work is being done?

No. You may have to coordinate with the customer representative to gain access to your property to perform service work, including relighting your appliances.

Will traffic be blocked on my street?

Yes. There may be times equipment will temporarily block the street, but crews will be present to move it to allow you to pass.

Will this project affect my yard/landscape, street or sidewalks?

Possibly — depending on the work required and the location of the new gas main. Prior to beginning the work, your yard would be photographed or videotaped to aid in performing the proper restoration upon completion of the work. Weather permitting, restoration is typically completed within two weeks of completing the job.

What action do I take if I'm not the property owner?

Please forward this information to the property owner. An appointment will still need to be made with you to coordinate the work at your residence.

Will I be connected to the new gas line?

Yes. The old line will be retired as part of the project.

