

## Important Vectren Energy Delivery Numbers

Customer Service: 1-800-227-1376 | Call Before You Dig: 811 or 1-800-362-2764 | Ohio Relay Service: 711 | [www.vectren.com](http://www.vectren.com)

### General Information

**24 Hour Emergency Service:** Call 1-800-227-1376 if you smell a gas odor or if all of your natural gas appliances are out.

**Customer Service Questions or Concerns:** To contact Vectren Energy Delivery (Vectren) about your bill or service, visit [www.vectren.com](http://www.vectren.com) or call 1-800-227-1376 between 7 a.m. and 7 p.m., Monday through Friday. Authorized pay sites are available in your neighborhood for your convenience. To locate an authorized pay site nearest you, visit [www.vectren.com](http://www.vectren.com) or call 1-800-227-1376. You can pay your bill through a checking or savings account for free at [www.vectren.com](http://www.vectren.com) or by calling 1-800-227-1376. If you would like to write to Vectren, please send correspondence to P.O. Box 209, Evansville, IN 47702-0209 or visit our web site at [www.vectren.com](http://www.vectren.com). If you have selected a third-party gas supplier through the natural gas Choice program and have questions regarding your gas supply charges, please refer to the gas supplier and toll free number listed in the "Bill Message" section of your bill. The nonpayment of charges for non-tariffed services that are unrelated to the charges you incurred for the delivery and consumption of gas at your home or business shall not result in the disconnection of your gas service.

Customers with billing or service issues or concerns regarding a disconnect notice should contact Vectren prior to contacting the Public Utilities Commission of Ohio (PUCO). If your complaint is not resolved after you have called Vectren, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays, or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumers' counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at [www.pickocc.org](http://www.pickocc.org).

### Terms & Definitions

**Distribution and Service Charges** - Charges billed each month for the delivery of natural gas and other charges approved by the PUCO to ensure safe, reliable service.

**Customer/Monthly Charge** - Charge billed each month to recover a portion of the ongoing costs of providing service to the customer. This charge does not vary with gas consumption.

**CCF (100 Cubic Feet)** - Gas consumption is measured by your meter in hundreds of cubic feet.

**Standard Choice Offer** - Under Vectren's Standard Choice Offer (SCO) service, Vectren customers are receiving natural gas provided by third-party suppliers. The SCO suppliers won the right in a competitive auction to provide gas supply to customers at a monthly SCO price, which is calculated by adding a fixed retail price adjustment determined in a periodic auction to the New York Mercantile Exchange (NYMEX) month-end settlement price for natural gas. Because the SCO price reflects the NYMEX-based market price, it can vary with changes in supply and demand. The SCO price is charged to customers who have not selected an alternate gas supplier through the natural gas Choice program. The name of the gas supplier providing SCO service appears on the bill.

**Miscellaneous Charges** - Examples of miscellaneous charges may include but are not limited to reconnect fees; labor charges and returned check charges.

**Gas Cost Charge (DSS)** - Under Vectren's Default Sales Service (DSS), Vectren purchases natural gas through third-party suppliers at a fixed retail price adjustment determined in a competitive auction plus the New York Mercantile Exchange (NYMEX) month-end settlement price for natural gas; Vectren's costs are then passed on to DSS customers. Because the DSS charge reflects the NYMEX-based market price, it can vary monthly with changes in supply and demand. The DSS price is charged to customers who are not eligible to select an alternate gas supplier through the natural gas Choice program.

**Gas Supplier Charges** (also referred to as gas marketer) - Charges billed each month for the consumption of natural gas supplied by a retail gas supplier who is certified by the Public Utilities Commission of Ohio (PUCO) to sell natural gas in a competitive retail market.

**Multiplier** - Factor used to calculate consumption on meters with higher than the standard delivery pressure. A multiplier greater than 1 indicates a delivery pressure that is greater than Vectren's standard delivery pressure.

**PIPP Plus** - The Percentage of Income Payment Plan Plus (PIPP Plus) is available if your total income is at or below 150% of the Federal poverty level. This program does not reduce or waive energy costs; it only establishes a payment plan to allow you to maintain your utility service.

#### Residential Rate Codes

RES 310 - DSS Residential Default Sales Service

RES 311 - SCO Residential Standard Choice Offer Service

RES 315 - Choice Residential Transportation Service

#### Commercial Rate Codes

COM 320 - DSS General Default Sales Service

COM 321 - SCO General Standard Choice Offer Service

COM 325 - Choice General Transportation Service

COM 341 - DSS Dual Fuel Standard Choice Offer Service

#### Meter Abbreviations

A = Actual meter reading

E = Estimated meter reading