

Choice opt-out

Vectren Energy Delivery of Ohio (VEDO) 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, you can inform us online at www.vectren.com/ohio in the FAQ section, 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 Ohio Choice. 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.

Rebates & programs from Vectren's Conservation Connection

From cash rebates on high-efficiency equipment to unique energy-saving programs and offers, Vectren's Conservation Connection has the tools to help you conserve energy and save money.

Read below for a look at our offerings or visit www.vectren.com to start saving today.

Residential Customers

Equipment Rebates — Great cash rebates on high-efficiency natural gas equipment.

Home Efficiency Rebates — Rebates for attic & wall insulation and air sealing performed by a program-approved contractor.

Business Customers

Equipment Rebates — Great cash rebates on high-efficiency natural gas equipment for your business.

Custom Programs — Earn up to \$25,000 in rebates and technical assistance tailored to your business.

Online Tools & Resources

Online Energy Audit — Pinpoint ways to save energy in your home or business with a free online energy audit.

Bill Analyzer — Analyze your energy usage and monthly bill amounts.

Energy Efficiency Tips — Free and low-cost tips for reducing energy usage.

Identifying natural gas facilities

Natural gas is safely and reliably delivered to your home or business through underground mains and/or pipelines. System-wide, Vectren owns and operates 5,500 miles of natural gas lines in west central Ohio. Many mains and pipelines are marked by above-ground markers, like the one seen here, to provide an indication of their presence, approximate location and contact information. Larger pipelines are often located in areas called a right-of-way, and these corridors should be kept clear of trees, buildings or other structures. Important facts about line markers and pipeline rights-of-way:



- Signs on the markers list the name of the pipeline company and a phone number where company representatives can be reached.
- Markers show a pipeline's approximate location; not its exact location.
- Markers do not indicate how deep the pipeline is buried or how many pipelines are in the area.
- Pipelines do not necessarily follow a straight line between two markers.

Responsibility for gas piping

Vectren Energy Delivery of Ohio (VEDO) is responsible for maintenance of all service lines from the gas main to the gas meter. 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

Ohio Revised Code states that you are responsible for calling the Ohio Utilities Protection Service (OUPS) 48 hours — but no more than 10 working days excluding weekends and legal holidays — before beginning any 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.

CUSTOMER SERVICE

(800) 227-1376 • Monday–Friday • 7 a.m. to 7 p.m. EST

CONSERVATION CONNECTION

(866) 240-8476 • Monday–Friday • 8 a.m. to 5 p.m. EST

P.O. Box 209 • Evansville, IN 47702-0209
www.vectren.com

Your Natural Gas Service



Natural gas safety

What to do if you suspect a natural gas leak

In its most pure state, natural gas has no odor. That's why Vectren adds a chemical with a very distinctive odor which smells like rotten eggs. Follow the instructions below if you or someone in your family suspects a natural gas leak.

In the event a gas line has been struck or ruptured **outside** of a home or business, residents are reminded of the following:

- Leave the area of the gas leak, as well as areas where the odor of gas is noticeable, immediately.
- Do not attempt to re-start or move powered equipment.
- Call Vectren at 1-800-227-1376 from somewhere other than the location of the gas leak. The party responsible for the damage to the gas line should also call 911 and report the incident to police and/or fire officials.
- Alert neighboring property owners of the potential leak.
- Remain in a safe area until emergency personnel arrive and do not enter the home/business or neighboring premises.

In the event a gas leak is detected **inside** of a home or business, residents are reminded of the following:

- Leave the home or business of the gas leak, as well as areas where the odor of gas is noticeable, immediately.
- Do not use the phone or a cell phone while in the building. If you notice the leak while talking on the phone, do not hang up.
- Do not turn any lights, appliances or any electrical sources on or off.
- Do not light matches.
- Do not open or close windows.
- Do not start a vehicle if it's parked in a garage that's attached to the home/business of the suspected leak nor utilize an automatic garage door opener upon exiting.
 - *The activities listed above could trigger an ignition if gas has significantly accumulated.*
- Call Vectren at 1-800-227-1376 from somewhere other than the location of the gas leak.
- Remain in a safe area until emergency personnel arrive and do not enter the home/business or neighboring premises.

Disconnection of service

Please arrange for service disconnection at www.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 the full amount of any past due utility bills
- Pay any required deposit
- Pay any required reconnection charge

If service has been disconnected 10 days or less, payment is received and Vectren is notified before 12:30 p.m., service will be restored the same day. If service has been disconnected 10 days or less, payment is received and Vectren is notified after 12:30 p.m., service will be restored the following business day. If service has been disconnected more than 10 days and payment is received, service will be restored within five business days.

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. Contact Vectren for additional information about meter testing.

Copper tubing notice

Copper piping or copper tubing should not be used to connect your natural gas appliances since it may deteriorate with time causing safety hazards. If Vectren notices any copper pipe or tubing while on a service call, Vectren will tag it 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 or call Vectren's Customer Contact Center during regular business hours. During a bill investigation, you are required to pay the undisputed portion of your bill. To contact the Vectren Energy Delivery corporate office with a complaint, write to:

Vectren Energy Delivery of Ohio

Attn: Director of Customer Service
P.O. Box 209, Evansville, IN 47702-0209.

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 visit www.puco.ohio.gov. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio Relay Service.)

The Ohio Consumer's 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 <http://www.pickocc.org>.

Deposit

A deposit or other guarantor of credit may be required to establish gas service if a residential applicant has not had service with any utility during the last two years or has not established a credit history or 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 deposit payment. When a deposit is required due to a disconnection for non-payment, you must: pay the full amount of any past due utility bills, pay the required deposits and pay the reconnection charge. A reconnection charge of \$60 will be required prior to reconnection of your gas service.

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 twelve 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.