



Sign up for Budget Bill, and you could WIN COLTS TICKETS

Enroll your Vectren account in Budget Bill before November 30, 2012, and you'll be automatically entered to win a pair of tickets to the Indianapolis Colts vs. Houston Texans game on Sunday, December 30, 2012. More than 100 pairs of tickets will be awarded, so be sure to enroll today!

Visit www.vectren.com to learn more or enroll online.

If you already have an active Budget Bill account, you will automatically be entered in the drawing.

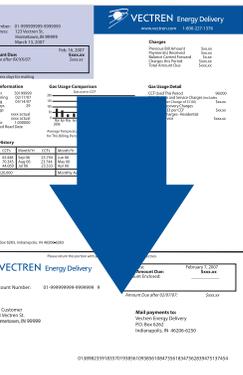


Choice Opt-Out

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's 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 (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.



Winter natural gas bills to remain at decade-low amounts

A surge of abundant, domestic natural gas supply over the past few years, including shale gas from Ohio, has dramatically stabilized and lowered natural gas prices, which has helped natural gas once again be the most cost-effective energy source for home heating. Those who heat their homes with natural gas this winter should continue to pay significantly less than those who use propane or electricity.

Last winter, the average Vectren customer, based on normal winter weather, paid about \$65 to \$75 per month during the 2011-2012 heating season for a five-month total of \$325 to \$365 depending upon the efficiency of the furnace and size of the home. These amounts exclude costs associated with gas water heating. Natural gas heating bills have not been this low since the heating season of 2001 through 2002 and are expected to remain near these amounts as we enter the 2012-2013 heating season.

Heating Source	5-Month Bill Total
Natural gas furnace	\$365
Natural gas furnace (high-efficiency model)	\$325
Electric furnace	\$1,550
Electric heat pump	\$740
Propane furnace	\$1,650

Give the Gift of Energy

Through Vectren Energy Delivery's Gift of Energy program, you can make a payment toward the energy bill of a friend, loved one or neighbor this holiday season. It is the perfect way to show you care and makes last-minute gift buying easy. Visit www.vectren.com/giftofenergy or call us at **1-800-227-1376** to give the Gift of Energy today.

What to do if you detect 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 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, nor 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.

Space heater safety

Follow these safety tips if you choose to use a space heater this winter:

- Install and use appliances according to the manufacturer's instructions.
- Consider using space heaters with automatic shut-off capabilities.
- Never use unvented gas or kerosene heaters in closed spaces, especially sleeping areas.
- Keep space heaters away from combustible materials/products.

