

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.

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.

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

Project TEEM: Home Weatherization Program available for income-eligible customers

Vectren Energy Delivery of Ohio and the Community Action Partnership of the Greater Dayton Area (Dayton CAP) are teaming up to help customers weatherize their homes for **FREE!**

To qualify for Project TEEM, you must:

- Be a Vectren natural gas customer
- Meet income eligibility requirements (See *chart at right*)
- Be available for in-home inspection and installation appointments

The weatherization process is easy:

Call 1-800-617-2673 to see if you qualify.

1. If you're eligible, we'll work with you to schedule an in-home energy audit.
2. The Project TEEM crew will come to your house, perform an energy audit and identify improvements that will make your home more energy efficient.
3. The Project TEEM professionals will then implement the necessary energy-efficiency improvements to your home at no cost.

For a complete list of details, please visit www.vectren.com, click on Conservation Connection, select Ohio and scroll down to Weatherization Programs.



Ohio Winter Rules 2011-2012

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TEEM Income Eligibility Requirements	
Number in Household	Annual Household Income
1	\$32,670
2	\$44,130
3	\$55,590
4	\$67,050
5	\$78,510
6	\$89,970
7	\$101,430
8	\$112,890

For family units with more than eight members, add \$13,820 annually for each additional member.

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 at right.

HEAP Qualification Guidelines	
<u>Household size</u>	<u>Gross Income</u>
1 person	up to \$21,780
2 persons	up to \$29,420
3 persons	up to \$37,060
4 persons	up to \$44,700
5 persons	up to \$52,340
6 persons	up to \$59,980

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 Oct. 17, 2011, through April 15, 2012, 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. 17, 2011 through April 15, 2012, you may use the winter connection order to maintain or connect your service for a maximum payment of \$175. If applicable, the 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. PIPP Plus customers must pay up to \$50 of any PIPP Plus default over \$175 before being reenrolled in PIPP Plus. 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 Plus) 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 Plus is available if your total income is at or below 150% of the Federal poverty level. PIPP Plus 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. PIPP Plus offers a payment incentive. Each time you pay your PIPP Plus installment on time and in full, a portion of your old debt and the rest of that month's bill will go away in the form of credits on your utility account. The qualification guidelines are listed at right.

PIPP Plus Qualification Guidelines	
<u>Household size</u>	<u>Gross Income</u>
1 person	up to \$16,335
2 persons	up to \$22,065
3 persons	up to \$27,795
4 persons	up to \$33,525
5 persons	up to \$39,255
6 persons	up to \$44,985

For households with more than six members, add \$5,730 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. The One-Ninth-Payment Plan allows you to pay nine equal monthly payments on the past due balance in addition to a budget payment plan for the projected bills, which will end nine months from the initial payment.

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 \$60 will be required prior to reconnection of your gas service.

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.

