



Vectren Energy Delivery
P.O. Box 209
Evansville, Indiana 47702-0209

Customer Rights and Responsibilities

Dear New Customer,

Welcome to Vectren Energy Delivery of Ohio (Vectren). As a new customer, we would like to present you with some general information about your natural gas service. To review a copy of the complete natural gas service standards as filed with the Public Utilities Commission of Ohio (PUCO), visit <http://www.puco.ohio.gov> or contact the PUCO toll free at 1-800-686-7826 from eight a.m. to five p.m. weekdays. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio Relay Service.)

Responsibility for Gas Piping

Vectren Energy Delivery of Ohio 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, including buried gas piping.

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 repaired promptly. 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 customer's 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 days before digging so underground utilities on your property can be marked. This will avoid 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 Rights and Responsibilities Disconnection/Reconnection of Service

Please arrange for service disconnection at 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, tampering of natural gas service occurs, emergency repairs are needed and the violation of any rule or obligation occurs. Vectren may disconnect service to a residential customer for non-payment after providing 14 days advance notice. During the winter months, Nov. 1- April 15, an additional 10-day notice is required.

During a bill investigation, you are required to pay the undisputed portion of your bill. If your gas service has been disconnected for non-payment, you must pay total past due amount owed, pay late payment charges, pay any required deposits and pay any required reconnection charges before your service can be restored. 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.

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 past due utility balance, pay the required deposits and pay the reconnection charge. A reconnection charge of \$60 will be required prior to reconnection of your gas service.

Installation of Service

Please call at least five business days in advance when requesting service installation when no installation of piping is required or at least 20 business days in advance if service requires service line or meter installation.

*Small commercial customers may visit www.puco.ohio.gov for Standards specific to the provision of small commercial gas service involving Deposits and Disconnection/Reconnection of Service.

Financial Assistance

The Ohio Department Service Agency (ODSA) 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 ODSA programs:

Home Energy Assistance Program (HEAP) is a federally funded program that provides financial assistance to eligible consumers with their winter heating bills.

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 at <http://energyhelp.ohio.gov> or <http://odod.state.oh.us>

To apply for any of the above-mentioned programs, please contact the ODSA at <http://energyhelp.ohio.gov> or 1-800-282-0880. Hearing impaired customers can contact the ODSA via 7-1-1 (Ohio Relay Service.). 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.

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 Plus (PIPP Plus) or another extended payment plan, and make payments as agreed upon. 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. Contact Vectren or your local Community Action Agency for more information.

PIPP Plus is available if your total income is at or below 150 percent 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.

Special Winter Plans: From November 1 through April 15, Vectren also offers a plan that allows residential customers to pay one-third of the total balance due each month (past due amount plus the current bill). Additionally, one time during the winter heating season, you may pay \$175 and apply for available energy assistance programs and/or make a payment arrangement with Vectren for any remaining balances to maintain or reconnect your service. If applicable, the appropriate reconnection fee will be billed. Customers who pay \$175 to maintain or reconnect service must pay the appropriate amounts owed to maintain service thereafter. Please contact Vectren to utilize the \$175 option. .

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 Agency for an appointment.

Medical Certification/Special Payment Arrangements: Special payments 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 contact Vectren for more information.

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 a pay site, visit Vectren.com or call 1-800-227-1376

Requirements of Vectren Personnel on Customer Premises

Any employee or agent of Vectren seeking access to the dwelling or structure of a customer shall identify himself or herself, provide proper company photo identification and state the reason for the visit. The employee or agent shall, in all cases, direct himself or herself to a person holding himself or herself as being responsible for the dwelling or structure. Entrance will not be sought or gained by subterfuge or force.

Availability of Rate Information and Alternatives Upon Request

The Vectren Energy Delivery of Ohio gas tariff (rate information) can be obtained at Vectren.com. Select the "Rates and Regulatory Information" link on the home page. Or send a written request to:

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

Minimum Gas Service Standards

You may review a copy of the minimum gas service standards on the Public Utilities Commission of Ohio website <http://www.puco.ohio.gov> or by contacting the PUCO at 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio Relay Service.)

Privacy Rights

Vectren will not disclose a customer's account number without the customer's affirmative consent except for purposes of commercial collection and credit reporting, percentage of income payment plan aggregation and governmental aggregation. In addition, a customer's social security number shall not be used for any other purpose other than to perform a credit check.

Actual Meter Readings

An actual meter reading will be conducted when you set up new service or terminate service at a location. An actual meter reading must also be conducted at least once per year. If your monthly bill has been estimated for two consecutive months or you believe your meter is malfunctioning, you can request up to two additional meter readings per year. If your meter is found to be malfunctioning, Vectren will conduct testing and provide a new meter at no charge to you.

Usage History

Upon request, Vectren will provide up to 12 months of usage information and 24 months of payment history. For more information, please visit Vectren.com or contact Vectren at 1-800-227-1376.

Gas Choice Programs

Vectren offers a natural gas Choice program that allows customers to choose the supplier of their natural gas commodity. If desired, you have the option to choose an alternate supplier of natural gas; however, the delivery of the gas (distribution and maintenance) will still be the responsibility of Vectren. To learn more about Vectren's Choice program, visit www.VectrenChoice.com or contact Vectren at 1-800-227-1376. Or you may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 from eight a.m. to five p.m. weekdays, or visit <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio Relay Service.)

Vectren 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, 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 the Choice program. 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.

Questions or Complaints

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. 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 <http://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>.