

## **FREQUENTLY ASKED QUESTIONS – Customer Service Line Transition**

The PUCO issued an order in regard to Case No. 07-1080-GA-AIR applicable to Vectren Energy Delivery of Ohio (Vectren) in January. The order provides that Vectren will assume responsibility for repairs on all natural gas service lines from the gas main to the customer meter. The customer will retain ownership of the service line unless replacement is required in the future. If replacement is necessary, the work will be done by Vectren and ownership will transfer to Vectren. Additionally, Vectren will own, install and be responsible for new service lines. Also, Vectren will assume responsibility for the layout and design of all residential, commercial and industrial meter settings. These service line related changes will take effect with implementation of Vectren's revised tariff on Feb. 22, 2009.

### **Q. What is the customer service line and what is different today?**

**A.** The customer service line is the line between the property line and the meter. The customer was responsible for repairs in the past, but Vectren now assumes that responsibility.

### **Q. What does that mean to me, the customer?**

**A.** Vectren pays for normal repairs and replacements as well as new services. The customer is still responsible for repairs on his/her side, or downstream, of the meter. Damages to service lines will be repaired by Vectren, investigated, and, if appropriate, billed to the damaging party.

### **Q. Will I ever have to pay anything to have a gas leak fixed under the new system?**

**A.** The customer is still responsible for leaks and repairs beyond the meter and may be responsible for certain charges should a customer make a request for a service visit and the problem is determined that it is not associated with VEDO's system. For instance, if faulty piping or equipment is discovered within the customer's home that could present a safety issue, the customer would be responsible for repairs.

### **Q. How are repairs handled; do I need to be there?**

**A.** When a leak is called in or discovered by Vectren, representatives will attempt to coordinate with the customer. Service interruptions are normally a part of the leak repair process, and our goal is to have the repair completed by the end of the next business day. Access to the property and to the meter is required to do the service work and to relight appliances to resume service.

### **Q. What action do I take if I'm not the property owner?**

**A.** Please notify the property owner. Vectren will coordinate any required repair/replacement with you to ensure someone is home for re-light of appliances when the work is complete.

### **Q. I have an inside meter. Will it be moved outside as part of the customer service line repair?**

**A.** Each inside meter will be evaluated based on several factors such as service pressure, physical location within the house and environmental and safety factors. Based on the results of that evaluation, some meters will be moved outside as part of the service line replacement. Each case will be evaluated on its merits.

### **Q. Will there be any interruption to my gas service while Vectren repairs/replaces my customer service line?**

**A.** The repair/replacement of the customer service line will normally require the gas service to be shut off for a short period of time. Following the repair, a Vectren representative will have to enter your home to relight your appliances.

### **Q. Will a repair affect my yard/landscape?**

**A.** Restoration of disturbed areas of landscaping and paved areas is a Vectren responsibility.

### **Q. If my service line is damaged, will Vectren repair or replace it?**

**A.** Yes. Vectren will respond, make the line safe and do the required work to restore your service. However, the damaging party may be held liable and billed for the repair/replacement. You can reduce or eliminate this liability by calling the **Ohio Underground Protective Service (OUPS) at 800-362-2764 or 811** at least 48 hours before you plan to dig. Once the underground facilities are marked, you must exercise proper precautions as outlined by OUPS. Record your OUPS number, as it is your proof that you called.

### **Q. I recently had my service line replaced and paid for it. How do I claim reimbursement for this?**

**A.** No reimbursement for customer service line repair or replacement will be available for work performed or costs incurred prior to the effective date of revised tariffs on Feb. 22, 2009. Ownership for each service line transfers the first time Vectren performs replacement work on the service after the effective date.

### **Q. I had a new service line being installed by a plumber (or a repair/replacement in progress) on the effective date of the customer service line transition. I feel that Vectren should pick up the cost. Who do I talk to about this?**

**A.** Contact Vectren Claims at (812) 491-4171 to discuss this situation. Please have your receipts available so you can refer to them during the discussion. Each case will be evaluated individually.