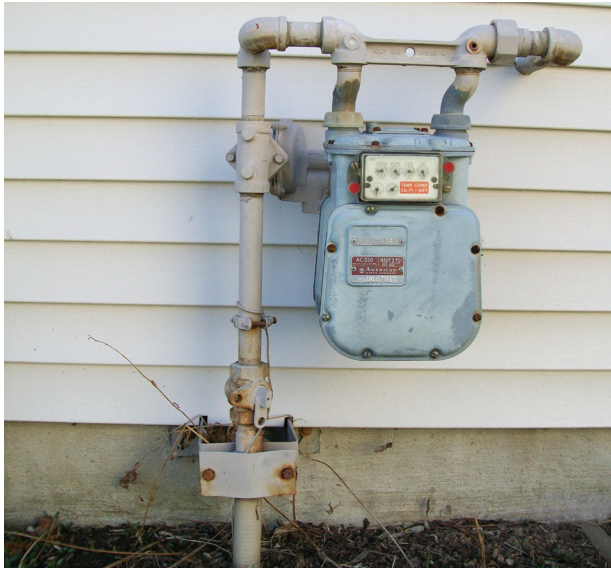


Program

- Vectren Energy Delivery of Ohio has started a Service Riser Maintenance Program to enhance the safe, reliable delivery of natural gas to Vectren's customers.
- This program includes maintenance to specific types of service risers, during which time your gas service will be turned off and the riser will be modified with an adaptor fitting or otherwise replaced (the riser is the inlet pipe that rises from the service line below ground and delivers gas to your meter).
- Vectren anticipates that in most instances the riser work can be completed and service restored within approximately one hour.
- To minimize the disruption of your gas service, improved fittings along with efficient installation practices will be utilized to quickly and effectively complete the maintenance.
- Once the work is completed by the crews, access to your home is required to relight your gas appliances.



CONTACT

Service Riser Maintenance:

(888) 688-8737

**<http://www.vectren.com> under
Public Safety / Riser maintenance**

Service Riser Maintenance Program

Customer Service:

(800) 227-1376

Monday through Friday

8 a.m. to 8 p.m. Eastern time



What to expect

- Approximately one week before the service riser work is to take place, a Vectren representative will perform a survey of the meter setting and its riser (If no one is home, a door hanger and brochure will be left for the customer with information about the service riser maintenance program).
- A technician will knock on your door to attempt to notify you in person when the work is about to be performed.
- As part of this program, Vectren is locating and exposing the valve box on your service line.
- In most instances, the riser work can be completed and service restored within approximately one hour.
- After the work is completed, our representative will relight your appliances (If you are not home, your service will be left off and another door hanger will be left that will provide information to schedule the relighting of your appliances).
- Soft surface restoration, like replacing the sod or moving the mulch, will be completed at the time the riser work is completed. Any hard surface restoration, like restoring asphalt or concrete, will be scheduled as soon as possible with a contractor.
- Any small plants and shrubs will be temporarily removed to complete the required work and to the extent possible will be returned to the same location upon completion of the work.



Note: After we have restored your property, we need your help in watering this area every few days, so your grass and plants will grow properly. It will take several weeks for the ground to totally settle and the grass to fill in the affected area. Plants and shrubs also will require special attention after planting.

Typical hours of work

In order to complete this work as quickly as possible and minimize any inconvenience to you, crews will work Monday thru Friday from 7 a.m. to 9 p.m.

Frequently Asked Questions

Will there be an interruption in my gas service?
The gas service to your home will be turned off for a short period of time (Vectren anticipates this will be less than an hour).

Is there any additional cost to me for this work?
Most customers will not experience any additional costs with this work. However, we will require access to the meter to perform our work, and it is the customer's responsibility to remove any obstructions that may exist.

What obstructions are my responsibilities?
Structures built around the meter that limit access is your responsibility to remove. Oversized bushes, shrubs or trees are also your responsibility to remove.

Reinstallation of decks, shrubs, etc.?
Vectren needs access to the gas meter to obtain reads and perform inspections and maintenance. Decks and other structures as well as landscaping that prevent ready access should not be installed.

What action do I take if I'm not the property owner?
The current occupant is the primary person for this notification to be aware of this work and for access to the home for relighting the appliances. However, if obstructions to the meter exist, the property owner needs to be notified.

Do I need to be at home when the work is being done?
No, information will be left for you to schedule relighting of appliances.

Additional questions

Visit Vectren.com, click on Public Safety / Riser Maintenance.
You also may contact Vectren at (888) 688-8737.