

## Vectren Is Here to Help: Payment Assistance & Disconnection FAQs

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### **I thought you were prohibited from disconnecting my gas service:**

Vectren, a CenterPoint Energy Company, is actively monitoring and strictly following all state and regulatory orders related to utility disconnections. As these orders begin to expire, we are taking additional measures to ensure that customers are notified of any delinquent balances and provided with payment plan options, where applicable, or resources that may be available to help customers avoid an interruption to service.

### **When will my service potentially be disconnected?**

Vectren disconnects service only when all other payment options have been exhausted. Before any service disconnection, we make multiple attempts to communicate a final payment deadline and collect the delinquent balance. These attempts **may** include reminder phone calls, field visits and US mail notices. If you have a delinquent balance, we encourage you to contact customer service now to speak with a representative about payment arrangements that will help you avoid interruption to service.

### **Will I be notified by phone?**

Vectren will make every effort to notify customers by phone of any outstanding balances. For those customers for whom we have a current (correct) phone number, automated reminder calls are being made to raise awareness of past-due balances and account status. Customers can also log into their account at [Vectren.com/Register](https://Vectren.com/Register) to view account balances and previous bills, request a payment extension or arrangement, or report a payment.

### **Will all customers who are behind on their bill be disconnected?**

No. We realize COVID-19 has created hardships for many customers and encourage customers to contact Vectren customer service at **1-800-227-1376** to discuss payment plan options and resources that may be available to avoid service disconnection and interruption of service.

### **How can I take action to avoid getting disconnected?**

We realize COVID-19 has created hardships for many customers. Payment arrangements and payment assistance options may be available, and we encourage customers to contact Vectren Customer Service at **1-800-227-1376** to explore available options.

### **Are assistance programs available?**

Yes. There are various assistance programs and payment arrangement plans for which you may be eligible to avoid service disconnection. We are here to help you navigate these options. You can call customer service or visit [Vectren.com/Billing/Plans](https://Vectren.com/Billing/Plans).

### **What if I need help to pay my bill?**

If you need payment assistance, we encourage you to contact customer service for guidance regarding payment programs in your area, such as CAP, the Community Action Program. In many cases, as part of COVID-19, qualification guidelines for assistance have been relaxed to assist as many customers as possible. You can also visit [Vectren.com/Billing/Plans](https://Vectren.com/Billing/Plans) to request a payment extension or arrangement.

### **How can I make a payment?**

You may pay online at [Vectren.com/Pay](https://Vectren.com/Pay), by phone using our local customer service number, at an authorized payment center, or by mail. As a reminder, Vectren will never require you to purchase a payment card to avoid disconnection. To avoid payment scams and to confirm authenticity and balances owed, you can always contact Vectren directly at the phone number on your bill or our website at [Vectren.com/Contact](https://Vectren.com/Contact).

### **Do you have tools or tips to help me save energy and money?**

Yes. Visit [Vectren.com/SaveEnergy](https://Vectren.com/SaveEnergy) for a free online energy assessment. You may be eligible for an in-home energy assessment, during which an energy efficiency technician will perform a walkthrough to understand how your home and appliances use energy. You may even receive energy-saving products on the spot! Visit [Vectren.com/SaveEnergy](https://Vectren.com/SaveEnergy).

Programs such as Budget Bill and Automatic Payments can be helpful in managing balances and avoiding delinquencies. Please visit [Vectren.com/Billing](https://Vectren.com/Billing) for information about payment options.

Visit [Vectren.com/SaveEnergy](https://Vectren.com/SaveEnergy) for lots of suggestions to save energy and money throughout your home.