



more easily
manage your
energy use.
part of your
smart energy
future.

advanced metering for next generation customer service

Part of Vectren's grid modernization plan includes modern technology, which improves system reliability and resiliency, and also virtually eliminates estimated bills, enables quicker service, faster electric outage identification and more tools for you to manage your energy use. Smart meters are the key to supporting your smart energy future.



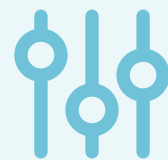
Virtually eliminate estimated bills

New meters are remotely read, eliminating the need to regularly access your property and virtually eliminating estimated bills.



Faster outage notification and service activation

New meters allow Vectren to more easily pinpoint the source of outages – the meters also allow Vectren to remotely activate service.



More tools for you to manage your energy use

Through smart meter technology, you will be able to better understand your energy usage and make smart energy decisions.



vectren.com/SmartEnergyFuture

answers to common questions about smart meters

What is a smart meter?

A smart meter is an electric meter equipped with two-way communication technology that provides meter readings and securely transfers usage information to Vectren for billing and operational purposes. The technology improves billing accuracy and eliminates the need for a meter reader to be on your property.

Why does Vectren need to upgrade meters?

The use of smart meters makes the process of meter reading more efficient and accurate. It enables better management of energy service and quickly detects power outages as they happen, all while giving you access to energy usage data.

What benefits do smart meters offer?

Smart meters provide you with information to help make more informed decisions about your energy usage. In 2019, you will have access to billing and daily usage information. If you need to start, stop or move electric service, it can be done quickly and remotely – no appointment needed. The addition of smart meters virtually eliminates estimated meter reads. In addition, electric outage response times become even faster as crews know precisely what homes are impacted by an outage rather than waiting for customers to report issues. Finally, smart meter technology will enable Vectren to notify you when your power is out; we expect to offer this proactive communication in 2019 as well.

What kind of information is being transmitted by the meter? Is it secure?

The information transmitted is encrypted over a secure network and is restricted to kilowatt hours of electricity and therms of natural gas you use. No private customer information is being transmitted through the meter, nor how customers are using energy.

Are other utilities using this type of meter?

Yes. More than 55% or 72 million of all U.S. households are now equipped with a smart electric meter, which will increase to over 90 million smart electric meters by 2020 with projects that are underway. These meters are used by multiple industries including water, electric and natural gas. It is estimated by 2020, virtually all electric meters in the U.S. and Canada will be equipped with this technology. In fact, the City of Evansville already uses smart meters for water/sewer service.

Is Vectren replacing all electric meters with new smart meters?

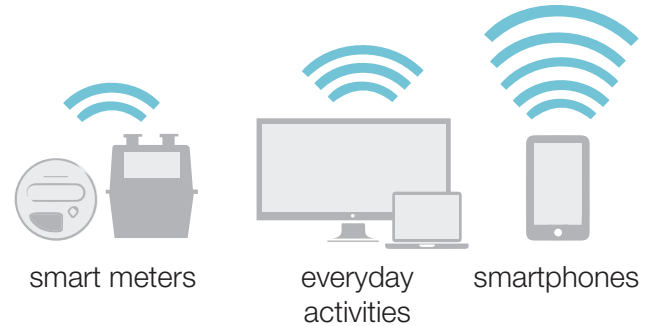
Yes. Smart meters are the standard in the industry. Many utilities have been using this technology since the early 2000s. This technology has been tested and proven to offer significant benefits to both the customer and the energy provider.

Does this technology pose safety concerns related to radio frequency (RF) exposure?

No. The RF wireless communication used to transfer data from these meters meets all applicable safety standards established by government agencies, such as the Federal Communications Commission. In fact, the RF exposure to people from these meters is a fraction of the permissible exposure levels and safety standards set forth by these agencies. The meters Vectren is installing have a duty cycle – the total time meters are transmitting RF in a given 24-hour period – on average about three minutes per day. That translates into a duty cycle of 0.21%. This means on average, the meters are NOT transmitting radio signals for 99.79% of a typical day. This level of RF is almost imperceptible, and certainly a tiny amount compared to radio, TV, satellite, lighting, Wi-Fi and air conditioning - all of which emit RF signals. In addition, these

meters use very low-power transmissions and typically operate at a significant distance away from people, especially when compared to other common wireless devices such as cell phones, microwaves and baby monitors. The exposure from this type of meter is minor in comparison to other common wireless devices encountered every day.

RF Energy Comparison



Will there be changes or interruption to service?

When the meter is installed, it will generally result in a 5 to 10 minute interruption of service. There are no other changes or impacts to service.

What will the new meters look like?

The new meters look very similar to the current meters. The biggest difference will be the digital meter data on the face of the meter which displays various messages.

Will I pay an additional charge for this upgrade?

The implementation of this technology is part of Vectren's Smart Energy Future plan. There will be no immediate cost to the customer for this upgrade. Costs associated with smart meters are being deferred until the next planned rate review process, which will likely begin in 2023.

When will this meter upgrade take place?

Vectren plans to install smart meters on homes and businesses throughout 2018.

Do I need to be home for the meter installation?

For the vast majority of customers, the answer is no. If Vectren has access to your current electric meter, crews will be able to quickly make the meter transition, and you will only notice a brief 5 to 10 minute electric interruption. If access is needed, Vectren will contact you.

How can I access my energy usage data?

After deployment of smart meters throughout Vectren's service area, an online customer portal will be activated. Once active, you will be able to access your daily usage data through your Vectren.com account. You should expect this in 2019, and we will notify customers once the online system is live. In the interim, we encourage you to set up a free online account and enjoy access everyday to account and service data. Visit Vectren.com/register and make sure you have your Vectren account number handy to complete the process.

Will my natural gas meter be affected?

Yes. If you have a natural gas meter, it will be equipped with a new encoder receiver transmitter (ERT), which will communicate directly with the electric meter. The gas meter will send the usage data to the electric smart meter for transmission to Vectren.