

The PIPELINE

AN OHIO VALLEY GAS CUSTOMER NEWSLETTER



Issue 001

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OVG – Who we are, and who we commit to be

Though many of you have been loyal OVG customers for years, many may not know much about our history, or what makes us unique. For our first issue of The Pipeline, we thought it would make sense to let you know a bit more about the company serving you.

Ohio Valley Gas was founded over 80 years ago in southern Indiana. Over the past eight decades we have grown to serve over 67 communities in 22 counties across the state. We maintain seven local offices right in the heart of the communities we serve. Why? Because, we believe in providing quality customer service. Quality service provided by people you know--that's what makes us unique.

We commit to maintaining our local offices, to employing your friends, neighbors and family, to supporting the communities in which you live. You'll find us at Chamber events, local job fairs, school events, holiday parades and more. And, we do it all while maintaining the highest standards of safety and reliability.

Neighbors helping neighbors; **that's** the value of Ohio Valley Gas.



1,726 YEARS

OVG's 130+ employees have a combined 1,726 years of service with OVG



20+ YEARS

Nearly 30% of OVG employees have been with the company more than 20 years



LOCAL

OVG staff are local – they live and work in the communities we serve.



Current Special: Up to \$800 in rebates!

Take advantage of our current special incentives and you could earn up to \$800 in cash rebates or credit on your billing account. Simply convert a non-gas clothes dryer or water heater to a natural gas version of that same appliance, and we'll help cover the cost!

Earn up to \$400 towards the purchase and installation of a new gas dryer or \$800 towards a new gas water heater*. Plus, enjoy the long term benefits of appliances that are more affordable, more efficient and better for the environment than their electric alternatives.

Your water heater and dryer are two of the hardest working year-round appliances in your home – why not take advantage of 40% annual savings on water heating and 65% annual savings (vs. electric) on clothes drying?

Contact us today to get more information!

What to know about how your bills are figured

We understand that utility bills can be confusing, so we wanted to take a moment to provide a couple tidbits that might be helpful.



Our rates are highly regulated by the government. That means rates you pay, what's shown on your bill and more are all dictated by the Indiana Utility Regulatory Commission (IURC).



Your bill is comprised of the cost of the gas (we pass that cost on to you dollar-for-dollar), and the delivery costs (cost for us to deliver it to you). The delivery costs are per therm charges and are set by the IURC in a highly regulated process.



There are several complex calculations that the IURC mandates we use each month when calculating bills that ensure fairness in your bill. These calculations also make it difficult to replicate bill amounts with 100% specificity.

The bottom line is to understand that these bills are complex in nature, and also highly regulated. They are not purposely vague, but rather represent a multi-step process that's in place to ensure fairness in billing. If you're ever unsure about something on your bill, **please call or stop by the office**, and we can walk you through the process in greater detail!



Portland Water Park – an OVG Customer

New and Noteworthy from your Portland Team

Hi! We are the dedicated team that runs the Portland district of Ohio Valley Gas. Led by District Manager Randy Stephen and Superintendent Brent Hodson, our team brings decades of natural gas experience to our community. And, we're proud to serve the Portland/Jay County area.

Here's what you need to know in the coming months!

In addition to serving many of the new and existing business developments and expansions in and around the area (stop by the Portland Water Park whose new pools are heated with natural gas), we'll also be completing a fair amount of system maintenance over the coming months. All maintenance is completed in an effort to maintain the safety and integrity of our existing system.

We have loved seeing you all out and about at the county fair, and we're excited to continue to get to know you, our customers, even better. During these warmer months, we're out in the community quite a bit. Make sure to stop and say "hi" when you see us!



**Know what's below.
811 before you dig.**

The weather is nice, it's warm outside and summer landscaping projects are in full swing. As you go to work beautifying your property, remember to do so safely. Any project that involves any sort of digging, make sure to dial 811 before you begin. **Know what's below. 811 before you dig.**