

Not Able to Pay Your Bill? Call Us!

We're all breathing a sigh of relief after making it through one of the worst Indiana winters on record. Spring is here, but some customers still have to deal with lingering winter bills. To help, Citizens Energy Group offers a variety of flexible payment programs.

At Citizens, we work with our customers to make arrangements simple and easy. We know how difficult it is to pay the current charges each month, in addition to making a payment towards a delinquent balance. We have the perfect solution to this problem called an Inclusive Payment Plan (IPP).

For an IPP, we estimate what the future monthly charges will be during the duration of the payment arrangement and incorporate those charges into the balance. The entire balance is then set up on a weekly or bi-weekly payment arrangement. Since the future bills are included in the total arrangement, a customer no longer has to worry about how much the current charges are each month. The IPP payment plan eliminates the worry for customers.

Citizens' last resort is disconnection, so make contacting us your first priority. Please call us at 924-3311.

Spring into a Greener Lawn



Spring has sprung which means it's time to get your lawn in pristine condition. For some, this means watering your lawn with an irrigation system. Before turning on your sprinkler, make sure it has been properly tested to avoid backflow. Backflow happens when a customer's water flows from their house to the public water supply instead of the other way around.

Indiana Department of Environmental Management (IDEM) requires all irrigation systems have properly working backflow prevention devices installed. Backflow prevention devices must be tested by state-certified testers every year.

Citizens recently partnered with ArchonSafe, a leading technology based backflow management firm, to further enhance efforts to protect the public drinking water supply from backflow contamination. Once testing is complete, testers will send their findings to ArchonSafe who will notify Citizens. For more information about Backflow Prevention Testing, please visit CitizensEnergyGroup.com.

Coal Car Makes Final Delivery to Perry K Steam Plant

The last trainload of coal was delivered to Citizens' Perry K Steam Plant on Monday, March 11. Perry K, located downtown across from Lucas Oil Stadium, has been burning coal for 121 years but will now burn only natural gas. Burning natural gas is more cost effective, cleaner and safer.

Three of the plant's coal boilers have already been converted to natural gas. The final boiler will be converted by June. Once the conversion process is complete, Citizens will clean the plant's ash silos, its exterior walls, and paint the stacks. Several companies have already expressed interest in purchasing the locomotive and rail cars used to transport the coal.

Perry K produces steam for many large buildings, hospitals and industries in downtown Indianapolis. The steam is distributed to Citizens' customers through its

district steam system, which is the second largest system in the U.S.

Scan the QR code to see local media coverage of the coal car dumping its final load of coal.



Go "Green" this April

Celebrate spring by doing something good for the environment. Citizens encourages you to participate in some of April's fun and educational Earth Day festivities.



- **White River Cleanup** - On Saturday, April 12, hundreds of volunteers will clean up the banks of the White River for the 26th annual White River Cleanup. Throughout the years, thousands of tons of trash have been collected at this event.
- **Earth Day Indiana** - On Saturday, April 26, thousands of Hoosiers will head downtown to attend one of the nation's largest Earth Day festivals. The Earth Day Indiana Festival combines 140 environmental and conservation exhibits with live music, special activities for kids and food. Be sure to stop by the Citizens Energy Group tent.

- **Jewish Community Center's Earth Day Community Celebration** - On Saturday, April 27, nearly three thousand people will enjoy hands-on, interactive activities at the Jewish Community Center. All activities will promote recycling and alternative power sources. There will also be food and entertainment.
- **El Día de los Niños** - On Saturday, April 27, Citizens will sponsor El Día de los Niños at The Children's Museum of Indianapolis. Festivities will honor children and celebrate Latino culture, while also exploring ways to keep families active, fit and healthy. Admission to the museum will be free from 10:00 a.m. to 5:00 p.m.



Go Green Every Month by Enrolling in Paperless Billing

GO PAPERLESS.



Rather than receiving a bill through the mail, Citizens' paperless billing service will send you an email each month with your billing details. You can then pay your bill through your bank, by phone, or our website using EasyPay. EasyPay is free to use and will deduct directly from your bank account. You must have an online account in order to sign up for paperless billing. Please visit our website

CitizensEnergyGroup.com and click on "Go Paperless" for more information. You can also scan the QR code for more information.



Jefferson Award Winners Honored at Indians Game

Friday, May 30, the Indianapolis Indians will partner with Citizens to honor Jefferson Award winners. Founded in 1972 by Jacqueline Kennedy Onassis, Senator Robert Taft, Jr. and Sam Beard, the Jefferson Award is the nation's highest honor for public service. Each year, Citizens recognizes an employee's exemplary volunteerism by presenting them with a Jefferson Award.

During Jefferson Award Night, winners from across Indiana will enjoy a picnic and tickets to the Indians game. In past years, select award winners were recognized on the field and even interviewed by local radio stations.

