

Heat Your Home Responsibly this Winter

Cold weather is here and if you haven't already, you are probably turning up your thermostat to stay warm. Too often we hear stories of house fires starting due to unsafe home-heating practices. Citizens offers these simple tips to keep your family safe this winter.

1. Have a working smoke detector on every floor of the home, ideally near bedrooms.
2. If you have fuel burning appliances in your home make sure you have a working CO (Carbon Monoxide) detector. Follow manufacturer instructions on best location and how to install.
3. Keep space heaters three feet from flammable items like furniture or blankets. Turn space heaters off when leaving a room or going to bed—never leave a space heater unattended. Only purchase space heaters with an automatic shut off and a guard around the heating source.
4. Have a licensed contractor inspect your furnace annually and replace air filters every 30 days. Keep area around furnace clear of any combustible materials such as brooms, mops, fuel, etc.



5. Do not use an oven or stove as an alternative heating source. Turning on burners and/or opening the oven door in order to heat a home can be dangerous and sometimes deadly. When operating a stove, turn pot and pan handles inward so children cannot grab them. Never leave food cooking unattended.
6. Clean fireplace annually in order to avoid creosote buildup. When operating a fireplace, make sure it has a screen in order to contain stray embers. Keep all combustibles three feet from the fireplace.

Safety Tip

If you suspect carbon monoxide is present in your home, immediately leave the area and call 911 from a safe location.

Energy Efficiency Tip

Inspect, clean or change air filters once a month.

Warm Heart Warm Home™ Helps Families in Need



**WARMHEART
WARM HOME
FOUNDATION™**
Citizens Energy Group

In 1994, Citizens established the Warm Heart Warm Home Foundation™ to assist families and individuals who are faced with financial hardships. While most customers are committed to paying their bill, unforeseen circumstances and emergencies can derail the best of intentions.

During those difficult times, you can give the gift of warmth by contributing to Warm Heart Warm

Home. Citizens will match donations up to \$50,000 to the foundation. Donations are tax deductible and all contributions will go directly to customers in need. Included in this month's bill, you'll notice a tear-off on your envelope where you can make a contribution to Warm Heart Warm Home. For more information, call (317) 924-3311.

Energy Assistance is Available to Those Who Qualify

If you are falling behind on your bill, don't be afraid to contact us. Various sources of assistance are available and Citizens frequently sets up flexible payment arrangements to help customers catch up on past-due bills. Low-income customers may be eligible for financial assistance through the Energy Assistance Program (EAP).

Last year, more than 15,000 Citizens customers received energy assistance from various sources including the State's Energy Assistance Program, the City's Winter Assistance Fund, Trustee's offices, Citizens' Warm Heart Warm Home Foundation and Citizens' Universal Service Program. This winter, Citizens will provide energy assistance again. If you need assistance, please contact Connect to Help by dialing 211 or visit <http://indyep.org>.