

### Safety Tip

Have a working smoke detector on every floor of the home, ideally near bedrooms.

### Energy Efficiency Tip

Make sure your water heater is set no higher than 120 degrees.

## State Moratorium for Gas Service Disconnection Ends March 15

The state moratorium on gas service disconnection ends Wednesday, March 15. The moratorium runs December 1 through March 15 each year and protects customers who qualify for the Energy Assistance Program (EAP) from having natural gas service disconnected for non-payment. EAP customers are still subject to disconnection of water and wastewater services during the moratorium. Customers not receiving EAP funds are subject to disconnection for non-payment throughout the year. Citizens Energy Group offers flexible payment arrangements, including weekly and bi-weekly payment plans for those customers who are behind on bills. To make arrangements before service is disconnected, visit [CitizensEnergyGroup.com](http://CitizensEnergyGroup.com) and sign up for a Payment Plan or call us at 317-924-3311.

## Energy Assistance Available to Customers Who Qualify

Assisting customers in need is a priority at Citizens Energy Group. Citizens provided over \$1.4 million in bill assistance last year through its Universal Service Program, Warm Heart Warm Home Foundation and United Way Winter Assistance Fund. Citizens also completed more than 20 house weatherization projects for low-income homeowners that had high energy use. These projects provided customers with new furnaces, insulation, low-flow aerators and repairs to water service lines. Please call us at 317-924-3311 if you are having difficulty making payments and to learn if you qualify for assistance.

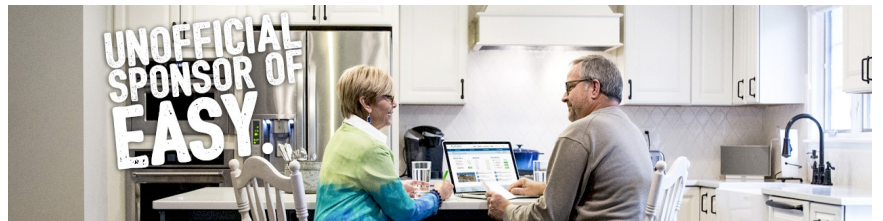
## Change Clocks and Batteries

Most fatal fires occur at night. To provide an early warning, every level of your home should have a working smoke detector. Do not install smoke detectors near drafty areas like windows or vents. Call your local fire department if you are unsure where to place a smoke detector. Daylight Saving Time provides an excellent reminder to not only change your clocks, but also to change the batteries in your smoke detectors. This year, Daylight Saving Time begins Sunday, March 12.

## Conserve Water During the EPA's Fix a Leak Week

Household leaks can waste more than one trillion gallons of water annually nationwide. Each year we encourage customers to look for leaks during the Environmental Protection Agency's (EPA) Fix a Leak Week. EPA's ninth annual Fix a Leak Week is March 20 through 26. You can find and fix leaks inside and outside your home and save valuable water and money all year long. Check out [EPA.gov](http://EPA.gov) for more information.

## We Make it Easy to Pay Your Bill



Citizens Energy Group offers several payment options, including:

- **Budget Billing** – When you join Budget Billing, you can pay the same amount each month to help spread out the cost of winter heating and/or higher summer water bills.
- **Auto Pay** – Through automatic bank deductions, your total monthly bill or Budget Billing payment is deducted automatically from your checking or savings account on the due date of your bill.
- **EasyPay** – You can make a one-time payment from your checking or savings account using EasyPay. Pay online or by calling 317-924-3311 and following the automated instructions. This service is free to use.
- **Credit Card Payment** – You can pay your bill using Visa, MasterCard, Discover or American Express credit cards or debit/ATM cards. Pay online or by calling 317-924-3311 and following the automated instructions. There is no fee for this service.
- **PayNearMe** – Pay with cash using a reusable PayCode from [PayNearMe.com](http://PayNearMe.com). Just scan, pay and go at participating retail locations. Processing fees may be applied by the retailer. Payments will post to your account within 15 minutes.
- **Authorized 3<sup>rd</sup> Party Payment Locations** – Pay with cash, check and debit card at a number of authorized retail locations near you like Kroger and Ace Cash Express. Processing fees may be applied by the retailer. Payments post within two days.
- **Citizens Customer Service Lobby** – Pay cash, check, debit or credit card in our Customer Service Lobby at 2020 N Meridian St. We also have a 24-hour payment kiosk inside and outside our building. Payments are posted immediately.