Safety Tip

If you have fuel-burning appliances in your home make sure you have a working carbon monoxide detector. Follow manufacturer instructions on installation and best locations for the detector.

Energy Efficiency Tip

Ventilate the attic. Adequately sized vents can help eliminate hot air from building up.

Drinking Water Report Available Online

Drinking water quality is a top priority at Citizens. Many significant efforts and investments are made to ensure the water supplied to our customers is safe to drink. These efforts include the protection of our water sources, quality control in the water treatment process and proper maintenance of the water distribution system. We conduct extensive water quality testing to ensure no harmful traces of either chemical or microbial contaminants are present in the water.



Each year, we measure and report our compliance with drinking water regulations in a document called the Drinking Water Report. To review the 2016 Drinking Water Report, visit CitizensEnergyGroup.com/WaterQuality. If you would like a paper copy of the report, they are available in our customer service lobby located at 2020 N. Meridian Street.

Summer Sewer Charges

Beginning on May 1st, Citizens launched its annual summer Sewer Charges program for residential customers. This program considers that some water used during the summer months may not be disposed of in the wastewater system - such as water used for lawn irrigation. Therefore, from May through November, the residential sewer charge will be based on the customer's average water usage during the months of December through March. In no event, however, will the sewer charge be based on fewer than 3,000 gallons (4CCF) of water. Residential customers will see a new line item on their bill labeled: Sewer Charges (xx CCF). This represents the sewer volume used to calculate sewer charges. No further action is needed by customers to take advantage of the program as enrollment is automatic.

Twenty-Four Tons of Trash Collected During White River Cleanup



Volunteers removed nearly 24 tons of trash along the banks of the White River during the 29th Annual White River Cleanup on Saturday, April 8. Nearly 200 volunteers cleaned both the east and west banks of the river, concentrating their efforts from Raymond Street to I-70. Items such as tires, mattresses, clothing, aluminum cans and other household waste were collected and removed. Since the cleanup started 29 years ago, more than 1.5 million pounds of trash and debris have been removed from the banks of the White River.

The White River Cleanup is made possible thanks to Citizens' generous partners: Friends of the White River, the Indianapolis Department of Public Works (DPW), Covanta Energy, Republic National Distributors, Heritage Environmental Services, Williams Consulting, Christopher B. Burke Engineering, Ingredion, Cargill, Xylem and All American Picnics.