#### **Safety Tip**

Keep the areas around all appliances and HVAC equipment clean and unblocked to allow for proper air flow.

### **Energy Efficiency Tip**

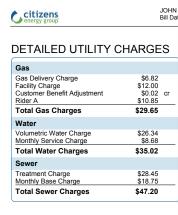
Keep your heating and cooling equipment well-tuned with periodic maintenance by a licensed professional.

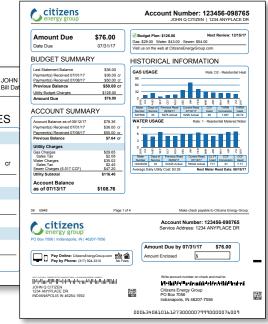
## Get Answers Faster with New Voice Response System

On July 21, Citizens Energy Group went live with a completely revised Interactive Voice Response System (IVR) for residential customers. The project was based on customer feedback and rooted in our continued focus on improving customer satisfaction.

Differences you will notice if you call include revised menu options; clear and consistent menu prompts; and quicker navigation through the system. Additionally, we added the most common call types – start, stop, transfer or reconnect service – to the main menu options. All of these improvements will help get you where you need to go much faster and with fewer transfers.

# New Detailed Billing





"I would like a better breakdown of my bill."

"My bill can be confusing sometimes. Please adjust the statement to clarify my charges."

You asked and we answered! Detailed Billing includes an additional page with a breakdown of charges for all of the services we provide you, and further outlines what is included in each of those services, such as monthly base charges and the amount charged based on consumption.

The first page of the bill will appear as usual, displaying charges in an easy-to-understand format. To help you better understand key drivers for charges and consumption, we provide a comprehensive Historical Information Graph to illustrate utility consumption over the past 13 months, allowing you to compare current usage to last month and last year.

To begin Detailed Billing, simply mark the back of your bill stub if paying by mail, or visit CitizensEnergyGroup.com/Detailed-Bill.

### Citizens Partners with the American Red Cross Sound the Alarm Campaign





Every day across the country, an average of seven people are killed in home fires, another 36 people suffer injuries and more than \$7 billion in property damage occurs. The American Red Cross is aiming to end these tragedies and save lives.

Through a nationwide campaign called Sound the Alarm, the American Red Cross will install smoke alarms in cities across the country in an effort to reduce the number of home fire deaths and injuries by 25 percent.

Home fires represent a significant threat to our communities, which is why it is important to make sure you and your family have a working smoke alarm, are aware of fire safety preparedness information and have an emergency escape plan in case of a disaster.

Most fire deaths occur in homes that lack working smoke alarms. Sound the Alarm is part of a two-year, ongoing Red Cross Home Fire Campaign already credited with saving 258 lives across the country, with 11 of those lives saved in Indiana.

Citizens Energy Group employees are volunteering at Sound the Alarm events on Saturday, September 23 (Ransom Place) and Saturday, October 14 (Mars Hill). The American Red Cross is holding additional events throughout September and October. If you are in need of a smoke alarm, visit SoundTheAlarm.org/Indiana or call 1-888-684-1441 to schedule an appointment.