

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.

New Detailed Billing

DETAILED UTILITY CHARGES	
Gas	
Gas Delivery Charge	\$6.82
Facility Charge	\$12.00
Customer Benefit Adjustment	\$0.02 cr
Rider A	\$10.85
Total Gas Charges	\$29.65
Water	
Volumetric Water Charge	\$26.34
Monthly Service Charge	\$8.68
Total Water Charges	\$35.02
Sewer	
Treatment Charge	\$28.45
Monthly Base Charge	\$18.75
Total Sewer Charges	\$47.20

citizens energy group Account Number: 123456-098765
JOHN Q CITIZEN | 1234 ANYPLACE DR

Amount Due \$76.00 Date Due 07/31/17

BUDGET SUMMARY
Last Statement Balance \$36.00
Payment(s) Received 07/01/17 \$36.00 cr
Payment(s) Received 07/08/17 \$30.00 cr
Previous Balance \$50.00 cr
Utility Budget Charges \$126.00
Amount Due \$76.00

ACCOUNT SUMMARY
Account Balance as of 06/12/17 \$78.36
Payment(s) Received 07/01/17 \$36.00 cr
Payment(s) Received 07/08/17 \$30.00 cr
Previous Balance \$76.44 cr

HISTORICAL INFORMATION

GAS USAGE Rate: 02 - Residential Heat

Month	Usage	Previous Month	Current Month	CCF	THRU	THRU
12/16	33	3273 Actual	3296 Actual	20	1.037	2514

WATER USAGE Rate: 1 - Residential Metered Water

Month	Usage	Previous Month	Current Month	CCF	CCF	CCF
12/16	33	5425 Actual	5504 Actual	777	00	717

Amount Due by 07/31/17 \$76.00

Pay Online: CitizensEnergyGroup.com
Pay by Phone: (317) 664-2510

Write account number on check and mail to:
Citizens Energy Group
PO Box 7056
Indianapolis, IN 46207-7056

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.

"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.

