

Guide to Your New Combined Bill

Citizens Energy Group is implementing a new combined bill for customers who have more than one utility service with Citizens. Below is a guide to reading a combined gas, water and sewer bill. Customers with only one utility service from Citizens will only notice minor differences compared to their previous bill.

Citizens is implementing combined billing because of the convenience it provides customers. Combined billing also will save our customers about \$1 million per year in lower processing costs. In addition to combined billing, Citizens is implementing monthly meter reading for all of its customers. More information about combined billing is available at www.citizensenergygroup.com.

How to Read Your Citizens Billing Statement

- Your Citizens Energy Group Account Number
- When your payment is due in our office.
- Mailing address of your bill.
- Specific messaging appearing on some bills regarding your account activity.
- Address where service is located.
- We billed your account on this date. All transactions through the date billed are shown.
- Amount of last bill; payment received; previous balance.
- Includes all the costs Citizens incurs to provide service(s) including maintenance of pipelines, employee salaries and the costs to provide services such as billing and meter reading.
- Account balance to date.
- Summary comparing gas consumption and average temperature during current billing period and prior periods.
- Number of the gas meter assigned to the address where service is located.
- Number of service days during this billing period.
- Previous meter reading and date meter read.
- Current meter reading and date meter read.
- Number of cubic feet of gas delivered through your meter.
- Therms measure the energy value of the natural gas used.
- Next date your meter(s) is/are scheduled to be read.
- Standard measurement of energy heat value.
- Summary comparing water consumption and rainfall totals during current billing period and prior periods.
- Number of the water meter assigned to the address where service is located.
- Number of service days during this billing period.
- Previous meter reading and date meter read.
- Current meter reading and date meter read.
- Number of cubic feet of water delivered through your meter.
- Monthly customer service message on various topics including conservation, weatherization, and payment options.
- Please return this part of your bill with payment. Having this stub helps us process your payment more quickly and accurately.



CitizensEnergyGroup.com

3 JOHN Q CITIZEN
1234 ORANGE ST
INDIANAPOLIS IN 46202



1 Account Number 123456-654321

2 Payment Due Date 07/14/12

Amount to be paid by 07/14/12	57.73
Amount to be paid after 07/14/12	59.46

4 CUSTOMER MESSAGES

As a participant in the Automatic Bank Deduction program, \$57.73 will be automatically deducted from your financial institution on 07/14/12.

Account Summary

5 Billing for: 1234 ORANGE ST
6 Service Class: Residential
7 Billing Date: 06/28/12

Account Balance of Last Bill	\$115.95
7 Payment(s) Received	115.95 CR
8 Total Balance from Previous Bill	0.00
8 Current Period Charges	
Gas Charges	16.20
Sales Tax	1.14
Water Charges	20.51
Sales Tax	1.44
Sewer Charges	18.44
Total Current Charges	57.73
9 Account Balance as of 06/28/12	\$57.73

TOTAL DUE

Historical Information

Gas Consumption Information



Average Temperature for the current period - 70°
Average Temperature for the previous period - 57°

Meter Number	Days of Service	Previous Read	Current Read	Consumption CCF	Therms
001234	29	05/29/12 Actual	06/27/12 Actual	5	5

Next Meter Read Date: 07/27/12 BTU Factor: 1.005

Water Consumption Information



Indianapolis area rainfall total for the current period was 0000.65"
Indianapolis area rainfall total for the previous period was NA"

Meter Number	Days of Service	Previous Read	Current Read	Consumption CCF
4321	29	05/29/12 Actual	06/27/12 Actual	4

Your Average Daily Utility Cost is \$1.99

Citizens Serving You See reverse side for phone numbers, office location, hours, and definition of terms.

25 Energy Tip - Water your lawn and garden in the morning to minimize evaporation

Citizens Energy Group encourages you to donate to BackPack Attack, June 25th - July 20th, BackPack Attack provides school supplies to thousands of needy children. Look for donation boxes at Citizens Energy Group, Marsh and LoBill stores.

Retain this portion for your records

26 Please detach and return this portion with your payment. Please do not fold, staple or paper clip payment to bill.

Name: JOHN Q CITIZEN
Account: 123456-654321
Service: 1234 ORANGE ST

Amount paid \$

Amount to be paid by 07/14/12	57.73
Amount to be paid after 07/14/12	59.46

Make Check or Money Order Payable to:




PO Box 7056
Indianapolis, IN 46207-7056

00201413521314690000212050000206061413521314698

Guía para su nueva factura combinada

Citizens Energy Group está implementando una nueva factura combinada para los clientes que tienen más de un servicio público con Citizens. A continuación se presenta una guía para leer la factura combinada de gas, agua y alcantarillado. Los clientes con sólo un servicio público de Citizens sólo notarán diferencias menores en comparación con su factura anterior.

Citizens está implementando la facturación combinada debido a la comodidad que proporciona a los clientes. La facturación combinada también les ahorrará a nuestros clientes aproximadamente \$1 millón al año en costos de procesamiento. Además de la facturación combinada, Citizens está implementando la lectura mensual del medidor para todos sus clientes. Más información sobre la facturación combinada está disponible en www.citizensenergygroup.com.

Cómo leer su declaración de facturación de Citizens

1. Su número de cuenta de Citizens Energy Group.
2. Cuándo su pago es exigible en nuestra oficina.
3. Dirección postal de su factura.
4. Mensajes específicos que aparecen en algunas facturas respecto a la actividad de su cuenta.
5. Dirección donde se encuentra el servicio.
6. Hemos facturado su cuenta en esta fecha. Se muestran todas las transacciones hasta la fecha de facturación.
7. Importe de la última factura; pago recibido; saldo anterior.
8. Incluye todos los gastos en los que Citizens incurre para proporcionar servicios, incluyendo el mantenimiento de oleoductos, los sueldos de los empleados y los costos para proporcionar servicios tales como facturación y lectura de medidores.
9. Saldo de la cuenta hasta la fecha.
10. Resumen que compara el consumo de gas y la temperatura promedio durante el período de facturación actual y períodos anteriores.
11. Número del medidor de gas asignado a la dirección donde se encuentra el servicio.
12. Número de días de servicio durante este período de facturación.
13. Lectura anterior del medidor y fecha en que se leyó el medidor.
14. Lectura actual del medidor y fecha en que se leyó el medidor.
15. Número de pies cúbicos de gas suministrados a través de su medidor.
16. Medición en unidades térmicas del valor de la energía del gas natural utilizado.
17. Próxima fecha programada para la lectura de sus medidores.
18. Medida estándar del valor térmico de la energía.
19. Resumen que compara los totales de consumo de agua y las precipitaciones durante el período de facturación actual y períodos anteriores.
20. Número del medidor de agua asignado a la dirección donde se encuentra el servicio.
21. Número de días de servicio durante este período de facturación.
22. Lectura anterior del medidor y fecha en que se leyó el medidor.
23. Lectura actual del medidor y fecha en que se leyó el medidor.
24. Número de metros cúbicos de agua suministrados a través de su medidor.
25. Mensaje mensual de servicio al cliente sobre diversos temas, incluidas las opciones de pago, la climatización y conservación.
26. Por favor devuelva esta parte de su factura de pago. El tener este talón nos ayuda a procesar su pago con más rapidez y precisión.



CitizensEnergyGroup.com

3 JOHN Q CITIZEN
1234 ORANGE ST
INDIANAPOLIS IN 46202

1 Account Number 123456-654321 **2** Payment Due Date 07/14/12

Amount to be paid by 07/14/12	57.73
Amount to be paid after 07/14/12	59.46

4 CUSTOMER MESSAGES

As a participant in the Automatic Bank Deduction program, \$57.73 will be automatically deducted from your financial institution on 07/14/12.

Account Summary

5 Billing for: 1234 ORANGE ST
6 Service Class: Residential
6 Billing Date: 06/28/12

7 Account Balance of Last Bill \$115.95
7 Payment(s) Received 115.95 CR
7 Total Balance from Previous Bill 0.00

8 Current Period Charges

Gas Charges	16.20
Sales Tax	1.14
Water Charges	20.51
Sales Tax	1.44
Sewer Charges	18.44
9 Total Current Charges	57.73
9 Account Balance as of 06/28/12	\$57.73

TOTAL DUE

Historical Information

Gas Consumption Information

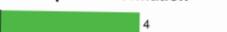
Current Period  5
Previous Period  2
Same Period Last Year  5

Average Temperature for the current period - 70°
Average Temperature for the previous period - 57°

Meter Number	Days of Service	Previous Read	Current Read	Consumption CCF	Therms
001234	29	05/29/12 Actual	06/27/12 Actual	4120 Actual	4125 Actual

11 Next Meter Read Date: 07/27/12 **18** BTU Factor: 1.005

Water Consumption Information

Current Period  4
Previous Period  6
Same Period Last Year  4

Indianapolis area rainfall total for the current period was 0000.65"
Indianapolis area rainfall total for the previous period was NA"

Meter Number	Days of Service	Previous Read	Current Read	Consumption CCF
4321	29	05/29/12 Actual	06/27/12 Actual	52600 Actual

Your Average Daily Utility Cost is \$1.99

Citizens Serving You See reverse side for phone numbers, office location, hours, and definition of terms.

25 Energy Tip - Water your lawn and garden in the morning to minimize evaporation
Citizens Energy Group encourages you to donate to BackPack Attack, June 25th - July 20th, BackPack Attack provides school supplies to thousands of needy children. Look for donation boxes at Citizens Energy Group, Marsh and LoBill stores.

Retain this portion for your records

26 Please detach and return this portion with your payment. Please do not fold, staple or paper clip payment to bill.

Name: JOHN Q CITIZEN
Account: 123456-654321
Service: 1234 ORANGE ST

Amount paid \$

Amount to be paid by 07/14/12 57.73
Amount to be paid after 07/14/12 59.46

Make Check or Money Order Payable to:



PO Box 7056
Indianapolis, IN 46207-7056

00201413521314690000212050000206061413521314698