



New Employee Resource Guide

2024





I would like to personally welcome you to Citizens Energy Group.

We hire the best and the brightest, and I am happy you are joining our team. You will come to learn the long history of Citizens in Central Indiana. As a Public Charitable Trust, we exist solely for the benefit of our customers and our communities.

I encourage you to review our Vision, Mission, and Values on page 5 of this resource guide. These are not simply words; they are the foundation of all decisions made at Citizens, and they are the guiding principles of our One Company, One Culture initiative.

Achieving One Company, One Culture means we are holding each other accountable to the following:

- **We are selflessly focused on the needs of the beneficiaries of the Trust - our customers and communities.**
- **We are modeling behaviors consistent with our core values of Safety, Integrity, Inclusion, Collaboration, Leadership and Stewardship.**
- **We have a shared passion for the Trust's Strategic Goals.**
- **We are fully embracing Citizens Lean And Six Sigma (CLASS) program.**
- **We are supporting diverse cross-functional teams that are fostering innovation.**
- **We view ourselves as stewards of the Trust.**

You will quickly learn how customer focused we truly are, and you too will become more compassionate, empathetic, and driven to care for our customers.

As you grow and develop in your role at Citizens, you will be inspired and encouraged to perform at the highest level. You will be given opportunities to make real differences in the lives of your neighbors and community. We work daily to make our organization and our communities better. I believe your addition to our team will only make us stronger.

Welcome to the Citizens Family!

A handwritten signature in black ink that reads "Jeffrey A. Harrison". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jeffrey A. Harrison
President & Chief Executive Officer



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Citizens Energy Group Information

New Employee Resource Guide 2024

Strategic Foundation



Our Vision

Enhance the well-being of our customers, communities, and employees by providing unparalleled service now and for generations to come.

Our Mission

We fulfill the Promise of the Trust to provide essential utility services for our customers and communities, maintain the lowest possible rates with sound financial management, and create the greatest long-term benefit through a unique business structure.

Our Values

Safety: We protect our employees and communities by committing to the highest standards of safety, reliability, and quality

Integrity: We conduct our business with honesty, transparency, and accountability.

Inclusion: We foster a diverse culture where everyone is respected, valued, and empowered to contribute their unique perspectives and talents. We actively listen and adapt to ensure that our services are accessible, equitable, and responsive to the needs of the communities we serve.

Collaboration: We provide superior customer service through teamwork. We engage with our employees, customers, and communities for the betterment and success of all.

Leadership: We prepare and empower all employees to be leaders at work and within the communities we live, and to inspire, innovate, and continuously improve our processes, services, and ourselves.

Stewardship: We invest in solutions and infrastructure to deliver long-term value and improve the quality of life for our customers and our communities.



CUSTOMER SATISFACTION

Goal:

Improve customer satisfaction year over year

Strategies:

- ◆ Improve Customer First culture
- ✂ Provide customers with choices and options for additional service offerings
- Address affordability by expanding relief program partnerships and increasing assistance provided to customers



EMPLOYEE ENGAGEMENT

Goal:

Be an employer of choice

Strategies:

- Develop employee skills and competencies necessary to meet the needs of the Trust
- ★ Promote a culture and work experience that retains and attracts talent



FINANCIAL INTEGRITY

Goal:

Continually improve financial sustainability in each business unit

Strategies:

- ▲ Fund recurring annual capital expenditure levels with net revenues
- ⚓ Enhance Citizens' cost conscious culture while delivering safe and reliable service



PERFORMANCE EXCELLENCE

Goal:

Provide value through excellent service to all customers and the community

Strategies:

- ⚙ Utilize innovative solutions to enhance service and infrastructure delivery
- ⚡ Eliminate waste in work, policies and procedures

Code of Conduct

Introduction

Citizens Energy Group, a public charitable trust, (“Citizens” or the “Trust”) is committed to conducting business with integrity, honesty, and social and fiscal responsibility. Citizens has earned the public’s respect, confidence and trust through fair dealings with its customers, employees and business and government partners. This Code of Conduct provides you with guidelines to assist you with upholding Citizens’ ethical standards.

Guidelines

The Public Scrutiny Test

In deciding on an action, ask yourself the following questions:

- Am I personally proud of this action?
- Would I feel uncomfortable or embarrassed if this decision were known to my colleagues, friends, spouse, family or children?
- Would I want this action to appear on the front page of the newspaper, appear on TV or circulated through social media?

Fiscal Responsibility

The resources of the Trust must be used prudently. Employees are stewards of the Trust’s resources. In evaluating an action, ask yourself: “How would this action be perceived by Trust beneficiaries (the Indianapolis community) or a customer?”

Compliance with Laws

Citizens will comply with all applicable laws, regulations and regulatory orders.

Safety

Safety is the responsibility of every Citizens employee. Citizens will provide a safe workplace to its employees. Employees must work in a safe manner that does not endanger themselves or others.

Environment

Citizens is committed to responsible environmental stewardship and preserving, restoring and protecting our environment as we deliver safe, affordable utility services to our communities. Employees must conduct operations in a manner that minimizes the risk of injury to people and the environment, including the use, storage and disposal of potentially hazardous materials.

Assets

Employees have a responsibility to protect Citizens’ property and property of others in the care of Citizens against theft, loss and improper use.

Conflicts of Interest

A conflict of interest is any activity that is not consistent with or is opposed to the best interests of Citizens. The following examples may assist you in identifying conflicts of interest:

- Engaging in outside business activities that interfere with your assigned duties at Citizens.
- Using Citizens’ property for outside business activity or for personal use.
- Engaging in any personal activities that could impact your judgment or action in performing your work at Citizens.
- Accepting, on your behalf or your family’s behalf, a special or enhanced benefit based on work for or association with Citizens.
- Using or disclosing information acquired through your work for or association with Citizens for personal gain.
- Receiving or accepting, on your behalf or your family’s behalf, of personal financial benefits, other than for service as an employee, from a contractor or partner of Citizens.

Code of Conduct

Conflicts of Interest (cont.)

- Engaging in any activity that creates the appearance or perception of a conflict of interest or favoritism.

If you are concerned that you are involved in a situation where your interests appear to conflict with those of Citizens, discuss them with the Senior Vice President and General Counsel or the Director of Internal Audit or make an inquiry using MyWorkplace (see below). Even the appearance of a conflict of interest can be damaging to Citizens' reputation.

Gifts and Entertainment

In the normal course of business, questions concerning the offering or receipt of gifts, meals and entertainment from contractors or suppliers arise. Generally, small items offered or received in the context of polite business relationships are acceptable. However, employees shall neither give nor accept gifts, meals or entertainment that constitutes, or could reasonably be perceived as constituting, unfair business inducements or that would violate law, regulation or policies of Citizens or the customer. Additionally, employees shall not give or accept gifts, meals or entertainment that could cause embarrassment to or reflect negatively on Citizens' reputation. Gifts, meals or entertainment to or from a single supplier or customer in a calendar year with a cumulative value of greater than \$250 must be reported to the Senior Vice President and General Counsel or the Director of Internal Audit. If you are faced with a questionable circumstance, discuss it with the Senior Vice President and General Counsel or the Director of Internal Audit.

Please be aware that there are specific rules related to dealing with governmental officials related to gifts and entertainment. Please contact the Senior Vice President and General Counsel or the Director of Internal Audit prior to making a gift or entertaining a governmental official.

Contributions of money, goods, services or anything of value by Citizens to any candidates for public office are prohibited. Employees may make personal contributions. Reimbursement of such political contributions is prohibited.

Reporting of Violations of this Code of Conduct

Any employee who becomes aware of a violation of the law or a violation of this Code of Conduct in the operation of Citizens' business, or on its property should report the violation to his or her supervisor, the Senior Vice President and General Counsel, the Director of Internal Audit or the external hotline - MyWorkplace. Reports to MyWorkplace can be made by phone at 800-461-9330 or at <http://www.CitizensEnergyGroup.com/MyWorkplace>. All information will be held in the strictest confidence, but may be shared with appropriate management or, if needed, governmental officials.

Contacts:

Senior Vice President and General Counsel

Joseph M. Perkins, Jr.
317-927-6471
jperkins@citizensenergygroup.com

Director of Internal Audit

Scott Leavitt
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General Work Rules and Regulations

Policy Release #1059 • Effective Date: April 13, 2023

Introduction

The following rules govern the conduct and acts of employees and must be adhered to by all employees to assure safe, effective and efficient operations and successful employee, customer and public relations. Failure of an employee to abide by these rules will be proper cause for corrective or disciplinary action up to and including termination.

Article I - The following instances will constitute proper cause for corrective or disciplinary action:

1. Reporting for work under the influence of, or consuming during the employee's work hours, alcohol or controlled substances, including but not limited to marijuana, cocaine, opiates, amphetamines and phencyclidine (and all other substances listed in the federal Controlled Substances Act, Title 21 United States Code Sec. 812, and the Code of Federal Regulations, Title 21 CFR Part 1308) unless authorized by prescription issued to the employee by a licensed medical practitioner for legitimate medical purposes; violation of Citizens drug and alcohol misuse prevention programs and policies; or, use of tobacco products in unauthorized areas.
2. Bringing or receiving firearms, explosives, knives or other weapons on Citizens property at any time, regardless of whether such object is on or in the employee's person, clothing, vehicle or anywhere else on Citizens property (including but not limited to parking lots), without the express written consent of Citizens management; violation of the Workplace Non-Violence Policy.
3. Tampering with, removing, or opening company locks without proper authorization; failure to follow lock out, tag out procedures.
4. Destroying material, equipment, records, or other property of Citizens, the public or of another employee without proper authorization.
5. Defacing, neglecting, or being careless with material, equipment, records or other property of Citizens.
6. Taking or having unauthorized possession or use of property of Citizens, another employee, or the public, including inappropriate or excessive personal use of the Internet, personal computer, or other electronic devices (cellular phones, etc.) (violation of the Information Security and Acceptable Computer Use Policy).
7. Removing material, equipment, records, or other property of Citizens from company premises without proper authorization.
8. Being convicted of (including pleading guilty or "no contest" to) any felony. In determining the corrective or disciplinary action to be taken, Citizens will consider the job-relatedness of the felony conviction and any aggravating or mitigating circumstances known by Citizens.

General Work Rules and Regulations (con't)

Article I (con't)

9. Leaving company premises, or assigned work locations, during working hours (except as required by one's job) without authorization or proper relief. Sleeping during work hours, excluding breaks and lunch and/or exceeding allowable break time.
10. Insubordination, including defiant or abusive behavior toward a supervisor, failing to carry out a reasonable directive from a supervisor, or otherwise refusing to perform duties as assigned.
11. Engaging in horseplay, fighting, disorderly or disruptive behavior on Citizens premises or off Citizens premises during the work day.
12. Being repeatedly absent or tardy (as defined by the applicable attendance policy or practice), or failing to report absences promptly and directly to one's supervisor or person in charge of the work unless otherwise specified by department or division requirements.
13. Violating established safety or environmental rules and regulations, including failure to wear required safety equipment and/or protective clothing; failure to follow operating procedures; or failure to follow and adhere to medical restrictions.
14. Failing to report promptly an accident involving oneself, Citizens employee(s), equipment or property.
15. Engaging in immoral, indecent or unprofessional conduct; including using abusive or vulgar language in the presence of other employees, customers, vendors, contractors or the public.
16. Any illegal conduct or activity on Citizens premises or off Citizens premises during the work day.
17. Making false or misleading statements or supplying false information to other employees, customers, and the public or on any company records, including the employment application form. Committing fraud, misrepresentation, abuse, or giving false information or a false reason when requesting any type of leave of absence (disability, workers compensation, FMLA, etc.). Falsification of time records or failing to record time as instructed.
18. Operating a Citizens vehicle for unauthorized personal reasons, or in a careless or negligent manner.
19. Tampering with or sabotaging Citizens equipment to cause a malfunction or improper operation.
20. Engaging in any type of harassment or coercion of, or illegal discrimination or retaliation against, employees, customers, vendors, contractors or the public. Intimidating, threatening, or coercing another person (violation of the Workplace Non-Violence and/or Harassment Policy).
21. Violation of a published policy, procedure or general instruction.
22. Careless or inefficient performance of duties including failing to maintain quality or quantity standards.
23. Engaging in any gainful employment or business activities for any individual, partnership, corporation or entity other than Citizens during the employee's regular hours of employment without Citizens express written consent, regardless of whether the employee is actively employed by Citizens or on a paid or unpaid leave of absence.

The above is not an all-inclusive list and is intended to cover, in general, the rules governing the conduct and acts of employees. Citizens reserves the right to take corrective action or discipline as may be justified, including termination, for any other proper cause not specifically listed herein.

General Work Rules and Regulations (con't)

Article II - Employees engaged in work outside their regular hours of employment are permitted to do work that is similar to work done by Citizens, provided:

1. Such other employment does not interfere with the employee's efficiency and availability to perform his or her duties for Citizens. It is understood that due to the urgency of Citizens public responsibility, the employee's primary obligation is to Citizens.
2. There is no solicitation of business or obtaining of leads on company time, through the use of direct contact or sources of information available to Citizens personnel through their regular work.
3. Citizens tools or property are not to be used.
4. Employees do not wear Citizens uniforms, or in any way imply Citizens involvement, while engaged in work outside Citizens.

Article III - Forms of Corrective Action

- A. Citizens system stresses the corrective, rather than the punitive aspects of discipline. The purpose of any progressive discipline system is to convince an employee to stop unacceptable behavior(s) and return to a fully acceptable level of performance. The emphasis on progressive discipline is reflected in the procedures and the terminology used with the following levels. However, when Citizens concludes, based on an employee's previous acts and conduct and/or the nature and severity of the acts and conduct at issue, that it is appropriate to repeat or skip one or more of the following levels in order to motivate the employee to stop the unacceptable behavior, or that discharge is appropriate, Citizens shall have the sole discretion to do so.
- B. Subject to Paragraph A, the levels of discipline are as follows:
 1. Level 1 Reminder
 2. Level 2 Reminder
 3. Decision Making Leave (DML) or Performance Improvement Plan (PIP)
 4. Discharge
- C. Corrective Action Procedures:
 1. When an action, such as a violation of a work rule, unacceptable work performance or improper conduct occurs, management will conduct such investigation as may be warranted by the circumstances.
 2. Management will meet with the employee and reference the issue that caused the need for discussion and previous discussions and disciplinary/corrective action steps, if applicable. The employee will be advised of the exact requirement expected and what the employee must do to ensure permanent correction of the situation.
 3. Within 5 working days, or later if appropriate to the circumstances, management will issue the appropriate level of disciplinary/corrective action in writing and meet with the employee to review and provide the employee with a copy of the document. If applicable, management will notify the Union if it is anticipated that the action will require more than 5 working days.

General Work Rules and Regulations (con't)

Article III (con't)

4. If the employee is issued a Decision Making Leave, the employee will receive 1 day off with pay to decide whether he/she is willing to abide by company standards and continue further employment. The following workday after the Decision Making Leave day off, the employee will report to management to declare his/her decision.
5. If the employee is represented by the Union, a copy will be mailed or delivered to the Chief Shop Steward. If the employee does not want a copy to be provided to the Union, the employee must provide the request in writing.
6. Copy of all discipline will be placed in employee's personnel file

D. Last Chance Agreement

1. When an employee violates Citizens Drug and/or Alcohol Policy, the employee (if not already under a Last Chance Agreement) will be placed on a Last Chance Agreement.
2. The Last Chance Agreement may also be used in other circumstances such as, an alternative to discharge or reinstatement following a discharge. The decision to use a Last Chance Agreement for these purposes shall be in the sole discretion of Citizens.

Note: Any exception to A, B, C or D involving bargaining unit employees, will be discussed by management and the appropriate Chief Shop Steward.

These work rules contain statements of general policy of Citizens. Citizens retains the absolute right to modify or revise these work rules based on its professional and business concerns. These work rules are guidelines. They do not represent an employment contract or any aspect of an employment contract, except in circumstances governed by a collective bargaining agreement, and should not be construed as such. Citizens remains free, in its sole discretion, to change or amend these work rules at any time. It is also free not to follow these guidelines in any particular case. Although this system is corrective in focus, it has the same effect as a punitive disciplinary system for all legal purposes in proceedings in arbitration, government administration agencies, and courts.

Citizens shall discuss any additions or amendments to such rules in accordance with the appropriate working agreement prior to effecting any such changes. However, Citizens shall not be required to give prior notice to, or have prior discussion with, the Union or the employees before deciding to impose corrective or disciplinary action for any reasons not enumerated in Article I of these Work Rules.

Approved on: April 13, 2023
Primary Business Unit Owner: Director, Human Resources
Next Review Date/Year: 2026

Human Resources, Safety and Security Contacts

Executive Leadership

Jodi Whitney..... (317) 927-4623
VP of Human Resources & Chief Diversity Officer

Mark Bender (317) 927-4623
Director of Human Resources

Doug Buffington (317) 941-7140
Director of Health, Safety and Security

Ronda Woods..... (317) 927-4623
Executive Coordinator (Tuition Reimbursement Support)

Tamiko Kendrick..... (317) 927-4319
Director of Diversity, Inclusion and Talent Management

General Office (317) 927-4367

Compensation & Benefits

(Benefits, Payroll, HR Systems, Wellness)

Adrienne Bowers (317) 927-4636
Manager of Compensation and Benefits

Terri Zaichek..... (317) 927-4755
Compensation and Benefits Specialist

Angela Guynn (317) 927-4758
Payroll Specialist

Cheryl Smith (317) 927-4726
HRIS Administrator

Sara Flores (317) 927-6410
Verve Wellness Coordinator

Melissa Hehmann (317) 927-6460
Verve Wellness Coordinator

Rachel Hubble..... (317) 927-4647
Benefits/Leave Administrator

Employee Relations

(Labor & Recruiting)

Misty Douglas (317) 927-4766
Sr. Manager of Employee Relations and Recruitment

Shannon O'Connor... (317) 927-4751
Human Resources Generalist

Montrice Young (317) 927-6407
Human Resources Generalist

Latrice Stafford (317) 927-4425
Human Resources Generalist

Ashley Banks (317) 927-4764
Human Resources Generalist

Katrina Gomes..... (317) 927-5425
Human Resources Coordinator

Diversity, Inclusion Training and Development

Tony Cunningham 317-927-4316
Manager Organizational Development and Training

Zoya Barker (317) 927-4310
Culture and Inclusion Specialist

Breanne Fite (317) 927-4336
LMS Administrator

Alyvion Campbell ... (317) 927-4456
HR Intern

Safety & Security

Darren Baker..... (317) 927-4593
Safety and Security Manager

Rich Willsey (317) 927-4675
Safety Specialist

Lance Miner (317) 693-8829
Safety Specialist, Langsdale

Lisa Oaks (317) 927-4465
Safety & Security Administrative Coordinator

Marla Mitchell (317) 927-4384
Physical Security Associate

John Harz (317) 639-7032
Construction Safety Administrator

Brittany Irwin..... (463) 281-8847
Early Intervention Specialist

Jerome Mayden (317) 927-4313
Safety Specialist

Scott Griffith..... (317) 927-6426
Safety Specialist

General Security

Meridian Street..... (317) 927-4408

Langsdale..... (317) 429-3940

MLK Entrance 317-429-3940
(North Gate)

Langsdale Entrance... 317-429-3941
(South Gate)

Dispatch (317) 927-6000

Login Instructions

New Employee Resource Guide 2024

Oracle E-Business Suite Guide

Oracle EBS

Oracle EBS is your tool to enter time, review your pay slip and W-2. You will also manage any personal changes, i.e., address, marital status, and to change your tax status and exemptions. A notification was emailed prior to your employment that lists your Username and Password to log into Oracle EBS. Please use that information when logging in.

Your Oracle EBS user account has been created and will be available for use starting on your hire date.

Oracle allows you to add emergency contacts, phone numbers, review your payslip and other personal information that you will learn about on your first day.

If you experience any problems when attempting to login on your first day, please contact the IT Help Desk at 317-927-4753.

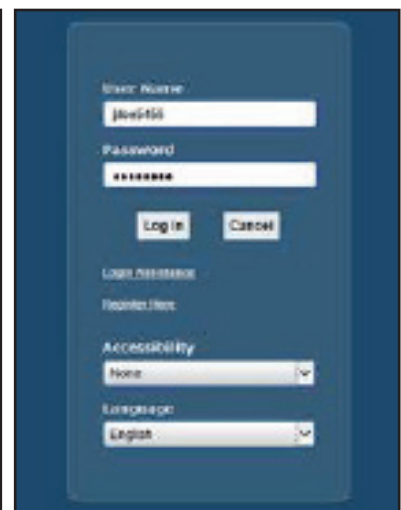
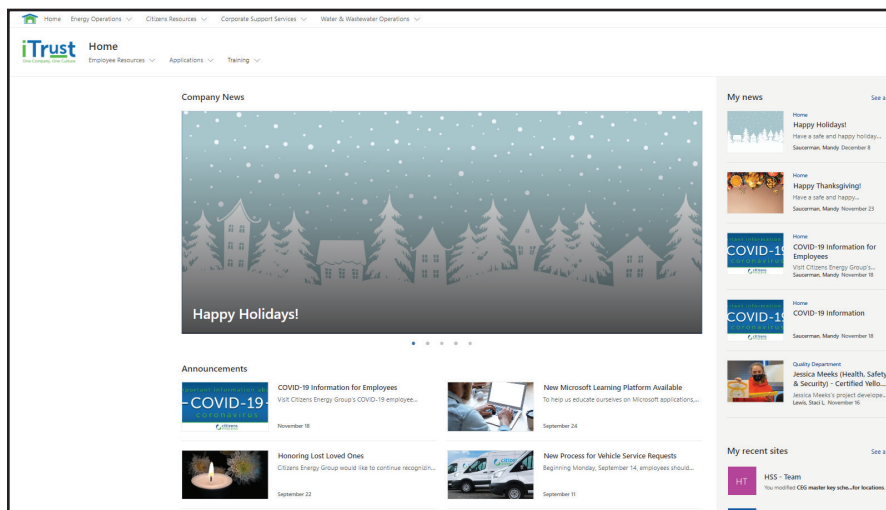
Username:
Password:
Login URL:

Please bring the above Username and Password with you on your first day of work at Citizens Energy Group.

Note: The above credentials are only valid when accessing Oracle EBS from your work PC or a company kiosk.

Steps to Log into Oracle EBS

- Open Internet Explorer - this is our Citizens Home page
- Click on Oracle EBS Login
- Enter your User Name and Password sent to you prior to your employment



Navigation

The screenshot shows the top navigation bar of the Oracle E-Business Suite. It includes the 'citizens energy group' logo, 'E-Business Suite' text, and several icons: a menu icon (1), a home icon (2), a star icon (3), a gear icon (4), and a bell icon (5). A white box highlights these icons with their respective numbers.

- 1 Menu Icon** – The menu is your main navigation tool. This Icon will display your responsibilities, i.e., Employee Self Service, Self Service Time, Manager Self Service, etc.
- 2 Home Icon** – The Home Icon will appear when you are in a self service form. Click this icon to take you back to the Main Menu Screen.
- 3 Star Icon** – The Star icon displays your favorites that you saved. You can also click on your favorites that displays on the Main Menu Screen (instructions are included to Add Favorites to your Main Menu Screen).
- 4 Gear Icon** – The Gear Icon allows you to set your preferences.
- 5 Bell Icon** – The Bell Icon displays your Worklist/Approvals and Notifications. Click this icon to manage your approvals and notifications.

Adding Favorites to Landing Page

The screenshot shows the 'Add to Favorites' icon (1) and the 'Manage Favorites' screen. The 'Manage Favorites' screen has a search bar (2) and a table of functions (3). The table has columns for 'Function Name', 'Description', 'Responsibility', and 'Open in New Window'. The 'Add to Favorites' button is highlighted (4).

- 1** Click on the Add to Favorites Icon.
- 2** Click the down arrow and select the Module in the Responsibility. Click Go.
- 3** Select the items that you want to appear on your Main Menu screen and click Add to Favorites.
- 4** Click Apply. The selected items will appear on your Main Menu screen.

Time Entry

The screenshot shows the Oracle E-Business Suite interface for Time Entry. It includes the 'citizens energy group' logo, 'E-Business Suite' text, and several icons: a menu icon (1), a home icon (2), a star icon (3), a gear icon (4), and a bell icon (5). The 'Time Entry' screen shows a search bar (6), a table of time entries (7), and a 'Review' section (8).

- 1** Click the Menu Icon.
- 2** Select CGCU Self Service Time.
- 3** Select Create Timecard.
- 4** Click the down arrow to retrieve the correct time period.
Note: The period always defaults to the current week.
- 5** Click the down arrow to select the correct Hours Type.
- 6** Enter time. See your supervisor for the appropriate coding on timecard.
- 7** Click Continue.
- 8** Review timecard. Click Submit.

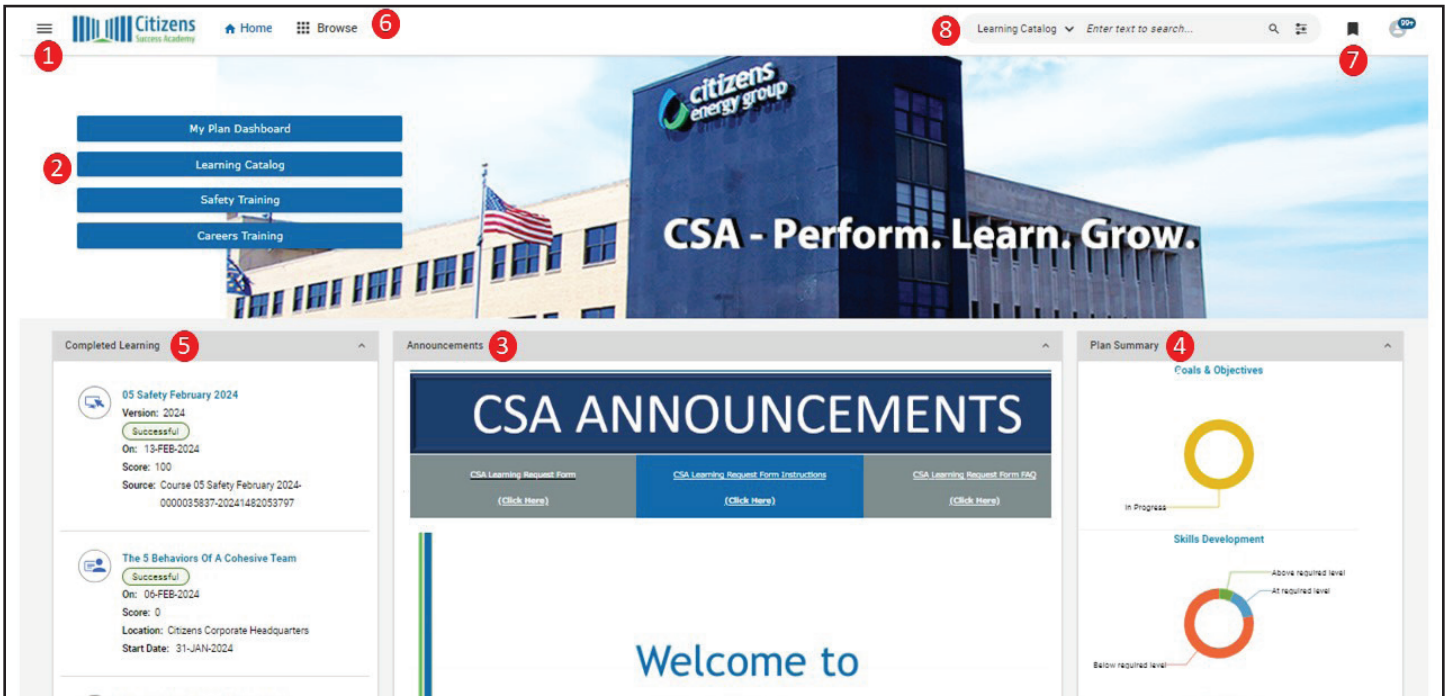
Once submitted the system will provide a confirmation that the time has been submitted successfully.

How to Access:

Go to iTrust homepage and look for this  (click icon to access CSA)

CSA Home Page: CSA is your place to perform, learn, and grow at Citizens! This site is where you will track your professional development with e-learning opportunities, goal progress, skills development, and your annual performance review form. Your CSA home page includes:

1. **Main Menu** - Primary navigation that will lead to your Me profile and back to the home page
2. **Quick Links** - Links will direct you to your My Plan dashboard, our learning catalog, and monthly safety trainings
3. **Announcements** - Important information about CSA and updated periodically
4. **Plan Summary** - Quick view of My Plan activities
5. **Completed Learning** - Summary of classes you have completed
6. **Browse** - Search the learning catalog by category
7. **Collections** - Learning opportunities you have bookmarked for yourself - think of it like a favorites list!
8. **Search**- Search for specific training by title, keywords, topics, etc.



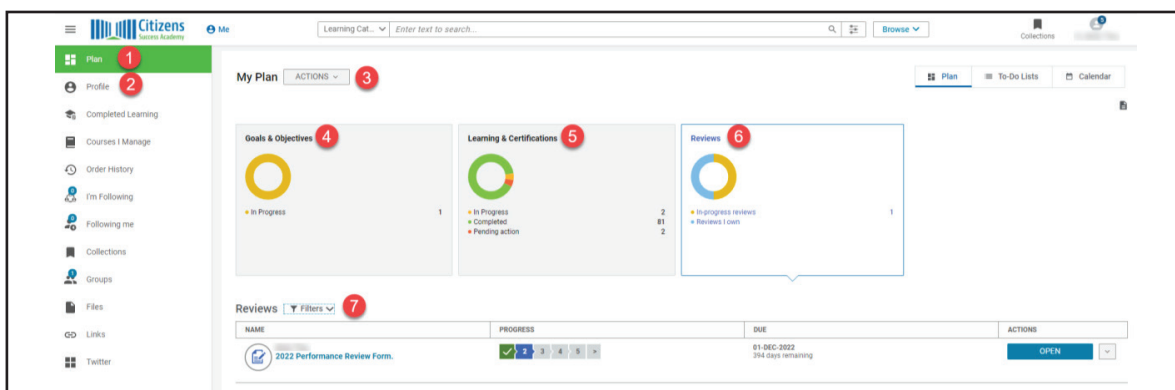
The screenshot displays the CSA home page interface. At the top left, a navigation menu (1) is visible. Below it, a 'Quick Links' section (2) contains buttons for 'My Plan Dashboard', 'Learning Catalog', 'Safety Training', and 'Careers Training'. The main header features the 'citizens energy group' logo and the slogan 'CSA - Perform. Learn. Grow.' (7). A search bar (8) is located in the top right corner. The page is divided into three main content areas: 'Completed Learning' (5) on the left, 'Announcements' (3) in the center, and 'Plan Summary' (4) on the right. The 'Completed Learning' section lists two courses: '05 Safety February 2024' and 'The 5 Behaviors Of A Cohesive Team'. The 'Announcements' section features a 'CSA ANNOUNCEMENTS' banner with links for 'CSA Learning Request Form', 'CSA Learning Request Form Instructions', and 'CSA Learning Request Form FAQ'. The 'Plan Summary' section includes 'Goals & Objectives' and 'Skills Development' progress indicators.



As a new employee with Citizens, you have been assigned e-learning courses that will help you acclimate to our culture. Your training includes compliance, quality, and Citizens Ambassador courses that will help you be successful at Citizens. New non-bargaining employees have also been assigned CSA Performance training so you can effectively utilize the performance management aspect of the system. If you need more help, email citizensuccessacademy@citizensenergygroup.com.

CSA Learning Profile - “Me”: Find information about your Plan Summary on the Main Menu

1. **Plan** - Summary of your goals, learning, and reviews
2. **Profile** - Includes your basic employee information
3. **Actions** - Add skills and goals to your plan or enroll in online learning
4. **Goals & Objectives Portlet**- Displays a graphic summary of your goals
5. **Learning & Certifications Portlet** - Displays a graphic summary of your learning (completed and in-progress courses and certifications)
6. **Reviews Portlet** - Displays a graphic summary of your review forms
7. **Details Pane** - More details displayed of selected portlet



Interaction Desktop Telephone Set Up

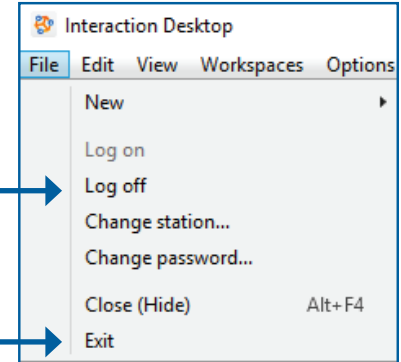


Interaction Desktop is the new client application that is used to log into your desk phone. It is replacing the .Net Client and appears like the logo on the left on your desktop.

If your Interaction Desktop automatically opens when you log into your computer, close it by choosing File/Log Off, then chose File / Exit.

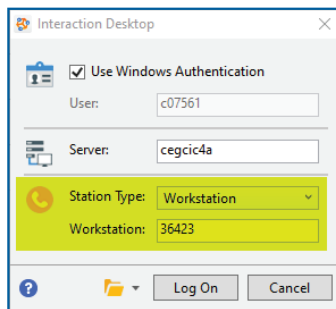
Delete any shortcuts you might have saved on your desktop and in your Start Menu.

Go to Start / All Program to open Interactive Intelligence / Interactive Desktop. When you are first opening the application, you will see the following logon screen (below):



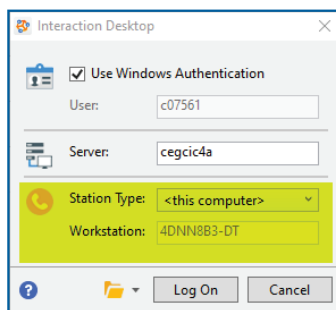
The Interaction Desktop login dialog screen will appear like the screen on the left for Business users and Contact Center agents. Verify the "Use Windows Authentication" box is checked, If not, check it and verify the server box matches CEGCIC4A.

For Business Users:



1. For the Station Type selection "**Workstation**" from the drop-down list.
2. Enter your five-digit assigned extension in the "**Workstation**" field. You will have received an email letting you know your assigned extension as part of the on-boarding process.
3. When all fields are filled in correctly, click the Log On button.

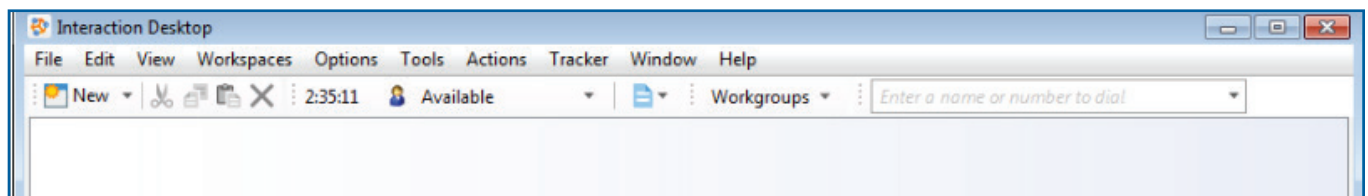
For Contact Center agents::



1. For the Station Type, select "**this computer**" from the drop-down list.
2. The computer name will automatically populate the "**Workstation**" field. The field is not free form, so users won't be able to edit it.
3. When all fields are filled in correctly, click the Log On button.

If you have any problems, contact the Support Center at 317-927-4753 (extension 74753)

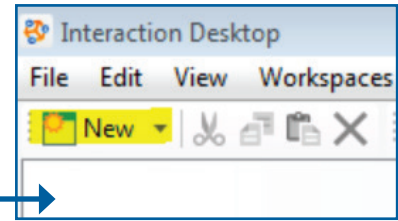
Upon logging on, you will see the following starting screen if your actual IC desktop doesn't load within 60 to 90 seconds. You may notice that it is largely blank and instructions for adding new views will follow.



Interaction Desktop Telephone Set Up (con't)

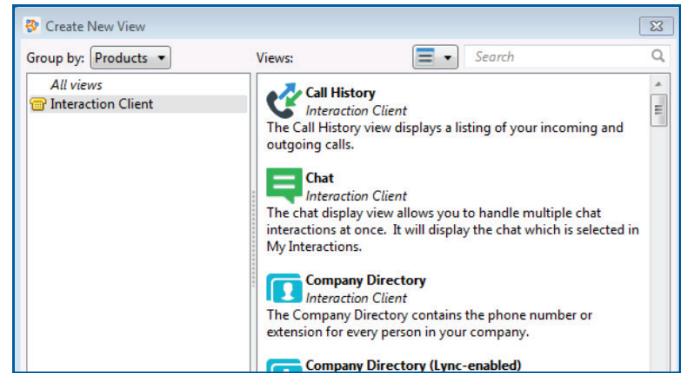
Views are ways of easily navigating information inside of Interaction Desktop. They can show you the company directory, your current interactions, your interaction history, etc.

To add a view, you will want to press the “New” button in the upper left hand corner (Note: This can also be completed by going to File > New > View).

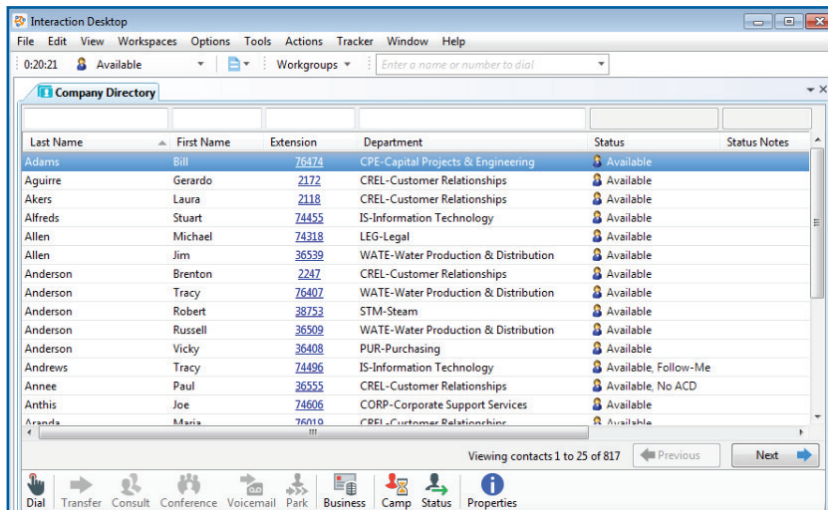


This will pop open the following window:

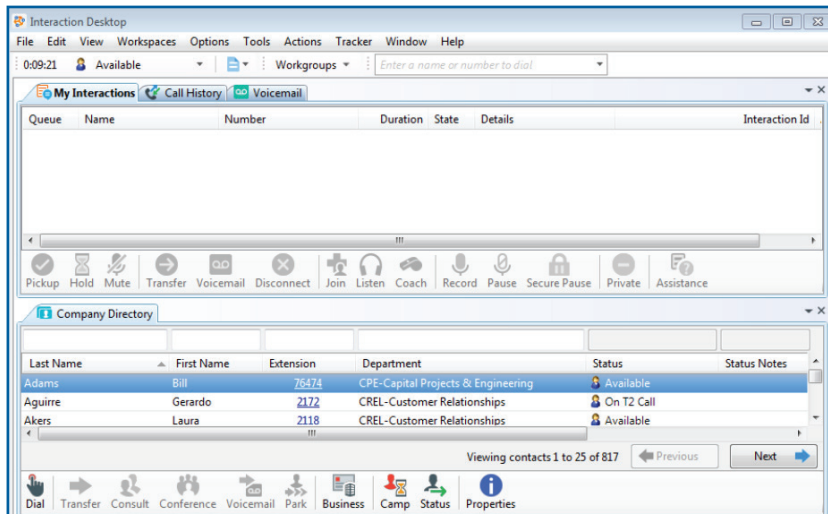
Make sure “Interaction Client” is selected on the left. On the right are the different views you can add to Interaction Desktop. For example, if you want to add the company directory, select “Company Directory” on the right and press OK.



This will cause the “Company Directory” view to populate in Interaction Desktop as seen below:



Once you have your various views added, you can drag/drop the tabs to organize them however you see fit:



Some common views you will want to be aware of are as follows:

Company Directory

This will contain a directory of all users in the Company

My Interactions

This will display information about the call you are currently on (phone number, time on phone, etc...)

Call History

This will provide information regarding your personal call history

Voicemail

This will allow you to listen to your voicemails either on your PC or on your phone

If you have any questions or concerns, please contact the Support Center at 317-927-4753.

What is Microsoft Teams?

Microsoft Teams, also referred to as simply “Teams”, is a chat and collaboration platform where all conversations, meetings, files, and notes can be accessed by team members in one secure place.

What are some of the Teams features?

Teams and Channels:

Teams are made up of channels, which are conversation boards between team members.

Conversations within channels and teams:

All team members can view and add to different conversations in the General channel and can use an @ function to invite other team members to different conversations.

Chat function:

The basic chat function can take place between teams, groups, and individuals.

Document storage in SharePoint:

Every team who uses Microsoft Teams will have a site in SharePoint Online, which will contain a default document library folder. All files shared across all conversations will automatically save to this folder. Permissions and security options can also be customized for sensitive information.

Online video calling and screen sharing:

Enjoy seamless and fast video calls to employees or individuals outside of Citizens Energy Group.

Online meetings:

Online meetings can include anyone inside or outside of Citizens Energy Group. This feature also includes a scheduling aid, a note-taking app, file uploading, and in-meeting chat messaging.

Audio conferencing:

Anyone can join an online meeting via phone. With a dial-in number that spans hundreds of cities, even users that are on the go can participate with no internet required.

How do I access Teams?

Teams Desktop App:

Simply click on the start button and search for Microsoft Teams.

Web App:

Log into portal.office.com with your Citizens email and network password.

Mobile App:

Search for Microsoft Teams via the app store on your phone - Apple App Store (for iOS devices) or the Google Play or Samsung App Store (for Android).

Where can I get information on how to use Microsoft Teams?

- Training Videos in Citizens Success Academy (CSA) - Search Microsoft Teams
- Help button within the Teams app



Microsoft Teams

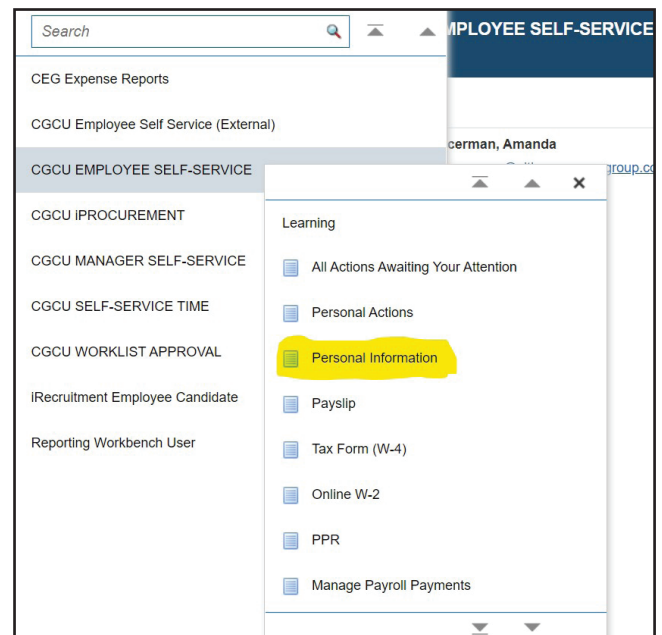
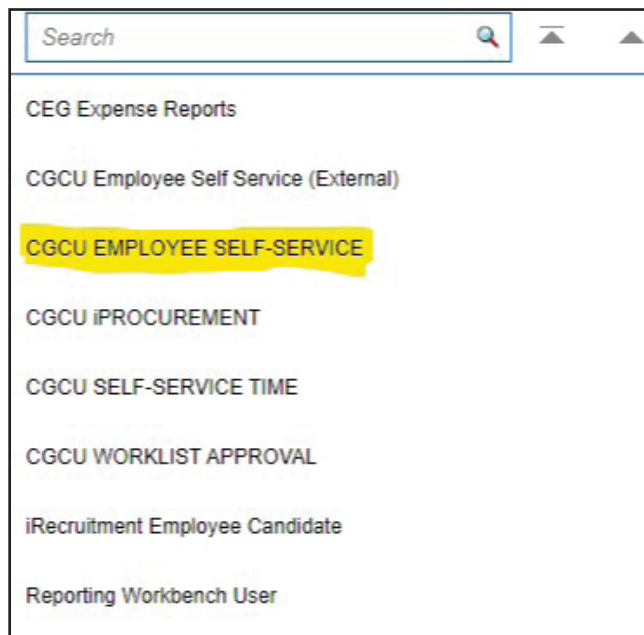
Employee Emergency Alerts

Employees can sign up to receive emergency alerts via phone call and/or text message within Oracle EBS. This tool is used to notify employees of cybersecurity attacks, active shooter situations, network outages, dangerous weather conditions, and other situations that may be life-threatening or impact employees' ability to perform their jobs.

Employees who receive a cell phone stipend and those who have a company-issued cell phone are expected to enter their phone number(s) in Oracle EBS in order to be opted into these alerts. *All employees are strongly encouraged to do so.*

Follow the step-by-step instructions below:

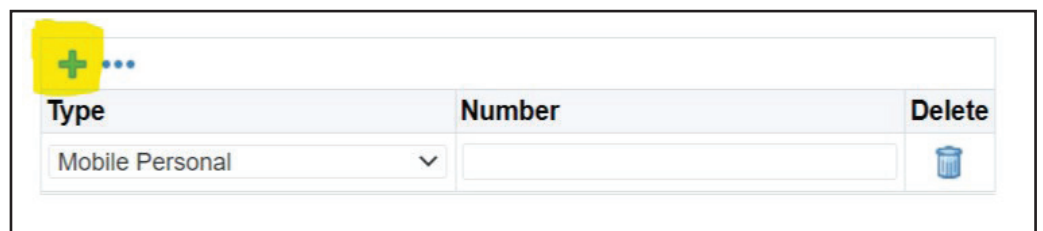
1. Log into Oracle EBS and navigate to Employee Self-Service.
2. Click on Personal Information.



3. Scroll down to Phone Numbers and click Update.



4. Click on the green "+" sign.



Employee Emergency Alerts (con't)

5. From the dropdown menu, you will see two options for emergency alerts. You can sign up to receive phone calls (voicemail if not answered live) and/or text messages with emergency information from Citizens Energy Group.

a. If you wish to receive phone calls with emergency alerts, choose “Emergency Call Alert” and then enter the phone number at which you want to receive the calls.

b. If you wish to receive text messages with emergency alerts, choose “Emergency Text Alert” from the dropdown and type in the mobile number at which you want to receive the text messages.

c. *Note: If you wish to receive both a phone call (voicemail if not answered live) and a text message, repeat step 4 and 5 so that you have entered both an emergency phone call number and an emergency text message number.*

Type	Number	Delete
Mobile Personal		
Emergency Alert Phone Number		

6. Click Next at the top right.

Phone Numbers: Enter and Maintain Cancel Save For Later Next

Employee Name **Saucerman, Amanda** Employee Number **8794**
Organization Email Address MSaucerman@citizensenergygroup.com Business Group **Citizen Energy Group Business Group**

Type	Number	Delete
Emergency Alert Phone		
Mobile Personal		
Home		

7. Click submit at the top right.

Cancel Printable Page Save For Later Back Submit

Employee Number **8794**
Business Group **Citizen Energy Group Business Group**

Other Helpful Information

New Employee Resource Guide 2024

Paid Days Off** (Calendar Year 2024)

New Year's Day	Monday, January 1, 2024
Good Friday	Friday, March 29, 2024
Memorial Day	Monday, May 27, 2024
Juneteenth	Wednesday, June 19, 2024
Independence Day	Thursday, July 4, 2024
Floating Holiday	Friday, July 5, 2024
Labor Day	Monday, September 2, 2024
Thanksgiving Day	Thursday, November 28, 2024
Day after Thanksgiving	Friday, November 29, 2024
Christmas Day	Wednesday, December 25, 2024

*Floater Holiday may change on an annual basis

**Contact Center employees should confirm their holiday schedule with their supervisor.



2024 Pay Calendar

Holiday

Beginning of Pay Period - Time is due by 10:30am the Monday of pay week.

JANUARY						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
APRIL						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			
JULY						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
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21	22	23	24	25	26	27
28	29	30	31			
OCTOBER						
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

FEBRUARY						
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18	19	20	21	22	23	24
25	26	27	28	29		
MAY						
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19	20	21	22	23	24	25
26	27	28	29	30	31	
AUGUST						
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25	26	27	28	29	30	31
NOVEMBER						
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24	25	26	27	28	29	30

MARCH						
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					1	2
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24	25	26	27	28	29	30
31						
JUNE						
S	M	T	W	T	F	S
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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						
SEPTEMBER						
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					
DECEMBER						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Short-Term Incentive Pay (STIP) Plan

What is the Short-Term Incentive Pay (STIP) Plan?

The STIP plan gives Citizens the opportunity to reward all employees for outstanding team performance by using a Balanced Scorecard Approach. Citizens' 2024 fiscal year runs October 1st through September 30th. The 2024 STIP Plan includes a financial trigger and four performance components - Customer Satisfaction, Employee Engagement, Financial Integrity, and Performance Excellence. No one measure is more important, and each component counts for 25% of the total.

For fiscal year 2024, the weighted overall performance rating from the Corporate Accountability Survey has been removed from the Customer Satisfaction component. In its place are Appointment On-Time Rate, Average Daily Bill Exceptions, Gas Non-Excavation Leaks per Mile, and Lead Service Line Replacements. For the Performance Excellence component, the required number of CLASS projects completed has increased, however, points are now allocated on a different scale, with Belt Projects counting for 2 points and Just Do It Projects counting for 1.

How are the trigger and performance components defined?

Financial Trigger:

This financial trigger is based on EBITDA (Earnings Before Interest, Taxes, Depreciation and Amortization). This threshold must be met before any Incentive is paid to employees. For 2024, EBITDA must exceed \$430 million for STIP to be paid out. The STIP plan expenses are excluded from the formula, so the payout on the STIP plan will not cause us to miss the EBITDA target.

Performance Components:

Customer Satisfaction (25%)

Customer Satisfaction is measured by the outcome of our Customer Relationship Model (CRM) survey. This is a random survey that encompasses feedback from our residential and commercial customers. The survey is a key driver model and identifies Billing, Rates, and Services as the primary elements that drive Customer satisfaction at Citizens. These customers may or may not have called the call center. Ease of Use and Reliability have been identified as key sub-drivers of Customer satisfaction. The measures are On-Time Customer Appointments, Bill Exceptions, Non-Excavation Gas Leaks, and Lead Service Line Replacements.

CRM Element	Threshold	Target	Outstanding
Bill (5%)	76.2	79.4	82.5
Rates (2.5%)	56.5	58.6	60.6
Services (5%)	76.6	80.1	83.5

	Threshold	Target	Outstanding
Appointment On-Time Rate (3.125%)	91.5%	92.5%	93.5%
Average Daily Bill Exceptions (3.125%)	3200	2300	1400

	Threshold	Target	Outstanding
Gas Non-Excavation Leaks per Mile (3.125%)	0.062	0.054	0.042
Lead Service Line Replacements (3.125%)	500	600	700

Short-Term Incentive Pay (STIP) Plan (con't)

Performance Components (con't):

Employee Engagement (25%)

Safety performance is measured by DART Rate calculations (Days Away, Restricted, or Transferred due to recordable safety incidents) and chargeable company vehicle accidents. Employee Engagement in safe practices is the responsibility of all employees, regardless of the nature of their work. All employees are expected to identify and call out unsafe practices or conditions in any area of the company, not only their assigned work area. Safety Outstanding Trigger: To receive above a 100% payout in any area, that area must have an average annual attendance at safety meetings above 80%.

DART	Threshold	Target	Outstanding
Company Wide (6.25%)	2.25	1.8	1.35

Operational Area (6.25%)	Threshold	Target	Outstanding
CSS	2.25	1.8	1.35
Energy	2.25	1.8	1.35
SFS	2.25	1.8	1.35
Water	2.25	1.8	1.35
Wastewater	2.25	1.8	1.35

VEHICLE ACCIDENTS	Threshold	Target	Outstanding
Company Wide (6.25 %)	4	3	2

Operational Area (6.25 %)	Threshold	Target	Outstanding
CSS	4	3	2
Energy	4	3	2
SFS	4	3	2
Water	4	3	2
Wastewater	4	3	2

Short-Term Incentive Pay (STIP) Plan (con't)

Performance Components (con't):

Financial Integrity (25%)

Financial integrity ensures we (1) can be there for our beneficiaries for the long-term and (2) can maintain the lowest possible rates for our customers. To achieve this, we must, among other things, maintain a cost-conscious culture despite external challenges to our Operations and Maintenance (O&M) cost structure. O&M includes everyday activities such as working efficiently, first contact resolution, purchasing of products or credit card expenses, and living a healthy lifestyle to mitigate rising health care costs, just to name a few. Each employee can positively impact O&M.

O & M	Threshold	Target	Outstanding
	\$313 million	\$304 million	\$298 million

Performance Excellence (25%)

Utilizing Citizens Lean and Six Sigma (CLASS) principles is critical to providing safe, reliable, and quality services to our customers. Through the emphasis and continued growth of Citizens' Continuous Improvement culture, employees are empowered to improve our processes, services, and themselves to deliver measurable benefits impacting customer satisfaction, cost containment, safety, and day-to-day engagement of employees. Points: Belt Projects = 2 points and Just Do It Projects = 1 Point

CLASS Projects Completed	Threshold	Target	Outstanding
	80	90	100

Other key notes regarding STIP:

- The financial trigger and cost containment components are subject to external audit, which is not typically completed until the second week of December. Therefore, the payout of STIP is typically in the middle of December.
- Part-time employees are paid based on the number of hours worked.
- STIP payouts are prorated based on the employee start date, if hired during fiscal year 2024.
- Active employees must be on the payroll September 30, 2024, to receive a STIP payout.
- Employees in Suspense Status, per the long-term disability policy as of September 30th, are not eligible for payout.



Welcome to the neighborhood!

Energy Plus Credit Union is proud to extend our account services to you as a new employee of Citizens Energy Group. As your credit union we offer a wide array of financial services to meet all of your banking needs and help save you time and money!

EPCU offers:

- Low Auto Loan Rates & Flexible Terms (as low as 2.50% APR*)
- A convenient mobile application if iPhone and Android Users
- Checking Accounts with no minimum balance requirements
- FREE Online Banking & Bill Pay
- Access to over 35,000 FREE ATM's
- Additional branch locations thru the Shared Branching Program**
- Personal Loans, Lines of Credit, & Visa Credit Card Options
- Free Notary Public Services
- And so much more!

Stop in to one of our two Indianapolis branches today to get signed up or apply online!

Citizens Energy Group Branch
2020 N Meridian St.
317.261.6405

Morris St. Branch
1230 W Morris St.
317.261.8521

www.energypluscu.org

*APR= Annual Percentage Rate. Rate shown includes discounts for risk based and relationship pricing. Rate subject to change based on board approval. As low as rate shown at press time.

**Shared Branching is a program that allows EPCU members to visit other credit unions and conduct regular account transactions for free. For a full list of locations visit the EPCU website and click on the Shared Branching Link.

United Way of Central Indiana

Citizens Energy Group partners with United Way of Central Indiana as they work to identify and address the gaps found in the services provided to our neighbors. United Way of Central Indiana fights for the education, financial stability, health and basic needs of everyone in our community.

You're invited to join us in this fight as we continue to address our community's most critical issues. As a Citizens' employee, you can look forward to participating in several activities that raise awareness and funds for United Way of Central Indiana, including our United Way Campaign Week. If you're interested in giving, Citizens Energy Group offers a payroll deduction program that easily allows you to specify an amount to be deducted from your paycheck each pay period during our United Way campaign week. Citizens matches donations from its employees 1:1, so the impact of your gift will be doubled!

Please visit United Way's website at uwci.org for additional details on how you can give the gift of giving back or to donate today.



**United Way
of Central Indiana**

UWCI.org

Serving Boone, Hamilton, Hancock,
Hendricks, Marion and Morgan counties

Give

Your gift to the community you love can help clear the path to self-sufficiency for our friends, neighbors and family members.

Advocate

Your story is our story. That's why we advocate for public policy positions that support the work we all care about.

Volunteer

Your time can be spent in fun, meaningful ways that ultimately improve the life and health of our entire community.

What is the Warm Heart Warm Home Foundation?

In 1993, Citizens Energy Group created the Warm Heart Warm Home™ Foundation. The primary purpose for creating the foundation was to set up a utility fund for Citizens' customers experiencing a temporary or continuing economic crisis. A crisis which is preventing them from paying their utility bill or being able to repair or replace a broken utility line or major appliance.

The foundation serves as an umbrella over our community outreach efforts. The focus of the foundation is to provide financial grants, utility line/appliance repair/replacement, energy management education, and case management to individuals and families experiencing short and long term economic hardship.



Why is Warm Heart Warm Home

important to Citizens Energy Group?

Citizens provides essential services that make a house a home. Without water, sewer and heat, a house is at best just a temporary shelter. Addressing affordability issues continues to be an important focus for all of us here at Citizens.

We work to improve processes and services to lower costs, but sometimes that is not enough and a customer is faced with having to make difficult choices. Our goal for Warm Heart Warm Home Foundation is to help individuals and families by identifying a path to get them through those difficult situations.



Where do the funds for Warm Heart Warm Home come from?

The funds come from contributions by Citizens, our customers, our employees and others who are supportive of the assistance provided by Warm Heart Warm Home. One-hundred percent of every dollar donated goes to assist those in need. The administration of the Warm Heart Warm Home is provided by Citizens employees donating their own time.

How can employees contribute to Warm Heart Warm Home?

There are three easy ways employees can give; by signing up through payroll deduction; making a one-time/periodic donations via a credit card through Paypal on iTrust; and for those employees who are also customers by participating in bill round-up on your Citizens Energy Group Bill. For additional information, please visit iTrust.

<https://www.citizensenergygroup.com/My-Home/Utility-Services/Warm-Heart-Warm-Home>

Citizens Energy Group Company Store

Employees can purchase Citizens logo items from our online company store. There are a variety of options, sizes and colors to choose from. Shipping is fast and easy. Employees may access the online store through iTrust.

<https://www.companypromostore.com/stores/citizensenergy>

citizens energy group Categories ▾ Help ▾ View Cart Checkout Store Login

Welcome To The Citizens Energy Group Merchandise Store

Search: [Go](#) [Advanced Search](#)

Categories

- Accessories
- Headwear
- Ladies'
- Men's

Help

- Contact Us
- Shipping Rates
- Size Chart
- Security Information

Ladies'

Men's

Headwear

?
CONTACT US!

FAQ's

Your Cart
🛒 Cart is empty

- View Cart
- Proceed to Checkout
- Order History

Manage Direct Deposit in Oracle EBS

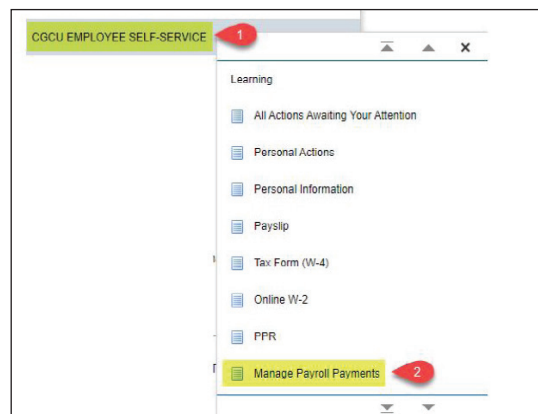
Log into Oracle EBS

Click in the Menu Bar (top left)

Select CGCU Employee Self Service

Select Manage Payroll Payments

PLEASE NOTE: If making a direct deposit change during a payroll week, the effective date of the change **MUST** be after the payroll paid date. For example: Most pay dates are on Thursdays, the effective date of change would be the Friday following the Thursday pay date.



Adding Deposit Payment

Follow these steps when adding a NEW account for your payroll direct deposit:

- Click Add Deposit Payment
- Amount Type: Click the Drop-down icon to make your selection (Percentage or Amount)
- Amount: Enter a percentage or a dollar amount (depending on your Amount Type selection)
- Account Name: Enter **employee's** full name (even if you are not the account holder)
 - *Employee's full name is required in the event there is an issue with the direct deposit entry*
- Account Type: Select Checking or Savings
- Account Number: Enter account number
- Transit Code: Enter the Banking Institution's routing/transit number
- Bank Name: Enter the Bank name
- Bank Branch: Enter the City where the bank resides
- Click Apply - the system will redirect you back to the Manage Payroll Payments page
 - *Review the information you entered for your new direct deposit. If you need to make an adjustment block the yellow Update pencil for changes.*
 - *Please note: You will receive a live check for one or two payrolls after creating the new bank account.*

Change / Delete Direct Deposit Accounts

To delete an existing account:

- Click the "blue" trash can (far right) to delete the account.
- After deleting the account, you may need to add a new account or adjust an existing account to ensure 100% of funds are being distributed.
- Click Continue (top right)
- Review the Proposed changes and verify everything is correct
- Click Submit - A confirmation page will appear stating changes have been applied.
- Click Home to close out (far right side of screen)

To delete an existing account:

- Click the Yellow pencil to update the account
- Make changes to the account
- Click Apply, then click Continue
- Review the Proposed changes
- Click Submit - A Confirmation page will appear stating changes have been applied.
- Click Home to close out (far right)



GET INVOLVED

MYWORKPLACE IS YOUR PERSONAL 24-HOUR INCIDENT REPORTING SYSTEM. THIS CONFIDENTIAL AND ANONYMOUS TOOL MAKES IT EASY TO REPORT WORKPLACE INCIDENTS.

Report workplace incidents, such as:

- Accounting Irregularities
- Substance Abuse
- Unfair Labor Practices
- Harassment
- Mistreatment
- Mismanagement
- Fraud
- Theft
- Industrial Accidents
- Threats of Violence
- Discrimination
- Unsafe Work Conditions
- Ethics Violations

Confidential 24/7 Access!

CitizensEnergyGroup.com/MyWorkplace
1-800-461-9330

This service is not an emergency hotline. In the event of a life-threatening emergency, call local authorities immediately.

Use MyWorkplace Today!

- Anonymous
- Easy to Use
- Always Accessible
- Confidential
- Fast
- Free

New Employee To-Do List

New Employee Resource Guide 2024

New Employee To-Do List

Benefits

Register or waive benefits within the first 30 days of employment through B-Swift (ceg.bswift.com)

Complete health screening with Wellness Coordinator within the first 30 days of employment (if hired after May 31st)

Register for Health Savings Account (HSA) chard-snyder.com (if enrolled in health care benefits)

Finances

Set up 401k through Fidelity (www.netbenefits.com) at anytime.

Set up Direct Deposit and Tax Information in Oracle EBS within the first week of employment.

Human Resources (317-927-4367)

Complete New Hire/On-Boarding surveys (emailed after 30, 90, and 180 days of employment)

IT (317-927-4753)

Set up your voicemail

Sign up for Emergency Text Notifications

Set up Teams

Training

Complete Citizens Ambassador eCourse

Complete CLASS General Awareness Training

Complete monthly Safety Training

Complete Diversity Training 101

Complete Compliance Learning

Complete Promise of the Trust

References

Trustwide Policies

Job Description

New Employee Resource Guide (<https://info.citizensenergygroup.com/onboarding/full-time>)



2020 North Meridian Street
Indianapolis, Indiana 46202

CitizensEnergyGroup.com