



2020 North Meridian St. | Indianapolis, IN | 46202

CitizensEnergyGroup.com

## Creditworthiness as defined by the Indiana Utility Regulatory Commission -Indiana Administrative Code

Gas: 170 IAC 5-1-15 Creditworthiness of customer; deposit; refund

Water: 170 IAC 6-1-15 Creditworthiness of customer; deposit; refund

Sewer: 170 IAC 8.5-2-3 Deposit to ensure payment of bill

Each new applicant for residential service shall be deemed creditworthy and shall not be required to make a cash deposit as a condition of receiving service if the applicant satisfies the following criteria:

- (1) If the applicant has been a customer of any utility within the last two (2) years, the applicant:
  - (A) owes no outstanding bills for service rendered within the past four (4) years by any such utility;
  - (B) during the last twelve (12) consecutive months that the service was provided, did not have more than two (2) bills that were delinquent to any utility or, if service was rendered for a period for less than twelve (12) months, did not have more than one (1) delinquent bill in such period; and
  - (C) within the last two (2) years did not have a service disconnected by a utility for nonpayment of a bill for services rendered by that utility.

Citizens Energy Group will accept a dated letter for the former utility, on the utility's letterhead, affirming (A), (B), and (C) above.

- (2) If the applicant has not been a customer of a utility during the previous two (2) years, any two (2) of the following criteria are met:

- (A) The applicant either:
  - (i) has been employed by his or her present employer for two (2) years;
  - (ii) has been employed by his or her present employer for less than two (2) years, but has been employed by only one (1) other employer during the past two (2) years; or
  - (iii) has been employed by the present employer for less than two (2) years and has no previous employment due to recently:
    - (AA) graduating from a school, university, or vocational program; or
    - (BB) being discharged from military service.

Citizens Energy Group will accept a dated letter from the employer(s) with employment dates on company letterhead, check stubs from the appropriate time period, college or vocational school transcripts, and military discharge papers.

- (B) The applicant either:
  - (i) owns or is buying his or her home; or
  - (ii) is renting a home or an apartment and has occupied the premises for more than two (2) years.

Citizens Energy Group will accept a copy of purchase papers or a lease.

- (C) The applicant has credit cards, charge accounts, or has been extended credit by a bank or commercial concern unless a credit check shows that the applicant has been in default on any such account more than twice within the last twelve (12) months.

Citizens Energy Group will accept a credit report produced no more than 30 days ago from Equifax, Experian, or TransUnion.

You may send your documentation, along with the account number you were provided via one of the three methods below:

1. Scan and email documents to [RRequest@CitizensEnergyGroup.com](mailto:RRequest@CitizensEnergyGroup.com)
2. Fax the documents to Revenue Assurance at 317-927-4567
3. Mail them to Citizens Energy Group, Attention Revenue Assurance at 2020 N Meridian St, Indianapolis, IN 46202.

**Please do not send original documents as they will not be returned. Include your Citizens Energy Group account number with your documents.**

Once received, the documents will be reviewed within five business days to determine if creditworthiness has been met according to the Indiana Administrative Code (IAC). You will receive a letter with the results after the review has been completed. If you meet the IAC definition of creditworthiness, any deposit you paid will be applied back to your account.

Sincerely,

Revenue Assurance