

Safety



Smoke Detectors Save Lives

Citizens Energy Group recommends every home have at least one dual sensor smoke alarm with a 10-year lithium battery on each level of their home. Dual sensor alarms include both

ionization and photoelectric technology to detect both fast-moving and slow smoldering fires in the home. Smoke alarm batteries should be checked regularly. The utility also urges all customers to have an evacuation plan for their home in the event of a fire. More information about smoke alarms is available from the U.S. Fire Administration at www.usfa.dhs.gov.

Call Before You Dig

If you are planning to dig a hole, tear down a building or engage in any other earth moving activity, Indiana law requires you to call 811, at least two full days before you dig. We will show you or your contractor where utility lines are located and help you avoid any problems. Cutting a buried utility line can be dangerous, costly and inconvenient. So, know what's below. Call 811 or visit www.indiana811.org before you dig.

Convenient Billing and Payment Options

Citizens Energy Group offers several billing and payment options, including online payments, to meet customer needs and help take the hassle out of paying bills.



Auto Pay

Your total monthly utility bill or budget payment is deducted from your checking or savings account on the due date of your bill. You will still receive a monthly bill. Enroll online today at CitizensEnergyGroup.com.

Budget Payment Plan

When you join the Citizens Energy Group Budget Payment Plan, you can pay the same amount each month to help spread out the cost of your utility services into equal monthly payments. Visit CitizensEnergyGroup.com or call (317) 924-3311 to determine eligibility.

Citizens Paperless Billing

Sign up for Paperless Billing and go paperless! Rather than receiving a bill in the mail, Citizens will send you an email each month when your utility bill is ready to be viewed. This service is free to use. Enroll online at CitizensEnergyGroup.com or call (317) 924-3311.

Duplicate Notice Protection for Senior Citizens

Citizens Energy Group will send notification to a third party you designate if a bill is overdue. The third party would not be responsible for paying the bill, just for reminding you that it is due. Simply give us a call at (317) 924-3311 and let us know you want to sign up for this service.



Easy Pay

You can make a one-time payment from your checking account using Citizens EasyPay. This service is free to use. You can pay online at CitizensEnergyGroup.com or call (317) 924-3310 to use our automated EasyPay service.

Flexible Payment Arrangements

If you have difficulty paying your bill, Citizens Energy Group may be able to work with you to make payment arrangements. Visit CitizensEnergyGroup.com or call (317) 924-3311 to speak with one of our Customer Service Representatives.

Large Print and Braille Billing

Sight-impaired customers may request a large print or Braille bill. Call (317) 924-3311 to start receiving a Large Print or Braille Bill.

Pay By Mail

You can mail your payment to:
Citizens Energy Group
P.O. Box 7056
Indianapolis, IN 46207-7056

Pay By Credit Card

Call (317) 924-3310 to pay by credit or debit/ATM card. Please have your Citizens Energy Group account number and payment information ready. Visa, MasterCard or Discover Cards are accepted.

Pay In Person

You may pay your bill at any authorized payment locations located in and around Marion County. Payment locations are available on our website at CitizensEnergyGroup.com. A transaction fee may apply to these services.

Pay Online at CitizensEnergyGroup.com

Log on to CitizensEnergyGroup.com to pay your bill with your checking account, credit or debit/ATM card 24 hours a day.

Service or Bill Inquiries

If you have questions or concerns about your utility bill, please call us at (317) 924-3311 or email us at CustomerCare@citizensenergygroup.com. During a bill investigation, you are required to pay the undisputed portion of your bill.

You may also contact the Indiana Utility Regulatory Commission to review your concern:

Indiana Utility Regulatory Commission
PNC Center
101 W. Washington Street
Suite 1500
Indianapolis, IN 46204
Phone: 232-2701
TDD: 232-8556

About Citizens Energy Group

Citizens Energy Group is a Public Charitable Trust providing safe and reliable utility services to about 800,000 people and thousands of businesses in Central Indiana. The Public Charitable Trust means its utilities are managed only for the benefit of customers and the community. Additional information is available online at CitizensEnergyGroup.com.
Facebook - [CitizensEnergyGroup](https://www.facebook.com/CitizensEnergyGroup)
Twitter@[CitizensEnergy](https://twitter.com/CitizensEnergy)
YouTube - [Citizens Energy Group](https://www.youtube.com/CitizensEnergyGroup)



Para obtener información en español visite:
CitizensEnergyGroup.com



Rights and Responsibilities for Residential Customers



Valued Citizens Energy Group Customer:

Citizens Energy Group (Citizens, the Company or the Trust), operates as a Public Charitable Trust and exists to serve customers and the community. Below is important information about your rights and responsibilities as a customer.



Citizens Energy Group

Customer Service Information

Monday – Friday: 7:00 a.m. – 7:00 p.m.

Saturday: 9:00 a.m. – 1:00 p.m.

Local: (317) 924-3311

Toll-Free: (800) 427-4217

Fax: (317) 927- 4554

Relay Indiana (Hearing and Speech Impaired): 711

Emergencies and automated account information 24

hours a day, 7 days a week

Mailing Address

Citizens Energy Group

P.O. Box 7056

Indianapolis, IN 46207-7056

Applying for New Service

For new applicants who have not been a customer of Citizens Energy Group during the previous four years, a deposit may be required to establish service.

- If the applicant is not deemed creditworthy a deposit may be necessary. The deposit will be no more than one-sixth of the estimated cost of each utility service for your home for a full year.
- If the deposit is \$150 or less for gas service, \$25.00 or less for water service and \$25.00 or less for sewer service, we will connect utility service(s) when we receive your deposit payment. If the deposit for service is more than \$150 for gas service, \$25.00 for water service and \$25.00 for sewer service, payments can be spread over a 12-week period. The first installment of your deposit payment will be \$150.00 for gas service, \$25.00 for water service and \$25.00 for sewer service. Utility service(s) will be connected when we receive the first installment.

Disconnection of Service

To request a voluntary disconnection of utility service(s) for any reason, please arrange for service disconnection by calling at least three business days in advance. You will remain responsible for all service(s) used and the related charges until we

disconnect your service(s). You will not be responsible for usage charges beyond three days after the date you request service(s) disconnected.

Citizens Energy Group may disconnect your service without prior notice for the following reasons:

- A condition dangerous or hazardous to life, physical safety or property exists, including unapproved cross-connection (water).
- An order by any court, the IURC or other authorized public authority.
- Fraudulent or unauthorized use is detected and the utility has reasonable grounds to believe the affected customer is responsible for such use.
- The utility's regulating or measuring equipment has been tampered with and the utility has reasonable grounds to believe that the affected customer is responsible for such tampering.

Reconnection of Service

If your utility service(s) has been disconnected for non-payment, you must complete the following steps before service can be restored:

- Pay full amount of all bills owed.
- Pay any required deposits, which can be up to one-third the annual estimated cost for gas usage, one-sixth of the annual estimated cost for water usage and one-sixth of sewer usage for your home.
- Pay any required reconnection charge.

If payment is received before noon, service will be restored as soon as possible, but at least within one working day. If payment is received after noon, service will be restored the following business day.

Deposits

Deposits held for more than 30 days will earn interest at a rate set by the Indiana Utility Regulatory Commission (IURC). Citizens Energy Group will apply your deposit and any earned interest to your account when you pay your water and/or wastewater bill on time for nine consecutive months, or 10 out of 12 months without late payment in any two consecutive months. For gas service, the deposit and any earned interest will be applied to your account when you pay your bill on time for 12 consecutive months or 12 of any 15 consecutive months without late payment in any two consecutive months.

Unauthorized Use of Service

You are not permitted to connect or reconnect service yourself, or employ any person to do so, without our prior authorization. The water service provided to you by Citizens Energy Group is for your use only and you cannot sell water to anyone without the prior agreement of Citizens.



Stealing natural gas is a dangerous crime. It is also unsafe and may cause serious personal injury to the thief and surrounding neighbors.

Stealing utility service by tampering with a meter is considered a felony

and will be prosecuted. Furthermore, utility theft increases the costs for all of us.

If you observe someone stealing natural gas or water service, please call our special hotline at (317) 927-4402, or visit CitizensEnergyGroup.com/My-Home/Safety/Report-Service-Theft. Your contact remains completely confidential.

Leaks

Gas Leaks

Citizens Energy Group adds a distinctive smell (like rotten eggs) to natural gas so that you can easily detect a leak. If gas is in high enough concentration, an electric spark could ignite the gas. If you hear, see or smell gas, follow these steps:

- Leave the home/building immediately.
- Do not open windows or doors to allow fresh air into your house.
- Do not use the telephone.
- Do not turn lights on or off.
- Do not light matches.
- Do not turn any electrical appliances on or off.
- Call Citizens Energy Group at **(317) 924-3311** for emergency service from the nearest phone outside your home. Citizens will immediately dispatch a service technician. **There is no charge for calling the utility company to check for a gas leak.** Citizens Energy Group is available to immediately respond 24 hours per day, 365 days per year.

Water Leaks

Turn-Off Valve – Water Only

Know where the turn-off valve is within your home. If you discover a leak, you will be able to shut off your water quickly and avoid possible damage to your property.

Meters

Citizens Energy Group meters are thoroughly tested, inspected and adjusted for accuracy before we install them. A portion of meters currently in service are tested annually and monitored by the IURC.



Most water meters are located in a covered meter pit outside of your home. In the case of meters located inside the home, Citizens Energy Group rules require that they be located in a clean, dry, safe place. All meters, both inside and outside, must be accessible at all times for reading, inspection and removal for testing. If you fail to provide access to the meter, including limitations imposed, for example, by fencing and/or unrestrained animals, Citizens Energy Group may disconnect your service.

Our meter readers carry identification and wear Citizens Energy Group uniforms, but if you have any concerns, please contact us.



Your Responsibility and Ours

Water

You are responsible for the water service line or "pipe" from the property line into your home, including any outside meter pit, and are responsible for repairing any leaks on your portion of this service line.

Citizens Energy Group is responsible only for that portion of the service line from the water main to the public right-of-way and owns and is responsible for the meter itself. You own and must purchase, install, remove and safely maintain all meter pits, covers and other materials in and around the pit.

Gas

You are responsible for the maintenance of all gas piping from the gas meter to all gas appliances. Gas piping shall not penetrate building foundation walls at any point below grade. Gas Piping shall enter and exit a building at a point above grade and the annular space between the pipe and the wall shall be sealed. Buried gas piping, which is not maintained, is subject to potential hazards of corrosion and leakage. For your safety, all buried gas piping should be periodically inspected for leaks. If an unsafe condition is found, the gas piping will need to be promptly repaired. When digging near buried gas piping, the piping must be located in advance and digging should be done by hand. Plumbing and heating contractors can assist in locating, inspecting and repairing your buried pipelines.