

Commitment to Sustainability

Environment

Business

Community

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What is the Commitment to Sustainability?

- **Nothing new** – City leaders envisioned that Citizens would protect the financial and natural resources entrusted to us when the Public Charitable Trust was formed in 1887
- **Supported by our Mission Statement**
 - We provide safe, reliable energy services to our customers, while being good stewards of the environment.
 - We maintain the lowest possible rates with sound financial management.
 - We build and renew our businesses to remain competitive, add value, and create the greatest long-term benefit for our customers and communities.

Sustainability Statement for Citizens Energy Group

- **Innovation** – We are being innovative and creative as we seek solutions or approaches to our business and environmental issues and opportunities, taking a proactive, analytical and long-term view.
- **Viability** – We are making responsible investments in our businesses to support their long-term viability.
- **Education** – We are strong advocates for environmental education and communication to support the development of a sustainability ethic in our community.

SUSTAINABILITY

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SUSTAINABLE ENVIRONMENT

- Conservation / wise use of resources
- Beneficial reuse of byproducts
- Consumer education
- Adequate supply of resources

SUSTAINABLE BUSINESSES

- Unparalleled Customer Service
- Operational Excellence
- Safe & Reliable Products and Services
- Competitive Rates and Costs

SUSTAINABLE COMMUNITY

- Quality of Life
- Safe Neighborhoods
- Economic Development
- Affordability of Life

Commitment Focus Areas

- Reduce Energy Use
- Reduce Waste
- Increase Reuse
- Foster Employee Commitment to Sustainability
- Become a Principle Player in Sustainability in our Community

Commitment: Reduce Energy Use

- Citizens will seek innovative ways to reduce energy consumption and increase the use of renewable energy at our facilities. We will complete energy audits at our facilities to identify cost-effective opportunities to reduce consumption and cost, and publish energy consumption data for our employees to strengthen the awareness of the energy demands of our businesses.
 - 2020 North Meridian recognized by EPA as an *Energy Star* rated building in 2012

Commitment: Reduce Waste

- Citizens will increase the beneficial reuse of the byproducts produced at our drinking water and wastewater treatment plants in order to reduce the volume of wastes managed at landfills. Citizens will also promote other recycling and waste reduction opportunities within our operations and the community.

Commitment: Increase Reuse

- Citizens will implement projects to increase the availability of renewable energy in Central Indiana and purchase renewable energy for our businesses. In addition, Citizens will implement projects to better use the water resources available to us through aquifer recharge projects and recycled water alternatives for commercial and industrial customers.

Commitment: Foster Employee Commitment to Sustainability

- Citizens will engage our employees in the Commitment to Sustainability by providing educational and volunteer opportunities intended to strengthen the connection for our employees to the communities we serve.
 - White River Clean-up
 - Earth Day Celebrations
 - Habitat for Humanity volunteers
 - United Way agency volunteers

Commitment: Become a Principal Player in Sustainability in our Community

- Citizens will maintain a productive dialogue with all stakeholders and will be a leading proponent and player in promoting sustainability initiatives.
 - “Go Paperless. Go Green” campaign to enroll customers in e-billing launched on November 12th
 - Septic Tank Elimination Program (STEP) investing in the infrastructure to improve water quality by eliminating failing systems

Sustainability and Strategic Planning

- Use the *Commitment to Sustainability* as an additional filter when identifying strategic objectives and initiatives to support the organizational WIGs
 - Seek opportunities to support the Commitment with project evaluation and deployment
 - Use filter to ensure that customers will see the business benefits

Sustainability and the Community

- Citizens' inaugural **Sustainability Report** released to the community in October 2013
 - Delivered report to key community leaders on a flash drive
 - Promoted Sustainability page at www.CitizensEnergyGroup.com and video on social media channels
 - Distributed Sustainability Factsheet at community events and meetings

SUSTAINABILITY VIDEO

Questions?

More information at www.CitizensEnergyGroup.com/Sustainability

