



A member of Citizens Energy Group

Citizens Water Customer Rights and Responsibilities

Citizens Water

Customer Service & Water Quality 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) 263-6486

TDD: (317) 263-6308

Emergencies and electronic account information 24 hours a day, 7 days a week

Mailing Address

Citizens Energy Group

P.O. Box 7056

Indianapolis, IN 46207-7056

Requesting Water Service

Please call us at (317) 924-3311 or toll-free at (800) 427-4217 during regular business hours, at least three days before you need service.

Turning On Your Water Service

We would prefer you be home when we turn on your water service. However, with your verbal OK, we can turn it on even if you're not present. 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 Water is for your use only and you cannot sell water to anyone without the prior agreement of Citizens Water.

Deposits

Citizens Water does not generally require a deposit to receive water service. A deposit will be required if you receive disconnect notices for two consecutive months of nonpayment, if you have received disconnect notices in any three of the last 12 months, or if you are disconnected for nonpayment.

If we hold your deposit for more than 12 months, we will pay interest on the deposit at the rate prescribed by the Indiana Utility Regulatory Commission (IURC). Your deposit plus any interest will be applied to your next water bill upon satisfactory payment for a period of either nine consecutive months or 10 out of 12 consecutive months, unless there were late payments in any two consecutive months, or if you can demonstrate creditworthiness consistent with Citizens Energy Group rules. Otherwise we will apply your deposit, plus any accrued interest, to your unpaid balance upon termination of your service. The excess, if any, of the deposit and interest over the unpaid balance will be returned to you.

Meter Access

Most water meters are located in a covered meter pit outside of your home or business. In the case of meters located inside the home, Citizens Water 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 Water may disconnect your service. If you fail to provide access to your meter for twelve consecutive months, we will require the installation of a remote meter reading device. Our meter readers will have identification and be wearing uniforms, but if you have any concerns, please call Citizens Water customer service.

Water Bills

Your water bill includes a fixed base charge and a water consumption charge. The fixed base charge depends upon the size of your water meter. The consumption charge is based upon the amount of water you used during the billing period. Visit www.CitizensEnergyGroup.com for applicable rate schedules or call (317) 924-3311 or toll-free at (800) 427-4217 to request a copy.

Water service is billed on a monthly basis. Water meters are normally read every other month, unless you request regular monthly readings at the currently-approved charge. There may be times when we cannot read your meter due to inclement weather, problems accessing your meter or for other situations beyond our control. During months when your meter is not read, your bill will be estimated, based upon an IURC-approved estimating logic.

The next time we read your meter, your bill will be calculated using average consumption since the last actual reading date. If your meter has never been read, we'll calculate the average usage from the date water started flowing through the meter. All charges will be at the current IURC approved rates and will include credits for the amount paid on estimated bills.

Bills that remain unpaid for more than 17 days following the bill mailing are considered delinquent and an IURC-approved late payment charge will be added to your bill.

Convenient Payment Options

Automatic Bank Deduction

Your total monthly water bill is deducted from your checking account on the due date of your bill. You will still receive a monthly bill in the mail. Call (317) 924-3311, toll free (800) 427-4217 or visit www.CitizensEnergyGroup.com for a debiting form.

By Mail

You can mail your payment to:

Citizens Water
P.O. Box 1990
Indianapolis, IN 46206

Citizens Water Drive-Up Drop Box

You may drop off your payment at the 24-hour payment depository conveniently located at the front exit drive of the Citizens Water headquarters at 1220 Waterway Blvd, Indianapolis, IN 46202. You may also drop your payment at the 24-hour payment depository at Citizens Energy Group headquarters at 2020 N Meridian St., Indianapolis, IN 46202. There is no fee for this service. Please do not put cash in the drop box.

Pay Online at www.CitizensEnergyGroup.com

Log on to www.CitizensEnergyGroup.com to pay your bill with your checking account or credit card 24 hours a day. **Transaction fee applies to this service.*

Pay Online Through Your Bank

See your bank for details.

Pay By Phone

Call (317) 924-3311 to pay by check or credit card. Please have your account number and payment information ready. Visa, Mastercard or Discover Cards are accepted. **Transaction fee applies to this service.*

Pay In Person

You may pay your bill at any authorized payment location located around Marion County, including Ace Cash Express and Marsh Supermarkets. **A transaction fee may apply to these services.*

You may also pay your bill in person at the Indianapolis Power & Light office at 2102 N. Illinois St. or at Citizens Energy Group headquarters at 2020 N. Meridian St.

Billing Adjustments

In the event that your service is interrupted through no fault of your own, and remains interrupted for more than two days after being reported or found to be out of order, appropriate adjustments or refunds will be made. All other billing errors, including incorrect tariff applications, may be adjusted to the known date of error or for a period of one year, whichever is shorter.

Leaks

Citizens Water can adjust unusually high bills that are the result of underground service pipe leaks or leaks in crawl spaces or concrete floors. In the event of such a leak, Citizens Water will inspect the property to determine the cause of the leak. Citizens Water will adjust 75 percent of the estimated wasted water charges from the date the leak began to the date of repair. This adjustment period cannot exceed two regular meter reading periods unless extended by missed meter readings. The amount of wasted water, or excess consumption, will be estimated by reviewing your account history and determining your normal water usage.

In the event of a hidden leak on your property, Citizens Water can adjust your bill for 50 percent of the charge for wasted water. The adjustment period for hidden leaks cannot exceed one regular meter reading period unless extended by missed meter readings. The adjustment will be considered only one time per customer, per address. Also, the following conditions must be met in order to qualify for the adjustment:

- Water consumption is at least double normal usage.
- Consumption is at least 2,000 cubic feet more than normal usage.
- Total consumption for the reading period exceeds 2,800 cubic feet.
- Circumstances indicate that a leak exists or had existed.
- The leak was hidden from open view, including toilet leaks and other concealed plumbing leaks.
- Repairs have been made.

An adjustment will only be given after the leak has been repaired and it has been inspected by Citizens Water to determine that repairs have been made properly.

Disconnecting Water Service at Your Request

Please call us three business days prior to the date you need your water service disconnected. You will remain responsible for all water used and the related charges until we disconnect your service. You will not be responsible for usage charges beyond three days after the date you want service disconnected.

Disconnecting Water Service Without Your Request

We may disconnect service without request and without prior notice for the following reasons.

- A condition dangerous or hazardous to life, physical safety or property exists, including unapproved cross-connections.
- An order by any court, the IURC or other authorized public authority.
- Fraudulent or unauthorized water 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.

We may turn off your service in other instances, including for nonpayment of water service.

Disconnection for nonpayment will only occur after we have provided written notice to you seven days prior to the date of disconnection. This notice will provide the reasons for disconnection and include the telephone number of our customer service center if you have any questions.

Disconnection may be postponed if prior to the disconnect date specified in the disconnect notice, the customer provides Citizens Water with a medical statement from a licensed physician or public health official stating that such action would be a serious and immediate threat to the health or safety of a designated person in the household of the residential customer. *Disconnections may also be postponed due to financial hardship, or in the event of an unusually large bill due to an error of Citizens Water, as long as payment arrangements are made.*

Citizens Water will generally disconnect service between the hours of 8:00 a.m. and 3:00 p.m. Requested disconnections and disconnections without prior notice may be made at any time. Disconnections of service for nonpayment will be made on days the utility's office is open to the public and before 12:00 noon on days before the office is closed.

Service Reconnection

If your water service is discontinued because of failure to pay bills, a reconnection fee will be charged on your next bill; however, payment for any necessary excavation work may be required prior to turning your service back on.

We will reconnect your service within one working day of your request provided that the conditions, circumstances or practices which caused the disconnection have been corrected, or payment of all delinquent charges owed the utility by the customer and any deposit has been made. A responsible person must be present in the premises to see that all water outlets are closed to prevent damage from escaping water.

Complaint and Appeal Procedure

You may voice your concerns to us at any time about a bill which is not delinquent, a security deposit, a disconnection notice or any other matter relating to our service. A complaint may be made in person, in writing or by completing a form available from either the IURC or Citizens Water at our business office. Upon receipt of the complaint, Citizens Water will investigate the matter and reply to the customer in writing. The customer may, within seven days of the mailing of this response, request a review by the IURC. Service may not be disconnected until at least ten days after Citizens Water mails its reply, nor less than three days following the mailing date of the Commission's decision, where applicable, provided that the customer pays all current and future undisputed bills and the appropriate portion of any disputed bills.

Responsibility for Water Lines and Water Meters - Your Responsibilities and Ours

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

Meter Tests

If you think that your meter is inaccurate, you may make a written request for us to test it at no charge. After 12 months, you may request a second test. If the second test is requested within 36 months of the prior test and shows that the meter meets the IURC's accuracy standards, you will be required to pay the subsequent testing charge set forth in our rate schedules. You may appeal the results of any meter test to the IURC within five (5) days of the date of our report and request that your meter be tested again, this time under the supervision of an IURC employee. The application to the IURC must be in writing and accompanied by a fee which is determined by the size of the meter to be tested. The fee will be retained by the IURC.

Turn-Off Valve

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

Be Water Wise

Using water wisely can help you save money on your water and sewer bills. Using less water also can reduce your energy bills.

Check for leaky faucets, toilets and spigots on a regular basis. Turn off all the running water in the house and then look at the water meter. If the numbers are moving, you may have a leak.

Conserve water by taking shorter showers, turning the faucet off when brushing your teeth, and running the dishwasher and washing machine only when they're full.

Be prudent with outdoor watering during the summer. If you live at an odd-numbered address, do your outdoor lawn watering or car washing ONLY on odd numbered dates. If you live at an even-numbered address, do your outdoor watering activities ONLY on even numbered dates.

Your lawn needs less water than you might think. Water thoroughly early in the morning to wet the soil to the depth of the deepest root, approximately 2-4", and then don't water again until the grass turns a bluish-green in the heat of the afternoon, or footprints remain after walking on the lawn.

If You Have Any Questions, Concerns or Comments:
Call us at (317) 924-3311 or toll-free at (800) 427-4217.
Log on to www.CitizensEnergyGroup.com.
Fax us at (317) 263-6486.

About Citizens Water

Citizens Water is an integrated water and wastewater utility established in 2011 through the acquisition of the systems from the City of Indianapolis. Citizens Water provides water service to more than 300,000 households in Marion County and the surrounding counties. Citizens Water also supplies water to area communities with their own water utilities including Speedway, Brownsburg, and Lawrence. Citizens Water provides wastewater services to more than 230,000 households in Marion County. It also has wastewater service agreements with Ben Davis Conservancy District, Boone County Utilities, City of Beach Grove, City of Lawrence, City of Greenwood, Hamilton Southeastern Utilities, Inc., and Tri-County Conservancy District.

Citizens Water's rates and policies are governed by the rules, regulations and rate schedules approved by the IURC. Copies of these rules are available upon request. The information provided in this document summarizes your rights and responsibilities as a Citizens Water customer. If you have any questions about your water service or need information regarding rates, please contact Citizens Water customer service at (317) 924-3311 or toll-free at (800) 427-4217, or visit our website at www.CitizensEnergyGroup.com.

Si usted tiene mas preguntas por favor llame al 317.924.3311 para hablar con un representante de habla hispana.