

## Prepare Your Home for Winter



Mother Nature surprised us with freezing temperatures earlier than normal this year. Whether or not this means we're going to be facing another polar vortex, Citizens Energy Group wants to remind all customers of simple, low cost ways to winterize your home.

### Protect Pipes:

- Insulate pipes that are exposed to cold air.
- Make sure the lid on your water meter pit is tightly secured.
- Leave a thin stream of water running when the temperature is below zero.
- Open cabinet doors below sinks to let warm air circulate around pipes.
- Locate your water shut-off valve so you know how to turn water off quickly in case a pipe bursts.

### Heat Responsibly:

- Hire a licensed contractor to inspect your chimney and furnace annually.
- Be mindful that using alternative heating sources incorrectly can be dangerous.
- Install a smoke detector on every level of your house. Check smoke detectors monthly and change batteries every six months.
- If using a space heater, create a three foot safety zone. Keep space heater away from anything flammable like furniture and draperies.
- Don't heat your home with a gas oven. Long-term, continuous use of a natural gas oven can create a buildup of carbon monoxide in your home that can be harmful or even fatal.

## Give the Gift of Warmth

Help brighten someone's holiday by providing the gift of warmth this season. Holiday gift certificates are available through Citizens Energy Group. Call customer service at 924-3311 and receive information on how to make a payment on a recipient's account. Citizens will then send a notice to the recipient on your behalf. There's no better way to spread holiday cheer!



# Changes in Leadership at Citizens Energy Group



Carey Lykins

In September, the Citizens Energy Group Board of Directors announced President & CEO Carey Lykins will retire on June 30, 2015 after nearly 42 years of service to the Public Trust which provides safe and reliable utility services to the Indianapolis area.

The board selected Jeff Harrison to succeed Lykins as President & CEO effective on July 1, 2015. In the interim, Harrison will serve as Executive Vice President & Chief Operating Officer. Harrison has been Senior Vice President, Engineering & Sustainability since January 2013.

"Carey Lykins is a visionary CEO who has led the transformation of Citizens Energy Group into the diverse utility service company our founders envisioned 127 years ago," said Dan Appel, President of the Citizens Board of Directors. "Carey's leadership has been the driving force behind unprecedented growth for the Trust as it has remained an industry leader for customer satisfaction and operational excellence."

Appel added Lykins has also been a visionary leader for the community. "Whether it be serving on the boards of organizations such as Develop Indy and the Indianapolis Chamber of Commerce, or leading successful fundraising campaigns for the United Way's Tocqueville Society and American Heart Association, Carey has always shown a deep commitment to making Indianapolis a better place to live and work."

In 2011, Lykins spearheaded the successful acquisition of the community's water and wastewater utilities by Citizens. Over the past three years, Lykins' leadership has been instrumental in the successful utility integration process that is improving customer service and yielding annual cost savings benefiting customers.

To learn more about Citizens' succession planning, scan this QR code and select the clip titled "Citizens Energy CEO Passing the Baton."



Jeff Harrison

## Citizens Celebrates Veterans

Seventy employee veterans were honored during Citizens' annual Veterans Day Celebration Luncheon. The luncheon took place Friday, November 14 at a Citizens facility. During the celebration the colors were presented by the Indianapolis Fire Department, Marion County Sheriff's Office and Indianapolis Metropolitan Police Department. Citizens employees played an active role

in the celebration. Arish Rountree, Internal Communications Coordinator, sang the National Anthem; Carol Dugan, Corporate Development Analyst and Phil Hinton, Meter Reader, spoke about their past military service. The annual Veterans Day Celebration demonstrates Citizens' continued commitment to diversity and inclusion. To watch speeches from the celebration, scan the QR code.

