

## Enroll in Budget Billing Today

Spring is finally here! Greener grass and bright flowers serve as a daily reminder that winter is over. Customers, however, may still notice higher utility bills from previous winter months. Citizens Energy Group's Budget Plan is in place to help you manage your monthly utility expenses throughout the year. The Budget Plan spreads the cost of your utility services into equal monthly payments, so you'll pay the same amount no matter the season.

Budget Plan enrollment started in March and is available for customers with an account balance in good standing. For additional information and to learn the monthly budget amount for your account, please call Citizens at 924-3311. To sign up for budget billing, scan the QR code and register today.



## Preparing for Spring



What better way to shake off the winter blues than by working in a green garden? Before tackling your outdoor projects, there are a few things Citizens would like you to keep in mind:

**Call Before You Dig:** Even simple jobs like planting a tree or putting in a fence post can be dangerous and costly if an underground utility line is damaged. Natural gas pipelines, water lines, electric power lines, communications lines, and other utility services could be within a few feet of the surface and are not always located near the street. You are required by law to call Indiana 811 or 800-382-5544 at least two

working days before digging on your property. This gives utility companies time to locate and mark all underground lines and pipes. In the event of a damaged, nicked, gouged or scraped gas line at a home or business, you should contact Citizens at 924-3311.

**Test Your Backflow Device:** If you have an irrigation system, this important message pertains to you. Last year, Citizens began a partnership with ArchonSafe, a leading technology-based backflow management firm, to further enhance efforts to protect the public drinking water supply from backflow contamination. Again this year, Citizens will only accept required backflow device test results submitted electronically through the new ArchonSafe web portal or mobile application. All backflow testers must be certified by the Indiana Department of Environmental Management. To learn more about Citizens' backflow device testing program, scan the QR code above.



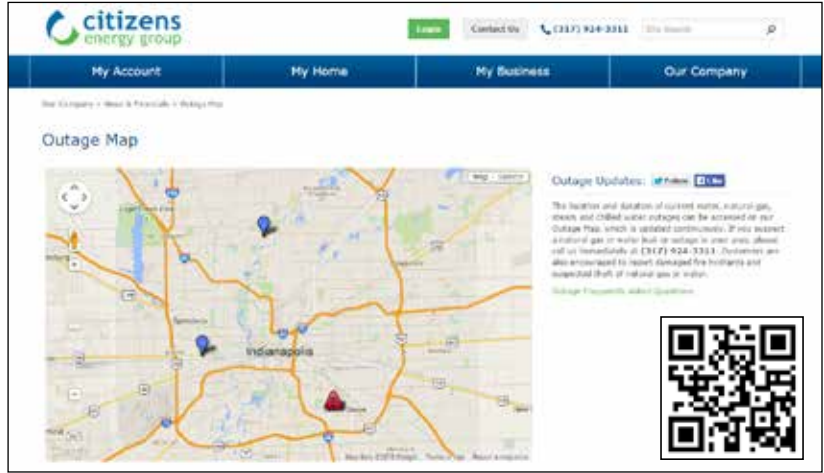
**Know what's below. Call before you dig.**



# Be Informed of Utility Outages in Your Neighborhood

Each year, approximately 700 water mains break. This problem is caused by decades of underinvestment from previous owners, combined with a more than 100-year-old water distribution system. While not nearly as frequent, natural gas mains and steam lines can also occasionally malfunction. When these kind of utility outages happen, Citizens Energy Group wants our customers to be informed.

On Citizens newly-designed website, we have now created an outage notification map. By using this map, customers can find continuously updated, 24x7 notices of planned or emergency outages on the water, natural gas and steam energy system. By clicking icons on the map, customers will be able to view the location of the outage, see the utility impacted, learn the approximate number of customers affected by the outage, find out the expected duration of the outage and locate any traffic restrictions.



This new website feature comes on the heels of several other recent enhancements. The site now offers a personalized dashboard so customers can quickly view information specific to their account. The site is mobile optimized so customers can access it from their smartphones, tablets, laptops or desktop computers. To view the new outage notification map or any of the new functions, scan the QR code above.

## Honoring Local Heroes



Public safety personnel representing the Indianapolis Fire and Metropolitan Police Departments as well as the Marion County Sheriff's Department, will be honored during the 47<sup>th</sup> Annual Fire, Police & Deputy Sheriff's Community Recognition Luncheon on Tuesday, April 14.

The luncheon is sponsored by nearly 40 businesses and local organizations, with Citizens Energy Group serving as the title sponsor. Citizens is proud to continue the tradition of recognizing outstanding public safety personnel, which was first established by the Indianapolis Water Company in 1968.

## Citizens Takes the Plunge

On March 7, a team of Citizens employees and their families gathered together at Eagle Creek Beach for the annual Polar Plunge to benefit Special Olympics. Prior to the event, the Citizens Splashers team raised money for Special Olympics; on the day of the event, Citizens Splashers took their fundraising efforts one step further by plunging into freezing cold Eagle Creek Reservoir!

Similar Polar Plunges are held around the country during winter months. Celebrities like Lady Gaga and Vince Vaughn have taken part in the event. More than 700 people participated in the Polar Plunge at Eagle Creek Reservoir and nearly \$138,000 was raised for Special Olympics.

