

Citizens Temporarily Changing Disinfectant in Water

On Friday, January 29, some Citizens Energy Group customers may have noticed a slight change in the taste or smell of their tap water due to a change in disinfectant from chloramine to free chlorine. The change is conducted annually as preventative maintenance to assure the quality of our drinking water. This process has been practiced for more than 20 years and is commonly used throughout the drinking water industry. This year's maintenance work is expected to last until late February. The taste and smell of your water will return to normal at that time.

During this time, some customers may notice a temporary chlorine or "swimming pool" smell in their water. The tap water is still safe to drink and meets all environmental and regulatory requirements. Customers conducting dialysis treatments or customers using reverse osmosis systems should verify their filters are working appropriately for the type of disinfectant used. Customers with aquariums or sensitive plant species may need to take steps to remove the disinfectant prior to use.



You May Qualify for an Earned Income Tax Credit

The Earned Income Tax Credit (EITC) is a federal tax credit for low to moderate income working individuals and families. The amount of EITC received is dependent on income, marital status, and number of children.

Number of Children	Individual Filer	Joint Filer	Maximum Credit
0	\$14,820	\$20,330	\$503
1	\$39,131	\$44,651	\$3,359
2	\$44,454	\$49,974	\$5,548
3+	\$47,747	\$53,267	\$6,242

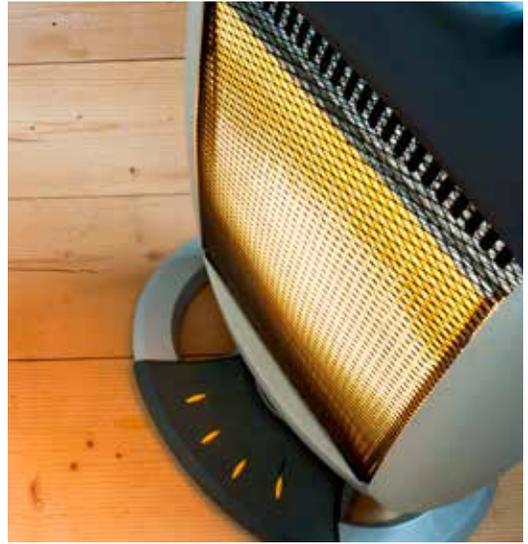


Simple Tips for Braving Mother Nature

As temperatures drop, Citizens offers simple tips to protect your home and add convenience to your commute.

Safely Heat Your Home

- If using a space heater, create a three-foot safety zone. Keep space heaters away from anything flammable like furniture and draperies.
- Only use approved fuel-burning space heaters indoors. When used improperly, fuel-burning space heaters can create deadly carbon monoxide (CO), a toxic, odorless gas. If you suspect CO, go outside immediately and call 911.
- Do not heat your home with a natural gas oven. Long-term, continuous use of a gas oven can create a buildup of carbon monoxide that can be harmful or even fatal.
- Have working smoke and carbon monoxide detectors on every level of your home. Check detectors monthly and change their batteries every six months.



Avoid Frozen Pipes

- Leave a thin stream of water running when the temperatures drop to single digits or below freezing.
- Insulate pipes that are exposed to cold air.
- Open cabinet doors below sinks to let warm air circulate around pipes.
- Locate your water shut-off valve so you can quickly turn water off in case a pipe bursts.

Review Citizens' Outage Map

Water main breaks, which are more common during the winter months, can cause a great deal of inconvenience either at home or during your commute. Citizens works hard to reduce outages, but we want customers to be informed when outages do occur. By scanning the QR code or going to, <http://www.citizensenergygroup.com/outages> you can view Citizens' outage notification map and be continuously updated of planned or emergency water, natural gas and steam outages.



Citizens Offers Tax Preparation Assistance

If you need assistance preparing your 2015 personal income taxes, Citizens is here to help. Starting February 11th through April 14th, tax preparation assistance will be available by appointment only for those who meet the income eligibility guidelines. Appointments are available Thursdays from 1 p.m. to 6 p.m. and Saturdays from 9 a.m. to noon at Citizens' headquarters at 2020 N. Meridian Street. To schedule an appointment, call 317-924-3311.

Customers should bring:

- Photo ID
- W2 Form
- Social Security Card
- A list of itemized deductions and any supporting paperwork
- A list of charitable contributions and any supporting paperwork

*Citizens is unable to help anyone with a home business.

Directed Payment Options

When a customer makes a partial payment to an account with more than one utility service, the payment is applied to the oldest utility charges on the account. Customers have the option to direct their payment to a specific utility service by contacting Citizens at the time they wish to make their payment. Residential customers who have a checking or savings account may call us at 317-924-3311 to direct their payment. Non-residential customers who have a checking or savings account may call us at 317-927-4328 to direct their payment. Directed credit card, cash, money order, and check payments may be processed in person at 2020 N. Meridian Street.