

Safety Tip

Clear a path to your natural gas and/or water meter to ensure Citizens employees or emergency responders can access it.

Energy Efficiency Tip

Upgrade to a high-efficiency furnace and save on your heating bill.

Lobby Hours Are Changing

Due to declining customer visits, Citizens Energy Group’s Customer Service Center Lobby hours are changing effective February 5 to 10 a.m. to 4 p.m. Monday through Friday. Customers will still be able to contact Citizens through its call center Monday through Friday from 7 a.m. to 7 p.m. and on Saturdays from 9 a.m. to 1 p.m. We are also offering new options that make it easier for customers to pay their bill and post their payments immediately.



Indianapolis Home Show Discount

Save \$4 on your Indianapolis Home Show ticket by visiting IndianapolisHomeShow.com and entering the promo code CITIZENS.



Recent bill payment enhancements include:

- **Credit/Debit Card:** Pay your bill using Visa, MasterCard, Discover or American Express credit cards or debit/ATM cards. There is no fee for this service and payments post immediately. Log in at CitizensEnergyGroup.com or call 317-924-3311 and follow the automated instructions.
- **New Payment Sites:** We have added more than 120 payment locations throughout Central Indiana that utilize the PayNearMe system, which posts payments to customer accounts within 15 minutes. The PayNearMe system allows you to pay your utility bill at CVS, Family Dollar and ACE Cash Express Stores.
- **Payment Kiosks:** We have also added three convenient self-service payment kiosks at our Customer Service Center on Meridian Street. The self-service payment kiosks are free to use and accept cash, check, debit and credit cards (Visa, MasterCard and Discover). The kiosks are accessible 24 hours a day, seven days a week, 365 days a year and post payments immediately.

2018 Board of Directors Schedule

The 2018 Board of Directors meeting schedule is as follows. Please note, meeting days, times and locations are subject to change. To check the 2018 Board of Directors schedule, visit CitizensEnergyGroup.com.

January 8, 2018	8:00 a.m.	Citizens Energy Group Board	August 15, 2018	9:30 a.m.	Citizens Energy Group Board
	9:00 a.m.	CWA Authority, Inc. Board	September 26, 2018	8:00 a.m.	Citizens Energy Group Board
February 21, 2018	9:30 a.m.	Citizens Energy Group Board	November 14, 2018	7:30 a.m.	Energy Resources Executive Committee
April 18, 2018	8:00 a.m.	Wastewater Resources Executive Committee		7:30 a.m.	Wastewater Resources Executive Committee
May 16, 2018	9:30 a.m.	Citizens Energy Group Board		7:30 a.m.	Water Resources Executive Committee
June 20, 2018	7:30 a.m.	Water Resources Executive Committee		8:30 a.m.	Citizens Energy Group Board
August 8, 2018	7:30 a.m.	Energy Resources Executive Committee	December 12, 2018	9:00 a.m.	Citizens Energy Group Board