



New Alerts Make Doing Business With Us Easy!

A new Alerts & Notification Center is now available. You can receive important account and service information via text message, email or a phone call. Signing up is easy at CitizensEnergyGroup.com/Alerts or by texting REG to 56141. Just add your email address or phone number and turn on the alerts you would like to receive. Currently, the following alerts are available:

- Paperless Billing
- Payment Due
- Payment Past Due
- Payment Posting
- Payment Arrangement
- Disconnect Notice
- Service Notifications

For more information, please visit CitizensEnergyGroup.com/Alerts. Please note standard text messaging rates may apply.



Citizens Customers Earn Discount at Home Show

Learn energy-saving tips by visiting the Builders Association of Greater Indianapolis booth at the Indianapolis Home Show January 22 through January 31. Earn \$4 off a ticket by visiting IndianapolisHomeShow.com and entering promo code "Citizens."

Apply For Energy Assistance Today

If you are falling behind on your bill, don't be afraid to contact us. Various sources of assistance are available and Citizens frequently sets up flexible payment arrangements to help customers catch up on past-due bills. Low-income customers may be eligible for financial assistance through the Energy Assistance Program (EAP).

Last year, more than 29,000 Citizens customers received energy assistance from various sources including the State's Energy Assistance Program, the City's Winter Assistance Fund, Trustee's offices, Citizens' Warm Heart Warm Home Foundation and Citizens' Universal Service Program. This winter, Citizens will provide energy assistance again. If you need assistance, please contact Connect to Help 211.

Estimated Meter Reads Possible During Winter Months

At Citizens, our meter readers work hard each month to obtain actual reads of your gas and/or water meter. Sometimes, however, Mother Nature has a way of preventing actual reads. In the winter months, snow and ice-covered meters are difficult to find. In addition, Citizens will not send meter readers out on days when the temperature drops below -30 degrees with wind chill.

If weather keeps meter readers from obtaining an actual read at your home or business, you will receive an estimated bill that month. Citizens calculates estimated usage based upon past usage patterns. Once weather conditions improve, meter readers will begin obtaining actual reads again. If you have a question about a bill that has been estimated, please call Citizens at 317-924-3311.



2016 Board of Directors Schedule

The 2016 Board of Directors meeting schedule is below. Please note, meeting days, times and locations are subject to change. To check the 2016 Board of Directors schedule, visit CitizensEnergyGroup.com.

January 11, 2016	8:00am – 9:30am	Citizens Energy Group Board CWA Authority, Inc. Board
February 17, 2016	9:30am – 11:00am	Citizens Energy Group Board
March 30, 2016	4:15pm – 5:00pm	Energy Resources Executive Committee
April 20, 2016	9:00am – 12:00pm	Citizens Energy Group Board
May 18, 2016	9:30am – 11:00am	Citizens Energy Group Board
June 15, 2016	3:00pm – 4:30pm 3:00pm – 4:30pm	Water Resources Executive Committee Wastewater Resources Executive Committee
August 17, 2016	9:30am – 11:30am	Citizens Energy Group Board
September 28, 2016	8:30am – 10:00am	Citizens Energy Group Board
November 16, 2016	4:15pm – 5:00pm 4:15pm – 5:15pm	Energy Resources Executive Committee Joint Meeting of the Water Resources Executive Committee and Wastewater Resources Executive Committee
December 14, 2016	9:00am – 11:00am	Citizens Energy Group Board