

March 15th Ends State Moratorium on Utility Disconnections

The state moratorium on utility disconnection ends Tuesday, March 15th. The moratorium runs between December 1st and March 15th of each year and protects customers who qualify for the Energy Assistance Program (EAP) from having natural gas service disconnected for non-payment. Since it is a heating assistance program, EAP customers are still subject to disconnection of water/wastewater services during the moratorium. Customers not receiving EAP funds are subject to disconnection for non-payment throughout the year. For those customers who are behind on bills, Citizens Energy Group offers flexible payment arrangements, including weekly and bi-weekly payment plans. To make arrangements before service is disconnected, login to CitizensEnergyGroup.com and sign up for a Payment Plan or call us at 317-924-3311.

Keeping Things Clear



In early February, Citizens launched its "Keeping Things Clear" campaign to inform customers about pending water and wastewater rate increases. The campaign is designed to teach customers more about the aging water and wastewater systems in our city, the solutions Citizens is implementing to fix the problems, and how rate increases make those solutions possible.

To learn more about the Keeping Things Clear campaign and to hear a special message from Citizens President and CEO, Jeffrey Harrison, scan the QR code or search #KeepingThingsClear. With your help, Citizens will spend the next decade making improvements to our infrastructure which will make Indianapolis a better place to live, work and play. Please note that advertising is paid for with revenue from non-utility businesses Citizens operates and not with customer funds.

Smoke and CO Detectors Save Lives

Citizens urges all customers to have working smoke and carbon monoxide detectors on all levels of their home, and to establish and practice a home evacuation plan. We also recommend every home have at least one dual sensor smoke alarm, which includes ionization and photoelectric technology and a 10-year sealed battery. If your smoke and CO detector does not have a 10-year battery, we recommend changing the batteries every six months or once in the spring and once in the fall.

In January, Citizens employees partnered with the Indiana chapter of the American Red Cross for a smoke detector blitz. During the blitz, volunteers installed 36 smoke detectors in 23 homes in the Garfield Park neighborhood. It is estimated the smoke

detectors installed during the blitz will benefit nearly 85 people. Our hope is that the smoke detectors donated and installed with help save lives for years to come.



Citizens Employees Volunteer to Restore Garfield Park



In mid-January, more than 200 Citizens employees partnered with Indy Parks, the Indianapolis Parks Foundation, Marksmen Construction Services and Mitsch Design for Citizens' eighth annual Sharing the Dream event in honor of Dr. Martin Luther King, Jr. This year's Sharing the Dream effort restored Garfield Park's Burrello Family Center and the park's Conservatory.

"We look forward to Sharing the Dream each year," said Jeffrey Harrison, President and CEO of Citizens. "The event affords our employees an opportunity to give back to the community, partner with Indianapolis' extraordinary Parks Department, and honor the legacy of the great Dr. Martin Luther King, Jr. When the event is over, our employees feel a sense of accomplishment seeing the tangible mark they have left on a facility that will be enjoyed by our community for years to come."

Garfield Park is often referred to as the "Jewel" of the Indy Parks system, consisting of 125-acres of beautiful green space, playgrounds, picnic shelters, tennis courts, and sports fields. The Burrello Family Center is the recreational hub for Garfield Park and offers a variety of fitness programs for visitors of all ages.

During this year's Sharing the Dream day of service, volunteers made dozens of improvements to both areas of the park by painting walls, ceilings and lockers, assembling and installing new office furniture, and cleaning bathroom floors. Prior to Sharing the Dream, Marksmen Construction Services and Mitsch Design donated services by building a new reception desk, removing walls to create space, installing security cameras and creating a new lounge area. Nearly \$100K of in-kind donations were received from Marksmen Construction Services, Mitsch Design and other contractors who graciously gave of their time and talents.

"Indy Parks values the amazing annual support we receive from Citizens Energy Group," said Interim Director, Elaine Dillahunt. "This year's Sharing the Dream project is like a dream come true for Garfield Park's Burrello Family Center and Conservatory, the Garfield Park neighborhood and park users! Each year, the Citizens project surpasses their project from the year before. These investments are truly game changing for these facilities and our greater Indy Parks System."

