

Owning Your Infrastructure



Now that nicer weather is here to stay, you are probably thinking about landscaping your yard. Before planting new sod or spreading fresh mulch, please be mindful of the water infrastructure in your yard that you are responsible for maintaining. While Citizens Energy Group is responsible for maintaining your water meter, property owners are responsible for maintaining his/her water meter pit, pit riser, ring lid and meter connection. This is

in accordance with Rule 5.1 of Citizens' Terms and Conditions of Water Service, which are approved by the Indiana Utility Regulatory Commission (IURC).

Citizens meter readers are committed to reading your water meter in a timely fashion and with as much accuracy as possible. If a water meter is covered with mulch or landscaping, our meter readers are unable to do their jobs effectively. Before taking on a project to beautify your lawn, please locate your water meter pit and leave a clear space around it.

Occasionally, a meter reader may notice an issue with a customer's water meter pit or related materials. When this happens, a letter is sent to the customer so they can address the issue. By scanning the QR code below,

customers can see the types of meter pit lids in Citizens' distribution system, find a list of potential problems with the lid or materials, and locate contact information for plumbing suppliers who may be able to address the problem. For safety reasons, Citizens asks that a licensed, bonded plumber perform any related maintenance.



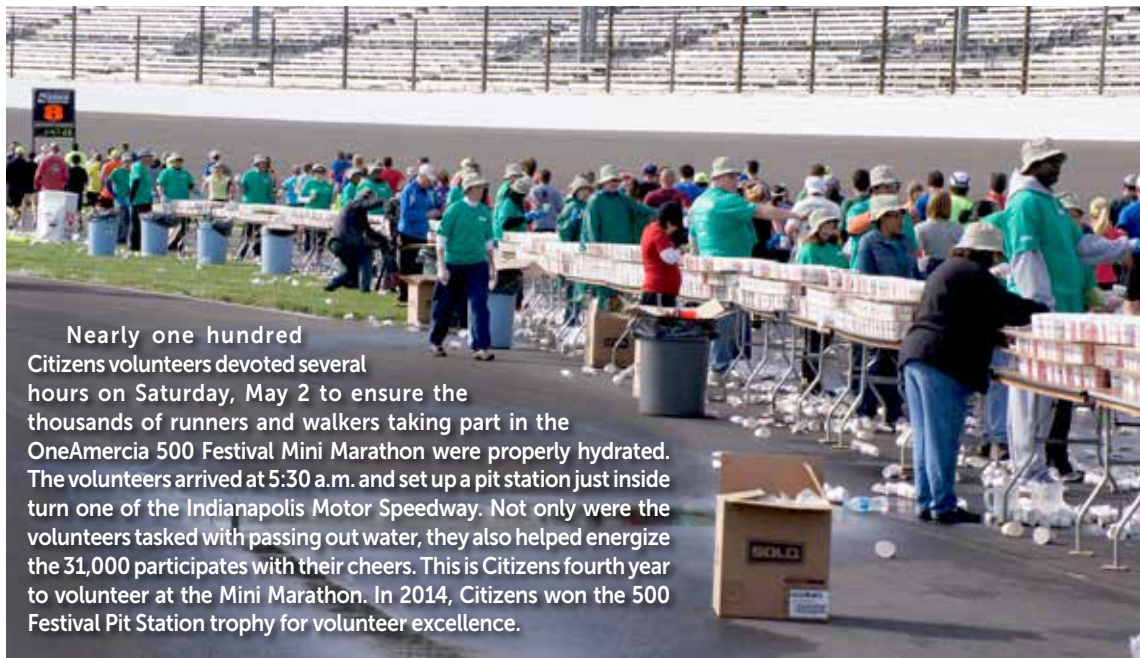
Drinking Water Report Now Available Online

Drinking water quality is a top priority at Citizens. Many significant efforts and investments are made to ensure the water supplied to our customers is safe to drink. These efforts include the protection of our water sources, quality control in the water treatment process and proper maintenance of the water distribution system. We conduct extensive water quality testing to ensure no harmful traces of either chemical or microbial contaminants are present in the water.

Each year, we measure and report our compliance with drinking water regulations in a document called the Drinking Water Report. To review the 2014 Drinking Water Report scan the QR code below or visit us at CitizensEnergyGroup.com. If you would like a paper copy of the report, they are available in our customer service lobby located at 2020 N. Meridian Street.



Mini Marathon



Nearly one hundred Citizens volunteers devoted several hours on Saturday, May 2 to ensure the thousands of runners and walkers taking part in the OneAmericia 500 Festival Mini Marathon were properly hydrated. The volunteers arrived at 5:30 a.m. and set up a pit station just inside turn one of the Indianapolis Motor Speedway. Not only were the volunteers tasked with passing out water, they also helped energize the 31,000 participants with their cheers. This is Citizens fourth year to volunteer at the Mini Marathon. In 2014, Citizens won the 500 Festival Pit Station trophy for volunteer excellence.

Thirty Tons of Trash Collected During White River Cleanup

Volunteers removed nearly 30 tons of trash along the banks of the White River during the 27th Annual White River Cleanup on Saturday, April 11. Volunteers cleaned both the east and west banks of the river, concentrating their efforts from Raymond Street to I-70. Items such as tires, mattresses, clothing, aluminum cans and other household waste were collected and removed. Since the cleanup started 27 years ago, more than 1.5 million pounds of trash and debris have been removed from the banks of the White River.

The White River Cleanup is made possible thanks to Citizens' generous partners: Friends of the White River, the Indianapolis Department of Public Works (DPW), Covanta Energy, United Water, Republic National Distributors, Heritage Environmental Services, Williams Consulting, Christopher B. Burke Engineering and All American Picnics.

For more information about the infrastructure improvements Citizens is making to remove sewage from the White River and other Central Indiana waterways, scan the QR code below.

