

## Safety Tip

Turn pot and pan handles inward when operating a stove so children cannot grab them. Never leave food cooking unattended.

## Energy Efficiency Tip

Caulk and weather-strip around drafty doors and windows to save on heating costs.

## Managing Your Account and Paying Your Bill Have Never Been Easier!

Sign up for paperless billing from Citizens Energy Group to manage your account and pay your bill anytime, anywhere, on any device.

Once you've enrolled, we'll send you notifications based on the options you choose, including:

- When your new bill is available
- When your payment is due or past due
- When your payment has posted

You choose whether you want to receive email updates, SMS text alerts or both.

## Bill Assistance Is Available

If you are falling behind on your bill, don't be afraid to contact Citizens Energy Group. Various sources of assistance are available, and Citizens may set 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 15,000 Citizens customers received energy assistance from various sources, including the state's EAP, the city's Winter Assistance Fund, trustees' offices, Citizens' Warm Heart Warm Home Foundation™ and Citizens' Universal Service Program. This winter, various forms of assistance will be available again. **If you need assistance, please contact Connect2Help by dialing 211 or visit <http://indyep.org>.**



## We Want You to Know When Your Bill Is On Its Way

Sign up for Informed Delivery from the U.S. Postal Service so you know when to expect your Citizens bill in the mail!

Informed Delivery allows users to view their incoming mail and packages in one convenient, online location. Users receive email notifications containing grayscale images of the exterior, address side of incoming letter-sized mail pieces that will arrive soon. These images are also accessible on the Informed Delivery dashboard at [informedelivery.usps.com](http://informedelivery.usps.com).

For items with USPS Tracking®, users will be able to view delivery status of packages, provide USPS Delivery Instructions™, manage their notifications and schedule re-delivery from the dashboard. The dashboard displays mail piece images for a seven-day period, while package information will display for 15 days after each package has been delivered.

Visit [informedelivery.usps.com](http://informedelivery.usps.com) to sign up today.

