

Tunnel Construction Benefits Local Park



On Wednesday, September 16, Citizens Energy Group announced upgrades to one of Indianapolis' west side parks are being made as part of the DigIndy Tunnel Project. This project demonstrates a collaborative effort between Citizens, the City, Indianapolis Power and Light Co. (IPL) and local business owners and it results in about \$15 million of project savings.

DigIndy is a 28-mile long network of tunnels being built 250-feet beneath Indianapolis. DigIndy is designed to capture and store raw sewage during rain events for treatment prior to discharge in our waterways.

The Eagle Creek Tunnel is the newest section to be constructed as part of DigIndy. While the Eagle Creek Tunnel runs deep below ground in bedrock, near-surface infrastructure is being constructed at Ross Claypool Park. As part of Citizens' agreement and partnership with the Department of Public Works (DPW) and IndyParks, the park's basketball court is being replaced, the entrance and parking lot are being resurfaced and a rain garden is being installed for storm water quality. A portion of the new Eagle Creek Trail that runs through Ross Claypool Park

also will be constructed. Even with the new improvements, this collaboration saved DPW, Citizens and our customers money.

In addition to working with DPW, Citizens worked collaboratively with IPL during the design of the Eagle Creek Tunnel. Because IPL was planning to improve some of its utility infrastructure on the same property where Citizens was building its sewer infrastructure, Citizens completed IPL's sewer relocation as part of the project and IPL granted Citizens access to the right of way. This collaboration saved both utilities construction costs and alleviated additional road closures that would have significantly impacted area businesses.

When the Eagle Creek Tunnel and the associated Deep Rock Tunnel Connector are complete in December 2017, potential sewage overflows will be reduced by about 900 million gallons per year. The entire DigIndy tunnel system will be finished by 2025 and when it is, raw sewage overflows will be reduced by about five billion gallons per year. For more information about DigIndy or the Eagle Creek Tunnel, please visit www.digindytunnel.com or scan the QR code above.



Apply For Energy Assistance Today

If you are getting behind on your bill, don't be afraid to contact us. Various sources of energy 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 from the State Energy Assistance Program (EAP). You may also call Connect2Help at 211 for various forms of home assistance.

In June, Citizens petitioned the Indiana Utility Regulatory Commission (IURC) to approve a low-income rate for water customers who qualify. While the low-income rate has not yet been approved, Citizens is encouraging customers to apply for the rate while also applying for energy assistance. In order to apply, customers must bring the most recent copy of their water bill to their appointment. If you have questions, please call Citizens at 924-3311.

Stealing Utility Service is a Crime

As temperatures begin to drop, Citizens Energy Group reminds customers that stealing natural gas is a crime. It is also unsafe and may cause serious personal injury to the thief and surrounding neighbors. Stealing utility service by tampering with a meter is considered a felony and will be prosecuted. Furthermore, utility theft increases the costs for all of us. If you observe someone stealing natural gas or water service, please call our special hotline at 927-4402. Your call remains completely confidential.



Daylight Saving Time Offers Helpful Reminder



On Sunday, November 1, we'll turn our clocks back one hour in observance of Daylight Saving Time. This is also an opportune time to check the batteries in your smoke and CO detectors. Citizens Energy Group urges all customers to have working smoke and carbon monoxide detectors on all levels of their home and to establish a home evacuation plan to practice with your family. Citizens encourages customers to exercise caution when using space heaters.