

Introducing New Ways to Save Money and Energy at Home

Did you know you could save up to 20 percent on your heating and cooling costs by properly insulating and sealing your home? As a Citizens customer, you can earn up to **\$450 in rebates** on attic insulation, wall insulation or duct sealing. Staying warm has never been easier!

Insulation and duct sealing improvements can:

- Help resolve common heating and cooling problems, such as rooms that are too hot in the summer or too cold in the winter.
- Enhance indoor air quality by reducing the amount of dust and pollutants circulating through your home.
- Save you money and keep your home more comfortable year-round!

Keep your heating and cooling where it belongs—inside—with new rebates from the Citizens Energy Savers Residential Rebate Program. Visit CitizensEnergySavers.com for more details and to find a contractor near you.



Universal Service Program Discounts for Customers Receiving Energy Assistance

The Universal Service Program (USP) offers discounts on the current gas charges for customers who qualify for the Energy Assistance Program (EAP). Customers will receive discounts on their current monthly gas charges based upon their level of need. Low-income customers who have applied and are eligible for financial assistance from the EAP are automatically enrolled in the USP.

The USP will reduce the current gas charges of eligible low-income customers by 10, 18 or 25 percent, depending on the family's income.

Those who qualify for the USP will see a "Universal Service Program Discount" on their utility bill, noting the exact USP discount applied to their bill. By continuing to pay their utility bill, USP participants will remain on the program through May 2014. Customers may call Connect to Help at 211 to discuss a variety of household assistance programs. Customers are urged to contact the utility at 924-3311 if they fall behind on their bills.

Give the Gift of Warmth This Winter

United Way's Winter Assistance Fund was established to help individuals and families who are experiencing difficulty paying heating bills during the winter months and are not eligible for government energy assistance programs.

This month, Citizens has included a donation envelope with your bill which allows you to make a tax-exempt donation to United Way's Winter Assistance Fund. Please read the envelope for donation instructions. As a proud sponsor of the United Way, Citizens will again be making a \$50,000 donation to the Winter Assistance Fund.



New Year's Resolution: Save Paper

We've all made New Year's Resolutions to lose weight, be more active and eat better. This year, how about making a New Year's Resolution that not only adds convenience to your life but also helps the environment?

Every month, Citizens sends nearly half a million paper bills through the mail. We can reduce costs annually and benefit our customers with safe, easy and convenient online services available 24-7. Electronic bills come right to your inbox, saving time, energy and paper that would otherwise end up in landfills.

Rather than receiving a bill through the mail, our paperless billing service will send you

an email each month with your billing details. You can then pay your bill through your bank, by phone, or on our website using EasyPay. EasyPay is free to use and will deduct directly from your bank account. You must have an online account in order to sign up for paperless billing.

Please visit our website CitizensEnergyGroup.com and click on "Go Paperless" for more information. Using your smartphone, you can connect directly to the website by scanning the QR code above. This year, make a New Year's Resolution you can keep!



Earn Discount on Indianapolis Home Show Ticket



Learn energy-saving tips by visiting the Builders Association of Greater Indianapolis booth at the Indianapolis Home Show January 24-February 2. Earn \$4 off a ticket by visiting IndianapolisHomeShow.com and entering promo code "Citizens." Using your smartphone, you can connect directly to the website by scanning the QR code on the right.



2014 Board of Director's Schedule

The 2014 Board of Directors meeting schedule is below. Please note, meeting days, times and locations are subject to change. Please visit CitizensEnergyGroup.com for scheduling changes and meeting agendas. All board meetings are held at 2020 N. Meridian Street.

January 13:	7:30am – 9:30am	Annual Meetings of CEG and CWA Authority, Inc.
February 19:	9:30am – 11:30am	CEG Board
March 19:	7:30am – 9:00am	Energy Resources Executive Committee
May 14:	9:30am – 11:30am	CEG Board
June 18:	7:30am – 9:00am	Water Resources Executive Committee
	7:30am – 9:00am	Wastewater Resources Executive Committee
August 20:	9:30am – 11:30am	CEG Board
September 17:	7:30am – 8:30am	Energy Resources Executive Committee
September 23:	9:00am – 11:00am	CEG Board
November 19:	7:30am – 9:00am	Water Resources Executive Committee
	7:30am – 9:00am	Wastewater Resources Executive Committee
December 10:	9:30am – 11:30am	CEG Board