



Dear Temporary Hydrant Meter Customer,

You have checked out a temporary hydrant meter for use on fire hydrants maintained by Citizens Energy Group. Below are instructions for submission of your monthly readings.

Readings are due by the 5th of each month. The preferred method is via the Temporary Hydrant Meter Use Log on our website, www.citizensenergygroup.com. On the home page place your cursor on the "Water" tab. In the dropdown menu, locate and open the "Permit and Files" folder. Scroll down and open the "Temporary Hydrant Meter Use Log". In the upper section enter your account information as requested. In the readings section, enter your readings being sure to indicate what hydrant was accessed. After each reading is recorded be sure to click the "Add To Log" button on the lower left before trying to submit. After all readings have been added click the "Submit" button to send. You will receive a "Thank You" message.

Readings may also be submitted on the "PDF Use Log" that can be downloaded and print from our website. That may be emailed to CWCustomerBillingServices@citizensenergygroup.com; or via fax at 317-927-4554. If it is necessary, they may also be mailed to:

Citizens Energy Group
Customer Billing Services
2020 N Meridian St
Indianapolis, IN 46206
Attn. Temporary Hydrant Meters

We also request that the use log be used in order to track what hydrants are being accessed. Only hydrants designated in the "Blue Cap" program are authorized for use. That listing is also located on our website.

If you should have questions regarding your billing or reporting requirements please contact our Business to Business contact Center @ (317) 927-4328