

## Citizens Launches New and Improved Website



Citizens Energy Group is making it easier for our customers to do business with us by launching a redesigned website. While its name is the same, CitizensEnergyGroup.com, has a whole new look.

### Benefits of the New Site

- **Fewer Clicks** - Whether you're looking for conservation tips or a link to pay your bill, our new website will get you there faster by offering just five category choices: My Account, My Home, My Business, Our Company and For Partners.
- **Personalized Dashboard** - Our new customer dashboard provides links to your current and previous bills. The dashboard also provides quick links to important topics including payment options, starting and stopping service and conservation tips.

- **Mobilization** - In a day and age when many customers access our site on mobile devices, we've designed the site so it is optimized for any screen size: smartphones, tablets, laptops or desktop computers.
- **Convenient Communication** - Over the next year, Citizens will add even more functionality allowing you to enroll in budget billing or to make flexible payment arrangements. We'll also let you choose how you hear from us whether via text, email or by phone.

Please visit the new CitizensEnergyGroup.com today by scanning the QR code above.

## 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.



## Citizens Takes ALS Ice Bucket Challenge

The ALS Ice Bucket Challenge is making quite the splash in social media. After being challenged by American Structurepoint, Citizens Energy Group decided to take on the challenge in a unique way. On September 10, employees had a chance to dunk nine Citizens' executives, including CEO Carey Lykins, in a dunk tank filled with ice cold water. The event was a huge success and raised more than \$3,100 for the ALS foundation. To watch video of the ALS challenge, scan the QR code below.



## Help Keep Meter Readers Safe on the Job

Millions of dog bite attacks happen each year. In some cases, dogs are biting utility workers who are on the job. Just this year, four Citizens meter readers have been the victim of a dog bite. Once a month, Citizens' meter readers may need to enter your yard to read your gas or water meter. In order to keep our workers safe, please contain your dog on days when meter readers are on your property.

You can find out when a Citizens meter reader will be in your yard by looking at line marked Next Meter Read Date at the bottom of your bill. Citizens' meter readers are easy to identify as they will be wearing a Citizens uniform and carrying Citizens identification. If you have questions about whether or not someone on your property is a Citizens employee, please contact 924-3311. To learn more about the way Citizens employees identify themselves, please scan the QR code.



## When it Comes to Open Burning, Know the Code

The Indianapolis Department of Code Enforcement reminds residents illegal burning may result in fines up to \$2,500. Please call the Mayor's Action Center at 327-4622 to register an open burning complaint. If there is an emergency, please call 911. For additional information regarding the City's open burning response program, please call 327-2236 or visit [www.indy.gov/dce](http://www.indy.gov/dce).

Below is a list of items that should not be burned:

- Leaves
- Grass clippings
- Stumps
- Household garbage/trash
- Waste lumber
- Furniture/mattresses
- Land-clearing debris
- Dead animals
- Tires
- Wire
- Hazardous materials

