

Safety Tip

Call 8-1-1 three days in advance to have utility lines marked if you're planning to landscape or excavate this spring. Marking utility lines will prevent unnecessary utility line damage, as well as injury or property damage.

Energy Efficiency Tip

Move furniture away from registers to prevent blocks in airflow.

West 28th Street Construction Part of DigIndy



Cleaner Waters. Better Neighborhoods.

Motorists will soon notice more construction along West 28th Street between Boulevard Place and North Pennsylvania Street (just south of the Children's Museum). The work is part of DigIndy's Fall Creek Tunnel Collection Consolidation Sewer (CCS) project. DigIndy is a 28-mile-long network of 18-foot-diameter deep rock tunnels being built 250-feet beneath the city. Once complete in 2025, DigIndy will nearly eliminate sewer overflows to the White River and other area streams, protect vital water supplies and fuel neighborhood revitalization.

The Fall Creek Tunnel CCS will convey Combined Sewer Overflows (CSO) to a future drop shaft location near West 28th Street and Illinois Street. A drop shaft is a vertical pipe that will transport wastewater to the deep tunnel system. Eventually, this CSO flow will enter into the Fall Creek Tunnel segment of DigIndy and will be treated at the Southport Advanced Wastewater Treatment Plant.

In partnership with the City of Indianapolis' Department of Public Works (DPW) and IndyGo, Citizens coordinated construction to align with planned bridge rehabilitation and transit-related work in the area. Additionally, Citizens has coordinated efforts with Ivy Tech to reduce impacts during construction. While local street closures will be necessary, work will be phased in a way that will minimize disruption to the surrounding areas. Detour routes will be clearly posted during construction. Visit DigIndyTunnel.com for more information about DigIndy.

Convenient New Payment Options Now Available



Citizens now has more than 120 new payment locations throughout Central Indiana that utilize the PayNearMe system. PayNearMe posts payments to your account within 15 minutes. Some of our PayNearMe locations include CVS, Family Dollar and ACE Cash Express stores. A complete list of remote payment sites is available at CitizensEnergyGroup.com/locations.



To use the PayNearMe system, you must:

- Obtain a Pay Code from a registered account at CitizensEnergyGroup.com, or go to PayNearMe.com and send a Pay Code to your phone or home computer
- Bring the Pay Code to any participating store, give the code to the cashier and pay with cash
- A \$1.49 transaction fee applies each time you use PayNearMe

Citizens also added four convenient self-service payment terminals in our Customer Service Center at 2020 N. Meridian Street. Two terminals are located outside, making them accessible 24/7. You can pay with cash or credit card at the payment terminals and payments post in less than 15 minutes.

Enroll In Budget Billing Today

Take the guesswork out of your monthly utility expenses by enrolling in Budget Billing. This payment plan spreads the cost of your utility services over the year, so you'll pay the same amount each month. If your account balance is current, you qualify to start on the Budget Billing plan. Visit CitizensEnergyGroup.com and login or register your account to receive an instant quote and to enroll. You may also call (317) 924-3311 to speak to a representative about Budget Billing.

Call Before You Dig



Know what's below. Call before you dig.

Planting flowers, trees or even installing a fence may be on your to-do list this spring. No matter why you might be digging in your yard, you must call Indiana 811 at least 48 hours in advance. By calling 811, utility crews have time to mark the locations of underground utility lines on your property. It is not only dangerous to hit an underground line, but doing so could also disrupt service. Calling 811 is easy, convenient and free. No matter the size of your project, Call Before You Dig.