

Safety Tip

Clear a path to your natural gas and water meter to ensure Citizens employees or emergency responders can access it.

Energy Efficiency Tip

Upgrade to a high efficiency furnace and save on your heating bill.

Winter Assistance Fund

Included with this month's bill is a donation envelope for the United Way Winter Assistance Fund. The United Way Winter Assistance Fund provides assistance to individuals and families who are ineligible for government assistance and are struggling to pay heating bills during the winter months. Donation instructions can be found on the enclosed envelope. All donations are tax-exempt. Citizens makes a \$50,000 donation to the Winter Assistance Fund as part of our sponsorship program with United Way. Learn more about the United Way Winter Assistance fund at uwci.org.

Winterize Your Home

Temperatures fall fast and Citizens wants customers to be prepared this winter. Simple, easy tips can help safeguard your home should a winter storm hit.

Safely Heat Your Home

- All customers should have heat. If you're having trouble paying your bill, please call us at 317-924-3311 to discuss flexible payment arrangements or financial assistance.
- Space heaters should be kept away from flammable items like furniture and draperies. Fuel-burning space heaters should not be used indoors as they can create deadly carbon monoxide.
- Smoke alarms should be on each level of your home and at least one carbon monoxide alarm should be in your home. Batteries for all alarms should be checked monthly.

Avoid Frozen Pipes

- Insulate pipes that may be exposed to cold air.
- Tightly secure the lid to your water meter pit.

When temperatures drop below freezing:

- Trickling water should be left on in at least one sink in your home when temperatures drop below freezing.
- Open cabinet doors below sinks to keep warm air circulating around pipes.

Resolve to Go Paperless!

In the spirit of New Year's Resolutions, we don't want our customers to be left out! But we do want our customers making resolutions they can actually keep, like signing up for Paperless Billing—it's safe, easy and convenient. An email reminds you when your bill is due and how much you owe. Your previous 24-months of bills and payment history are stored online so you can look them up any time. Pay your bill through your bank, by phone or using EasyPay online. EasyPay is free and deducts your payment directly from your bank account.

Signing up for Paperless Billing requires an online account. Learn more about Paperless Billing at CitizensEnergyGroup.com.



Tentative Meeting Calendar for 2017

Board of Directors and Executive Committees of Citizens Energy Group and CWA Authority, Inc.

January 9, 2017	7:30a.m. – 9:00a.m.	Annual Meetings of Board of Directors of Citizens Energy Group; Annual Meeting of the Board of Directors of CWA Authority, Inc.
	9:00a.m. – 9:30a.m.	Wastewater Resources Executive Committee
February 15, 2017	9:30a.m. – 11:00a.m.	Citizens Energy Group Board
April 19, 2017	8:00a.m. – 1:00p.m.	Citizens Energy Group Board
May 17, 2017	9:00a.m. – 11:00a.m.	Citizens Energy Group Board
June 21, 2017	7:30a.m. – 8:30a.m.	Water Resources Executive Committee
August 9, 2017	7:30a.m. – 8:00a.m.	Energy Resources Executive Committee
August 16, 2017	9:30a.m. – 11:30a.m.	Citizens Energy Group Board
September 27, 2017	8:00a.m. – 11:00a.m.	Citizens Energy Group Board
November 15, 2017	3:00p.m. – 3:30p.m.	Energy Resources Executive Committee; Water Resources Executive Committee; and Wastewater Resources Executive Committee
	3:30p.m. – 4:30p.m.	Citizens Energy Group Board
December 13, 2017	9:00a.m. – 11:00a.m.	Citizens Energy Group Board