

Safety Tip

If you detect even a slight odor of natural gas in the air, don't stay—get away. Then, contact Citizens Energy Group at (317) 924-3311 or call 9-1-1.

Energy Efficiency Tip

Water your lawn and flower beds during the coolest part of the day, morning is best. Rapid evaporation makes watering in the middle of the day wasteful.

Viewing Bills Online Just Got Easier

You may have noticed we recently updated how your bills are displayed online. The new HTML bills are easy to read on any device. But don't worry, the pdf option is still there if you want to print or save bills. Check out your new online bill today by logging in at CitizensEnergyGroup.com. And while you're there, why not go paperless and sign up for text and email alerts.



In the Community – Mini Marathon

Nearly one hundred Citizens Energy Group employees and their friends and families volunteered on Saturday, May 6 to ensure the thousands of runners and walkers taking part in the OneAmerica 500 Festival Mini Marathon were properly hydrated.

The volunteers arrived at 5:30 a.m. and set up a pit station just inside turn one of the Indianapolis Motor Speedway. Not only were the volunteers tasked with passing out water, they also helped energize the 30,000 participants with their motivating cheers. This is Citizens' sixth year to volunteer at the Mini Marathon.



Customer Service Center Lobby Hours Changing July 1

Due to declining customer visits, Citizens Energy Group's Customer Service Center Lobby will no longer be open on Saturdays starting July 1. Customers will still be able to contact Citizens through its call center on Saturdays from 9 a.m. to 1 p.m. We are also offering new options that are making it easier for customers to pay their bill and post their payments immediately.

Recent bill payment enhancements include:

- **New payments sites** – We have added more than 120 payment locations throughout Central Indiana that utilize the PayNearMe system, which posts payments to customer accounts within 15 minutes. The PayNearMe system allows customers to pay their utility bill at CVS, Family Dollar and ACE Cash Express Stores.
- **Payment kiosks** - The utility has also added two convenient self-service payment kiosks at its Customer Service Center on Meridian Street. The self-service payment kiosks are free to use and accept cash, check, debit and credit cards (Visa, MasterCard, and Discover). The kiosks are accessible 24 hours a day, seven days a week, 365 days a year and post payments immediately.

Other convenient bill payment options include:

- **Budget Billing** – For customers who qualify, you can pay the same amount each month to help spread out the cost of winter heating and summer water bills.
- **Auto Pay** – Your total monthly bill or Budget Billing payment is deducted automatically from your checking or savings account on the due date of your bill.
- **EasyPay** – You can make a one-time payment from your checking or savings account using EasyPay. Pay online or by calling (317) 924-3311 and follow the automated instructions.
- **Credit/Debit Card** – Pay your bill using Visa, MasterCard, Discover or American Express credit cards or debit/ATM cards. There is no fee for this service and payments post immediately. Log in at CitizensEnergyGroup.com or call (317) 924-3311 and follow the automated instructions.