

Check Out the New Features Added to Our Website

Citizens Energy Group launched a new website last fall and we have already received positive feedback from many of you about its easy-to-use features like the personalized dashboard. As promised, we've continued to add self-service options and are excited to share them with you now!

- **Historical Usage** – The Historical Usage page displays your gas and water consumption for the previous 24-months. Charts like the ones below help you better understand and manage your gas and water usage.
- **Budget Billing** – You can now get an instant quote online and enroll in budget billing. Budget billing eliminates seasonal fluctuations in utility bills and allows you to pay the same amount each month. The budget amount

is determined using the average bill amount over the past 13 months along with projected usage. You pay that amount each billing period regardless of the actual amount owed. Budget billing enrollment is open now.

- **Payment Arrangements and Short-Term Extensions** – If you are having trouble paying your bill, payment arrangements and short-term extensions can now be requested online. You can see your payment arrangement amount, set your billing frequency and choose the date to start your payments. You will also be able to view your payment arrangement schedule once it's established.

Check out these new convenient options and much more by visiting CitizensEnergyGroup.com or scanning the QR code below.



Moratorium Ends

The state moratorium on utility disconnection ends Sunday, March 15. The moratorium, in effect between December 1 and March 15 of each year, protects customers who qualify for the Energy Assistance Program (EAP) from having gas service disconnected for non-payment. Since this is a heating assistance program, EAP customers are still subject to disconnection of water/wastewater services during the moratorium. Customers not receiving EAP funds are subject to disconnection for non-payment throughout the year.

For those customers who are behind on bills, Citizens is offering flexible payment arrangements, including weekly and bi-weekly payment plans. Citizens also offers energy assistance options for those who qualify. To learn more about energy assistance options, call Connect2Help at 211.

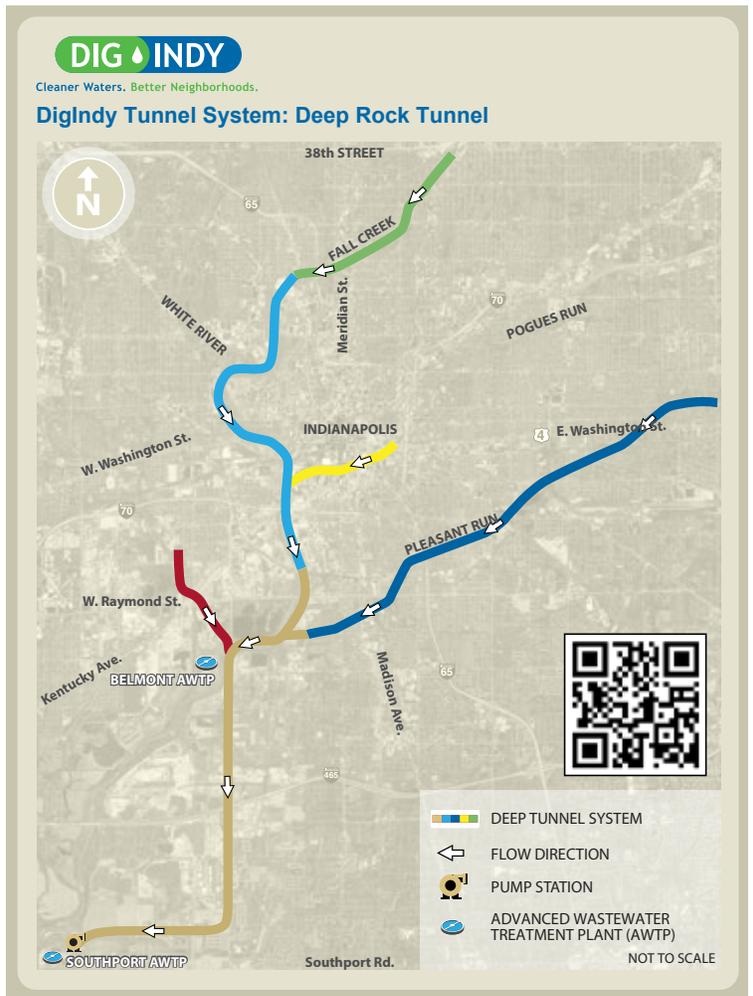


Citizens Adds New Tunnel to DigIndy Tunnel System

Construction on the DigIndy Tunnel System is well underway and now Citizens Energy Group will convert a proposed sewer interceptor to a new tunnel, making DigIndy a six-tunnel system. DigIndy is an underground tunnel system designed to store raw sewage and prevent overflows into area rivers and streams. Currently, when it rains as little as a quarter of an inch, Indianapolis' combined sewer system becomes overwhelmed and sewage overflows.

The sixth tunnel, called the Eagle Creek Tunnel, will be almost two-miles long and will store approximately 17-million gallons of sewage. With the addition of the Eagle Creek Tunnel, DigIndy will be nearly 27-miles long. The Eagle Creek Tunnel will be located just off the path of the Deep Rock Tunnel Connector (DRTC) which is currently under construction on the city's southwest side. The DRTC is the first tunnel in the DigIndy system.

Eagle Creek Tunnel was added to the DigIndy Tunnel System at no additional cost to customers. Construction of the Eagle Creek Tunnel will be finished before December 2017. For more information about the DigIndy Tunnel System, scan the QR code on the map.



Fixing a Broken System

Recent headlines like "Water Main Break Closes Kessler Boulevard" or "Broad Ripple High School Closed Due to Water Main Break" are becoming common in today's news cycle. Unfortunately, water main breaks occur about 700 times a year in Indianapolis due to a more than 100-year-old water system. The main breaks result in loss of service to thousands of customers, sinkholes, flooded streets, 3.5 billion gallons of water wasted and millions of dollars in repair costs.

Citizens Energy Group is making significant progress improvements to the water system we acquired in 2011. By the end of 2015, Citizens will have invested nearly \$300 million in the water system to improve reliability, system flow and treatment technology. At the same time, we are engaged in collaborative planning with regional partners to ensure

Central Indiana has the water supply it needs for population growth and economic development over the next 30 years.

Each day, our employees are excited about the work we are doing because we know we are helping to make Indianapolis a more livable and sustainable city. To learn more about our investment in water infrastructure, scan the QR code.

