

How to Read Your Citizens Bill

Easy. That's how working with Citizens Energy Group should be. Recently, our customers have given us great feedback, especially on our bill. And we listened. Here, we'll explain the improvements.

1. Your name and account number are easy to find in bold print.
2. The Amount due and due date.
3. The top right of the bill shows the programs you're enrolled in, important messages about your account, and energy-saving tips.
4. The Account Summary box breaks down the total amount due.
5. The Historical Information graph makes it easy to track consumption for the last 13 months.

citizens energy group
Account Number: **1234567890**
JOHN Q SMITH | JANE M SMITH | 12345 E WASHINGTON ST

2 Amount Due \$118.77
Due Date: 09/06/16

3 Paperless Billing
Energy Tip: To conserve and save on your water bill, install low-flow faucets and shower heads.

4 ACCOUNT SUMMARY
Balance as of 07/18/16: \$86.20
Payment Received 08/05/16: \$86.20 cr
Previous Balance: \$0.00
Utility Charges
Gas Charges: \$26.90
Sales Tax: \$1.87
Water Charges: \$45.38
Sales Tax: \$3.18
Sewer Charges: \$41.44
Utility Subtotal: \$118.77
Account Balance as of 08/19/16: \$118.77

5 HISTORICAL INFORMATION
GAS CONSUMPTION Rate Class: Residential
Bar chart showing monthly gas consumption from 2014 to 2015. Average Daily Utility Cost: \$3.55. Next Meter Read: 09/17/16.
WATER CONSUMPTION Rate Class: Residential
Bar chart showing monthly water consumption from 2014 to 2015.

005 EB13
Please detach and return with your payment.
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See reverse side for important information. Make check payable to Citizens Energy Group.

citizens energy group
PO Box 7056 | Indianapolis, IN | 46207-7056
Account Number: **1234567890**
Service Address: 12345 E WASHINGTON ST

7 Pay Online: CitizensEnergyGroup.com
Pay by Phone: (317) 924-3310

Amount Due by 09/06/16: \$118.77
Amount Due After 09/06/16: \$122.81
Amount Enclosed: \$

JOHN Q SMITH
JANE M SMITH
12345 E WASHINGTON ST
INDIANAPOLIS IN 46201-1234

Write account number on check and mail to:
Citizens Energy Group
PO Box 7056
Indianapolis, IN 46207-7056

citizens energy group
JOHN Q SMITH | JANE M SMITH
Bill Date: 08/19/16
Account Number: 1234567890
Service Address: 12345 E WASHINGTON ST

8 BILLING FAQS
Q. My Account Balance seems too high (or low). Could there be a problem?
A. The total amount owing on a monthly bill is impacted by several factors. Items to review on the bill that may explain a high or low bill include the Previous Balance, Other Activity such as fees or adjustments, and Historical Information.
Q. How does Historical Information help to determine if my current bill is too high (or low)?
A. Monthly Gas and Water usage can be easily compared to previous history using the charts to verify current usage is in line with typical usage. Keep in mind that gas consumption is likely to increase with colder weather and water consumption may be impacted by activity such as watering of a change in number of residents. An over- or under-estimated meter read may also cause a bill to be higher or lower than normal.
Q. Why would my meter read be estimated?
A. Citizens attempts to get actual reads each month, but an estimation may be necessary if we cannot safely access a meter due to weather or obstructions such as landscaping and fences.
Q. What if my meter was over- or under-estimated?
A. Citizens reviews historical usage at the account and considers weather when estimating bills. While the estimated meter read is likely to be higher or lower than actual, it will automatically adjust to catch up with the next actual meter read.
Q. Can I read my meter to confirm it is being read accurately?
A. Instructions to read gas and water meters can be found at CitizensEnergyGroup.com.
Q. The factors above do not explain my Account Balance. Can I get more information?
A. If you still feel your usage is too high (or low), more information is available through our online Bill Explanation Tool or by contacting Customer Service.

9 Emergency: (317) 924-3311
Register Online: CitizensEnergyGroup.com

Phone Numbers
Emergency: (317) 924-3311
Customer Service: (317) 924-3311
Mon - Fri 7:00am - 7:00pm Sat 9:00am - 1:00pm
Toll Free: (800) 427-4217
Pay by Phone: (317) 924-3310
Call Before You Dig: (317) 924-8111
Connect2Help Energy Assistance: 211

Mailing Addresses
Remit Payments To: Citizens Energy Group, PO Box 7056, Indianapolis, IN 46207-7056
Corporate Office: Citizens Energy Group, 2020 North Meridian Street, Indianapolis, IN 46202-1306
Visit CitizensEnergyGroup.com for a schedule of Board of Directors meetings.

DEFINITIONS
Actual - Reading obtained by a meter reader.
Average Daily Utility Cost - Total current utility charges divided by the number of days of service (excludes sales tax).
CCF - Amount of gas and water which goes through the meter, measured in 100 cubic feet. For water and sewer, 1 CCF is approximately 750 gallons.
cr - Indicates a credit.
Estimate - Meter reading estimated based on a calculation of consumption history and current weather conditions.
Gas Charges - Includes cost of gas used, maintaining a safe and dependable distribution system, meter reading, billing and customer services.
Sewer Charges - Based upon the actual volume of water used. Cost to maintain disposal system, safely process discharge, billing and customer services.
Therm - Energy value of the gas used.
Therm Conversion - Used to convert the amount of gas (CCF) to its heat equivalent and calculate the actual energy use. Also known as BTU Factor.
Water Charges - Includes cost of water used, maintaining a safe and dependable distribution system, public fire protection, meter reading, billing and customer services.

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10 BILLING OPTIONS
 Me gustaría recibir mi factura en español.

6. Below the graph, you can see your average daily utility cost and next meter read date.
7. Citizens provides NO FEE check and credit card payments online and by phone.
8. Definitions and FAQs are displayed on the back of the bill and tailored to specific customers' needs.
9. The back of the bill displays important phone numbers like Connect to Help 211 and 811 Call Before You Dig.
10. The Billing Options box allows you to request your bill in Spanish.

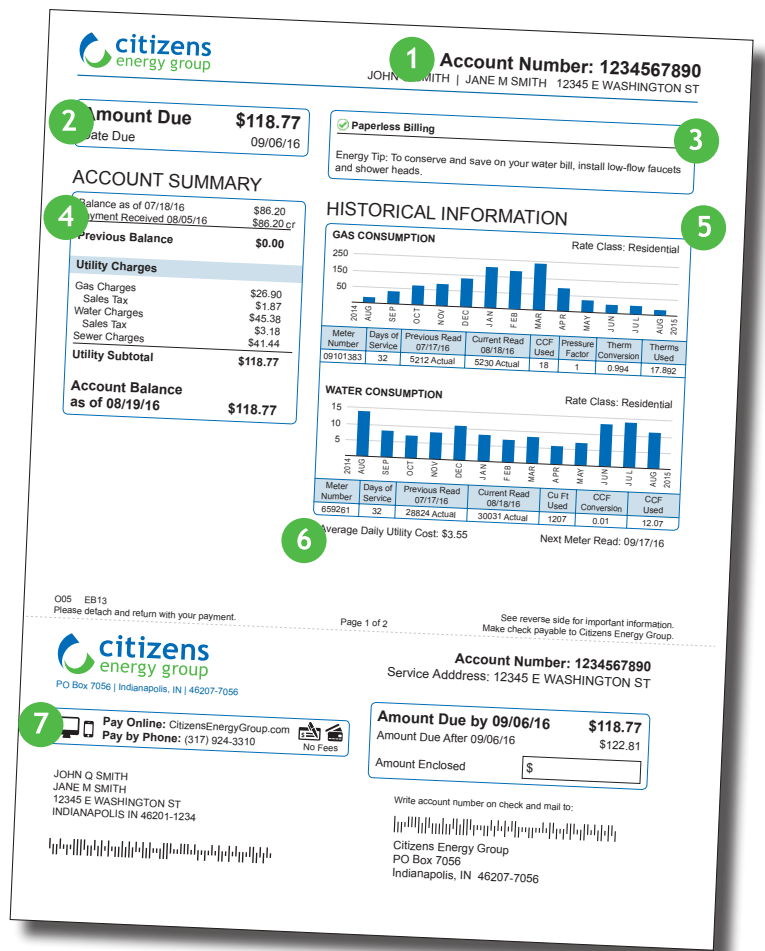
To learn how to enroll in payment programs or to contact us, please visit CitizensEnergyGroup.com.



Como leer su factura de Citizens

Fácil. Así es como se debe trabajar con Citizens Energy Group. Recientemente, nuestros clientes nos hicieron excelentes observaciones, especialmente sobre nuestra factura y nosotros los escuchamos. A continuación explicamos las mejoras.

1. Su nombre y número de cuenta pueden encontrarse fácilmente en letras negritas.
2. El monto y fecha de pago del adeudo.
3. La esquina superior derecha de la factura muestra los programas a los que está inscrito, los mensajes importantes sobre su cuenta y consejos de ahorro de electricidad.
4. La casilla de resumen de la cuenta explica el total del monto en adeudo.
5. La gráfica de información histórica hace fácil dar seguimiento al consumo de los últimos 13 meses.
6. Debajo de la gráfica, puede ver el promedio diario del costo de los servicios públicos y la siguiente fecha de lectura del medidor.



7. Citizens recibe su pago por teléfono o en línea con tarjeta de crédito y cheque SIN CUOTA adicional.
8. Las definiciones y preguntas frecuentes se muestran al reverso de la factura y están personalizadas a las necesidades específicas del cliente.
9. Al reverso de la factura aparecen números de teléfono importantes, como Connect to Help 211 (Conéctese para recibir ayuda) y 811 Call Before You Dig (Llame antes de cavar).
10. La casilla de opciones de facturación, le permite solicitar su factura en español.

Para aprender cómo inscribirse en programas de pago o para comunicarse con nosotros, visite CitizensEnergyGroup.com.

