



Account Number: 0088484730
RESIDENCE AT BRICKYARD FLATS LLC | 2874 EMBASSY ROW

Bill ID: 008908378915

Amount Due \$13.51
Date Due 05/16/26

ACCOUNT SUMMARY

Account Balance as of 04/09/26	\$3.96
Payment(s) Received 04/24/26	\$3.96 cr
Previous Balance	\$0.00
Utility Charges	
Gas Charges	\$12.63
Sales Tax	\$0.88
Utility Subtotal	\$13.51
Amount Due as of 04/27/26	\$13.51

FINAL BILL

Paperless Billing

It has been our pleasure to provide you service. If you are unable to pay this final bill by its due date, please contact us at (317) 924-3311.

Are you interested in updates, alerts and information about your utility services? Register your account online at www.citizensenergygroup.com for The Source, a quarterly business newsletter for commercial and industrial customers.

Visit us on the web at CitizensEnergyGroup.com.

HISTORICAL INFORMATION

GAS USAGE Rate D2 - Res Heating Delivery and Supply

Meter Number	Days of Service	Previous Read 04/07/26	Current Read 04/27/26	Pressure Factor	CCF Used	THERM Conversion	THERM Used
644606	20	8360 Actual	8365 Actual	1.123	5.61	1.047	5.87

Average Daily Utility Cost: \$0.63 **Next Meter Read Date: 05/07/26**

Account Number: 0088484730
Service Address: 2874 EMBASSY ROW



CHANGE SERVICE REQUESTED

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

No Fees

Amount Due by 05/16/26 \$13.51
Amount Enclosed \$

Write account number on check and mail to:



Citizens Energy Group
PO Box 7056
Indianapolis, IN 46207-7056



0309662-CEGS351862-FC.NOPRIN-004027
RESIDENCE AT BRICKYARD FLATS LLC
RUM: 4945375
PO BOX 5169
OAK BROOK IL 60522-5169



00000000884847300000013510000013517

10000000

BILLING FAQs

- Q. Does my bill for wastewater service include a charge to fund the Low-Income Customer Assistance Program?**
A. Yes. As part of your sewer charges, each month you pay 45 cents to fund the Low-Income Customer Assistance Program. The Low Income Customer Assistance Program ("LICAP") provides a credit on wastewater service to qualified customers. LICAP also provides qualifying customers assistance with water-saving appliances and repairs. More information about our program can be found at: <https://www.citizensenergygroup.com/My-Account>.
- Q. Can I obtain a more detailed list of the charges on my bill?**
A. Yes. Upon request, Citizens will provide monthly bills with more detail on specific charges. You can request a detailed bill by contacting a customer service representative at (317) 924-3311 or selecting the option on-line at <https://www.citizensenergygroup.com/My-Account/MyProfile/Billing-Preferences>. There is no additional charge for a detailed bill.
- Q. My Account Balance seems too high or low. Could there be a problem?**
A. Your total bill is impacted by several factors such as the Previous Balance, Other Activity such as charges or adjustments, and Historical Information. More information is available online at [citizensenergygroup.com](https://www.citizensenergygroup.com) or by contacting Customer Service.
- Q. How does Historical Information help determine if my bill is too high or too low?**
A. Monthly gas and water usage can be compared to previous history using the charts to verify current usage is in line with typical usage. Gas consumption is likely to increase with colder weather and water consumption may be impacted by activity such as lawn irrigation or household changes.
- Q. Why would my meter reading be estimated? What if my reading was over or under-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 or fences. When estimating bills, Citizens reviews historical usage and considers the weather. The estimated reading will automatically adjust with the next actual reading.
- Q. I think I have a water leak – what should I do?**
A. Please refer to our website for useful, self-help tips or give us a call before contacting a contractor. It could be something as simple as a running toilet/silent toilet leak or a misread.
- Q. Can a deposit be charged to my bill for late payment?**
A. Yes. If the account has two (2) disconnect bills in a row or three (3) disconnect bills in a twelve (12) month period a deposit may be charged to the account.



Emergency:
(317) 924-3311



Register Online:
CitizensEnergyGroup.com

Phone Numbers

Emergency (317) 924-3311
 Register Online CitizensEnergyGroup.com
 Pay Online CitizensEnergyGroup.com
 Customer Service (317) 924-3311
 Mon – Fri 7:00 a.m. – 7:00 p.m. Sat 9:00 a.m. – 1:00 p.m.
 Toll Free (800) 427-4217
 Pay by Phone (317) 924-3310
 Call Before You Dig 811
 Utility Financial Assistance - Indiana 211 211
 Visit CitizensEnergyGroup.com for a schedule of Board of Directors meetings

The Rights and Responsibilities for Residential Customers pamphlet can be located at www.citizensenergygroup.com/My-Home/My-Responsibilities

Mailing Addresses

Remit Payments To:
 Citizens Energy Group
 PO Box 7056
 Indianapolis, IN 46207-7056

Corporate Office:
 Citizens Energy Group
 2020 N. Meridian Street
 Indianapolis, IN 46202-1306

DEFINITIONS

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.
Therm (THRM) Used - Energy value of the gas used
Conversion - Used to convert the metered consumption to calculated charges for billing purposes (for example CCF to Therms)
Pressure Factor - The adjustment for gas metered at a pressure greater than the standard delivery pressure, or greater than 1/4 psig or 6" of water column.
Gas Charges - Includes cost of gas used, maintaining a safe and dependable distribution system, meter reading, billing and various customer services.



Payment Terminal



BILLING OPTIONS

- Me gustaría recibir mi factura en español
 Provide Detailed Charges on Bill

PAY WITH CASH FOR FREE AT PARTICIPATING CVS PHARMACY AND FAMILY DOLLAR LOCATIONS

Bring this notice with you to make cash payment. Payments posted within 15 minutes.

CVS Pharmacy Cashier Instructions

1. Scan barcode below
2. Ask the customer how much they want to pay
3. Enter the amount and collect payment
4. Give the customer their receipt



PayNearMe



Family Dollar Team Member Instructions

1. Scan barcode below
2. Enter the payment amount and press Total
3. Collect payment from the customer
4. Tender the transaction and provide a receipt



PayNearMe





Backflow Prevention

Backflow prevention devices are required on all irrigation systems, and Indiana regulation requires that they be tested at least once each year. This is important for any physical connection to a secondary water system in order to prevent potential contaminants from entering the public water supply. Customers are responsible for installing backflow prevention devices, but testing must be completed by a certified technician. Learn more about the appropriate device for your system and where they must be located at www.citizensenergygroup.com/backflow.

Save the Date for TrailMixer (April 25 – May 3)

Central Indiana is home to nearly 800 miles of connected trails, and this April, they'll officially unite under one network: Greater Indy Trailways. TrailMixer is a region-wide festival bringing pop-up experiences, community celebrations, and local collaborations to life across the region. For more information, visit TheTrailways.com/TrailMixer. And follow TrailMixer on Facebook (@TheTrailways) and Instagram (@The_Trailways).



Flexible Payment Schedules are Available By Request

Flexible payment plans are a tool that customers can use to catch up on outstanding bills. Customer service associates will work with our customers to determine payment arrangements to allow customers to catch up on past-due bills. Because this is a specific arrangement for each individual customer, reach out to us at (317) 924-3311 to start the conversation. You can also learn more about assistance programs available from Citizens and community organizations at www.citizensenergygroup.com/help.



Conservation Tip:

Most Indiana lawns only need water up to twice each week, and "April showers" provide free irrigation! To save on your water bill, turn off automatic lawn irrigation systems when rain is forecasted.

Safety Tip:

Gas and charcoal grills can produce carbon monoxide. Only use them outdoors in a well-ventilated area—never in a garage or other enclosed space.

Careers At Citizens

Visit www.CitizensEnergyGroup.com/Careers or scan the QR code with your smartphone to see the many career opportunities Citizens has to offer.



**Look for coupons
on the back!**



SUMMERS™

Plumbing Heating & Cooling

317-493-5624
SummersPHC.com

\$69
A/C
TUNE-UP
TERMS & CONDITIONS APPLY

Ready for A/C Season?

Take an extra
\$10 OFF
Your A/C Tune-Up!

Call Now. This Offer Expires Soon!

\$100
OFF WHOLE
HOUSE DUCT
CLEANING

Terms may apply. Call for details.
Expires 5/31/26

SAVE \$99

FREE
SERVICE
CALL

WITH PAID REPAIR. Expires 5/31/26

©2026 SUMMERS PLUMBING, HEATING & COOLING
LIC# PL C052400002 HVAC H0020136

WE SERVICE & REPAIR ALL MAKES & MODELS • 24/7/365 EMERGENCY SERVICE



MOLDY, OLD, GRIMEY, OUTDATED SOUND LIKE YOUR BATHTUB?



BEFORE



AFTER



Start Fresh this Spring with a New Shower
from Bath Experts!

- 👍 Lifetime Warranty*
- 💰 Free Consultation
- 🕒 Installed In As Little As One Day*

50% OFF INSTALLATION*

PLUS

**18 MONTHS NO PAYMENTS
& NO INTEREST***

CALL BY MAY 15TH TO RECEIVE A FREE SHOWER DOOR!

GET YOUR FREE QUOTE! CALL NOW!

317-688-1911

*Free shower door details: 60" Concealed Roller, Chrome Finish Door has a value of \$1,763. See representative for limited lifetime warranty details. With purchase of any complete bath or shower system. Not valid with other offers or prior purchases. Offer good during initial consultation only. Financing is provided by third party lenders under terms arranged by customer and lender, subject to credit requirements. Not all buyers may qualify. Most shower remodels can be done in one day, but there are a few cases in which additional time may be needed. Offer expires 05/10/2026.



\$200 OFF
SUMP PUMPS
+
\$400 OFF
BACKUP SYSTEMS

Valid at participating locations. Limit one coupon per household.
Coupon must be presented at time of purchase. Cannot be
combined with any other offers or discounts. Some restrictions,
taxes and fees may apply. Expires 5/31/26.

IT'S TIME!
GET YOUR ANNUAL AIR
CONDITIONING TUNE-UP
\$89.95

Valid at participating locations. Limit one coupon per household.
Coupon must be presented at time of purchase. Cannot be
combined with any other offers or discounts. Some restrictions,
taxes and fees may apply. Expires 5/31/26.

License # CP10100018 and H0010668 © 2026 Benjamin Franklin Plumbing Franchising SPE LLC and One Hour Air Conditioning Franchising SPE LLC. All Rights Reserved. Each location individually owned and operated.



317-682-1726

benjaminfranklinplumbingindy.com
onehourairindy.com

- Maintenance, Repair & Replacement
- Certified & Professional Technicians
- 24/7 Emergency Service

- Trucks Stocked for Same-Day Repairs
- 100% Satisfaction Guaranteed
- Financing Available