



Account Number: 1637353614

RESIDENCE AT BRICKYARD FLATS LLC | 2910 EMBASSY CT

Bill ID: 163942507765

Amount Due \$21.27

Date Due 05/27/26

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.

ACCOUNT SUMMARY

Account Balance as of 04/09/26 \$21.38
Payment(s) Received 04/24/26 \$21.38 cr

Previous Balance \$0.00

Utility Charges

Gas Charges \$19.88
Sales Tax \$1.39

Utility Subtotal \$21.27

Amount Due as of 05/08/26 \$21.27

HISTORICAL INFORMATION

GAS USAGE

Rate D2 - Res Heating Delivery and Supply

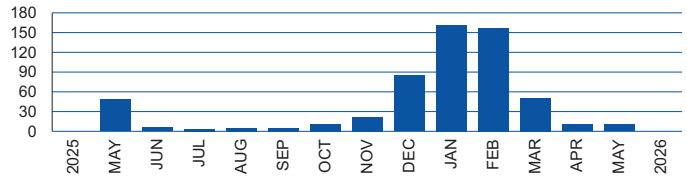


Table with 8 columns: Meter Number, Days of Service, Previous Read, Current Read, Pressure Factor, CCF Used, THERM Conversion, THERM Used.

Average Daily Utility Cost: \$0.66

Next Meter Read Date: 06/05/26



PO Box 7056
Indianapolis, IN 46207-7056

CHANGE SERVICE REQUESTED



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



Amount Due by 05/27/26 \$21.27

Amount Due After 05/27/26 \$22.08

Amount Enclosed \$

Write account number on check and mail to:



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



0311173-CEGS353505-FC.OVR-000011
RESIDENCE AT BRICKYARD FLATS LLC
RUM: 4945375
PO BOX 5169
OAK BROOK IL 60522-5169



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## 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](https://CitizensEnergyGroup.com)

### Phone Numbers

Emergency . . . . . (317) 924-3311  
 Register Online . . . . . [CitizensEnergyGroup.com](https://CitizensEnergyGroup.com)  
 Pay Online . . . . . [CitizensEnergyGroup.com](https://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](https://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](https://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.
- Bill Adjustment** - An adjustment on charges.



Payment Terminal



## BILLING OPTIONS

- Me gustaría recibir mi factura en español
- Discontinue Detailed 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



## DETAILED UTILITY CHARGES

<b>Gas</b>	
Gas Delivery Charge	\$3.43
Facility Charge	\$11.83
Customer Benefit Adjustment	\$0.01 cr
Normal Temperature Adjustment	\$0.66
Rider A	\$3.96
Rider F - Residential Heat	\$0.01
Sales Tax	\$1.39
<b>Total Gas Charges</b>	<b>\$21.27</b>



## DETAILED FAQ

- Q. What is the benefit of the detailed bill?**  
A. The detailed bill shows a breakdown of charges. For example, "Gas Charges" on a typical bill includes items such as Delivery Charge, Facility Charge, Rider A, etc. On a typical water bill, "Water Charges" includes items such as Volumetric Water Charge, Cost of Basic Service, etc. which will be shown on a separate page on a detailed bill.
- Q. How do I discontinue the detailed bill option and only receive the typical bill as I always received in the past?**  
A. Simply check the box on the back of the remittance coupon to "Discontinue Detailed Bill"
- Q. Why are you offering the detailed bill option to customers now?**  
A. We received feedback from customers they would like to see a breakdown of their charges.
- Q. Where do I find the rates?**  
A. You can find the rate definitions by visiting our website at [www.citizensenergygroup.com](http://www.citizensenergygroup.com) and selecting "Rates & Regulatory Notices". If you live in Westfield you will then select "Citizens Westfield" if not please select "Citizens Energy Group". Once there, please select the option that applies.

## DETAILED DEFINITIONS

- Customer Benefit Adjustment** - A credit designed to distribute, to all customers, funds as approved by the Indiana Utility Regulatory Commission (IURC).
- Facility Charge** - A flat rate per month designed to recover a portion of the fixed costs incurred by the Utility to provide Gas Delivery Service to the customer. This includes such things as meter reading, billing, call center operation, servicing equipment, and maintenance of the pipeline.
- Gas Delivery Charge** - A rate per unit of gas consumed by a customer, designed to recover fixed and variable costs incurred by the Citizens to provide Gas Delivery Service to the customer's meter, not otherwise recovered through the Facility Charge.
- Normal Temperature Adjustment** - Normal Temperature Adjustment adjusts each Customer's monthly billed amount to reverse the impact on abnormal weather; either colder or warmer than normal. This rider is in affect November through May
- Rider A** - Charges applicable to the Utility's customers and/or Third Party Suppliers to recover the cost of gas and related off-system services incurred by the Utility to provide Gas Supply Service to the customer. Such costs include pipeline transportation and balancing services. Typically, the rate is updated monthly and results in a unique charge for each rate class.
- Rider F** - Recovers the unfunded balance in the Universal Service Fund (USF) from Residential and Commercial End-Use Customers receiving service under Gas Rate Nos. D1, D2, D3, D4, and D5.