



Account Number: 3100475037

RESIDENCE AT BRICKYARD FLATS LLC | 2910 CONSULATE LN

Bill ID: 310255725977

Amount Due \$34.51

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 03/03/26 \$154.73
Payment(s) Received 03/16/26 \$154.73 cr

Previous Balance \$0.00

Utility Charges

Gas Charges \$32.25
Sales Tax \$2.26

Utility Subtotal \$34.51

Amount Due as of 05/08/26 \$34.51

HISTORICAL INFORMATION

GAS USAGE

Rate D2 - Res Heating Delivery and Supply



Table with 7 columns: Meter Number, Days of Service, Previous Read, Current Read, CCF Used, THERM Conversion, THERM Used. Row 1: 559259, 29, 9499 Est., 9523 Actual, 24.00, 1.047, 25.12

Average Daily Utility Cost: \$1.11

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



No Fees

Account Number: 3100475037

Service Address: 2910 CONSULATE LN

Amount Due by 05/27/26 \$34.51

Amount Due After 05/27/26 \$35.69

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



00000031004750370000035690000034513

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)
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

