citizens energy group

# Account Number: 4115183237

RESIDENCE AT BRICKYARD FLATS LLC | 6417 CONSULATE CT,APT 1327

Bill ID: 411310679494

| **Amount Due** | **$0.00** |
|---|---|
| Date Due | 03/30/26 |

## FINAL BILL

A refund for your credit balance is being processed. This refund check will be mailed within thirty days.

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.

## ACCOUNT SUMMARY

| | |
|---|---|
| Account Balance as of 02/13/26 | $149.65 |
| Bill Correction | $19.11 cr |
| Payment(s) Received 02/23/26 | $149.65 cr |
| **Previous Balance** | **$19.11 cr** |
| **Utility Charges** | |
| **Utility Subtotal** | **$0.00** |
| **Amount Due as of 03/11/26** | **$19.11 cr** |

 Make check payable to Citizens Energy Group.

**Account Number: 4115183237**

Service Address: 6417 CONSULATE CT,APT 1327

citizens energy group

PO Box 7056
Indianapolis, IN 46207-7056

| **Amount Due by 03/30/26** | **$0.00** |
|---|---|
| Amount Enclosed | $ |

10000000

**CHANGE SERVICE REQUESTED**

**Pay Online:** CitizensEnergyGroup.com
**Pay by Phone**: (317) 924-3310
No Fees

0300333-CEGS346309-FC.OVR-000012
RESIDENCE AT BRICKYARD FLATS LLC
RUM: 4945375
PO BOX 5169
OAK BROOK IL 60522-5169

Write account number on check and mail to:

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

00000041151832370000000000000000003

## 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 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

**cr** - Indicates a credit.
**Bill Adjustment** - An adjustment on charges.



citizens energy group
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 transation and provide a receipt

PayNearMe

Customer/Cashier Call (888)-653-1161 for help
Subject to PayNearMe, Inc. terms of use at www.paynearme.com

Cashier: Call CTTS at 866-377-6420 for help

## DETAILED UTILITY CHARGES

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## DETAILED DEFINITIONS

## Citizens Energy Group on the "Get Indiana" podcast

Are you a fan of podcasts and learning about what's happening in Central Indiana? Citizens President & CEO Jeffrey Harrison recently joined the "Get Indiana" podcast with host Nate Spangle to discuss the impact of the DigIndy Tunnel System on our Central Indiana waterways. Discussion topics included the tunnel boring machine that was used to mine 28 miles of underground tunnel which now captures 5 billion gallons of wastewater overflows each year and keeps sewage out of our waterways. The result is a cleaner, greener, and healthier Central Indiana for residents and neighborhoods. Find episode 225 of the "Get Indiana" podcast to learn more.

## Go paperless!

Paperless billing allows you to access account information anytime, anywhere, on any device. After you enroll, you will receive an online statement and customizable account reminders through your online My Account dashboard. You can even customize alerts for current balance, bill due date, and payments received. Make the switch today at the link.

### Conservation Tip:

Avoid an overinflated energy bill during cold weather by considering tools like a smart thermostat, proper insulation to retain heat, lowering the temperature by 7 to 10 degrees (while you're away or sleeping), and changing your air filter every 30 to 90 days.

### Safety Tip:

Keep appliance vents on the exterior of your home clear of snow, ice, or other obstructions. A blocked vent could cause appliance malfunctions or create a potentially hazardous carbon monoxide buildup.

## Need A Job, But Just Part-Time?

Working as a meter reader at Citizens Energy Group provides a lot of flexibility and may be the perfect fit for your schedule. Shifts are available Monday-Friday between 7:00 a.m. and 4:00 p.m., and hourly pay starts at $18.32 with the opportunity for pay incentives. The role includes reading customer utility meters on scheduled routes; recording data with high accuracy; watching for natural gas or water leaks; and solving problems while working with customers. Meter readers at Citizens are an incredibly dedicated and committed team. To learn more, scan the QR code.

## Financial assistance deadlines this winter

- The federal Energy Assistance Program (EAP) should be the first step for those seeking financial assistance with utility bills. But this program will stop taking applications for the winter season on April 20, 2026. Find information and apply now at citizensenergygroup.com/help.
- Indiana's moratorium on shutting off natural gas service due to non-payment will end on March 15.
- United Way of Central Indiana's Winter Assistance Fund (WAF) is for individuals and families struggling with utility bills who earn too much to qualify for government energy assistance programs but whose income is up to 225% of the Federal Poverty Level. The deadline to apply for the 2026 program is March 31. Find more information – including application sites – at uwci.org/waf.

## 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!*

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