



Account Number: 7120786189

RESIDENCE AT BRICKYARD FLATS LLC | 2725 EMBASSY ROW, APT 423

Bill ID: 712236086024

Amount Due \$23.54

Date Due 06/29/26

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 05/11/26 \$21.87
Payment(s) Received 05/15/26 \$21.87 cr

Previous Balance \$0.00

Utility Charges

Gas Charges \$22.00
Sales Tax \$1.54

Utility Subtotal \$23.54

Amount Due as of 06/09/26 \$23.54

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. Row 1: 644341, 33, 4775 Actual, 4786 Actual, 1.123, 12.35, 1.050, 12.97

Average Daily Utility Cost: \$0.67

Next Meter Read Date: 07/09/26



PO Box 7056
Indianapolis, IN 46207-7056

CHANGE SERVICE REQUESTED



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



Amount Due by 06/29/26 \$23.54

Amount Due After 06/29/26 \$24.41

Amount Enclosed \$

Write account number on check and mail to:



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



0314713-CEGS357370-FC.OVR-000007
RESIDENCE AT BRICKYARD FLATS LLC
RUM: 4945375
PO BOX 5169
OAK BROOK IL 60522-5169



00000071207861890000024410000023549

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



Be Water-Wise This Summer!



During hot, dry weather, up to half of all drinking water supplied in Central Indiana is used by our customers simply to water lawns. This is despite established Indiana lawns only needing water 1-2 times per week. Overwatering can damage lawns, overinflate your water bills, and put undue stress on the water infrastructure. If you must water your lawn, remember to be strategic in how and when you irrigate! Visit www.citizensenergygroup.com/WaterWise for tips on how to conserve and save.

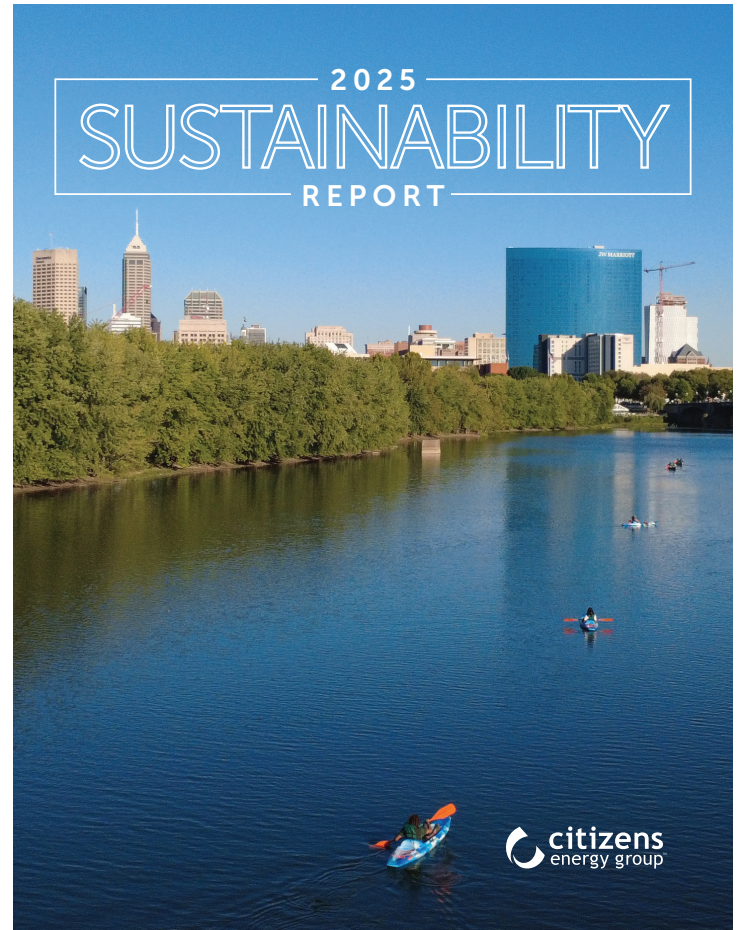
Conservation Tip:

Install a rain barrel to collect rainwater runoff. Then use the free water you've collected to irrigate your lawn and landscaping.

Safety Tip:

If you detect even a slight odor of natural gas in the area, don't stay—get away! Then contact Citizens Energy Group at (317) 924-3311 or call 911.

Sustainability Report Available Online



It's spring, everything is green, and Citizens Energy Group's newly released Sustainability Report is available online! Read stories from the past two years of work to make Indianapolis and Central Indiana a cleaner, healthier, and more resilient community. Highlights include the completion of the Digindy Tunnel System; the acceleration of efforts to replace customer-owned water service lines made of lead; and continued utility assistance for those in need through the Warm Heart Warm Home Foundation™.

Scan the QR code to read the full report



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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