



Account Number: 8532914121
RESIDENCE AT BRICKYARD FLATS LLC | 2868 EMBASSY ROW

Bill ID: 853663470720

Amount Due \$35.85

Date Due 05/30/26

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 \$51.49
Payment(s) Received 04/24/26 \$51.49 cr

Previous Balance \$0.00

Utility Charges

Gas Charges \$33.50
Sales Tax \$2.35

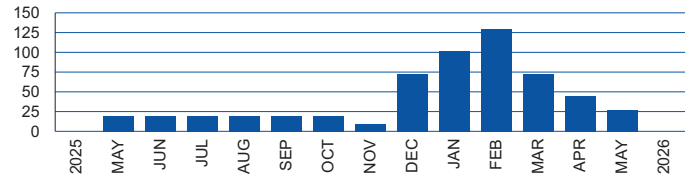
Utility Subtotal \$35.85

Amount Due as of 05/11/26 \$35.85

HISTORICAL INFORMATION

GAS USAGE

Rate D2 - Res Heating Delivery and Supply



Meter Number	Days of Service	Previous Read 04/07/26	Current Read 05/07/26	Pressure Factor	CCF Used	THERM Conversion	THERM Used
644268	30	9860 Actual	9883 Actual	1.123	25.82	1.047	27.04

Average Daily Utility Cost: \$1.12

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: 8532914121
Service Address: 2868 EMBASSY ROW

Amount Due by 05/30/26 \$35.85

Amount Due After 05/30/26 **\$37.07**

Amount Enclosed \$



0311343-CEGS353688-FC.OVR-000010
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

00000085329141210000037070000035850

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.
- Bill Adjustment** - An adjustment on charges.



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



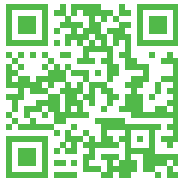


We'll see you at the track!

It's an annual tradition! Volunteers from Citizens Energy Group are proud to hydrate runners with cool, clean local water inside the Indianapolis Motor Speedway for the Indy Mini-Marathon every May.

2025 Drinking Water Report Available Online

Drinking water quality is a top priority at Citizens Energy Group. Many significant efforts and investments are made to ensure safe drinking water for our customers, including the protection of our water sources, quality control in the water treatment process, daily testing for quality and safety, and the maintenance of the water distribution system. Each year, we measure and report our compliance with drinking water regulations in a document called the Water Quality Report. To review the recently published 2025 Water Quality Report, visit www.CitizensEnergyGroup.com/WaterQuality.



Summer Sewer Charges

On May 1, Citizens transitioned to our annual Summer Sewer Charges program for residential customers. This program considers that some water used during the summer months may not be disposed of in the wastewater system, including water used for lawn irrigation. Therefore, to keep wastewater service costs low for customers, the residential sewer charge from May through November will be based on the customer's average water usage during the months of December through March.

In no event will the sewer charge be based on fewer than 3,000 gallons (4CCF) of water which is the minimum charge. Residential customers will see a line item on their bill labeled: Sewer Charges (xx CCF). This represents the sewer volume used to calculate sewer charges. No further action is needed by customers as enrollment in the program is automatic.

Mindful Lawn Irrigation Saves On Your Water Bill

Mindful Lawn Irrigation Saves On Your Water Bill. Gearing up for landscaping season? Even if you're used to watering your lawn on a standard schedule, consider that most Indiana lawns can go weeks without watering. Conserving on water for irrigation also saves on your water bill!

Conservation Tip:

Drain your water heater tank annually to keep it running efficiently.

Safety Tip:

Learn if your natural gas appliances have an electric igniter (often in new models) or a traditional pilot light. If a pilot light, store the appliance instructions near the appliance for easy re-lighting. Or call a professional for help!

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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SummersPHC.com



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A/C TUNE-UP

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SAVE \$99
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WITH PAID REPAIR. Expires 6/30/26

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SAVE TODAY!
\$49 DRAIN CLEARING (INCLUDES CAMERA INSPECTION)

A \$285 value. Must have ground floor accessible clean outs. 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 06/30/26.

IT'S TIME!
GET YOUR ANNUAL \$69 TUNE-UP

Regularly \$119. Doesn't apply to Oil Furnaces or Geothermal. 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 06/30/26.

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ACCREDITED BUSINESS BBB

Jacuzzi Bath Remodel BATH EXPERTS

Google ★★★★★

"Very professional from quote to finished product. Follow up was excellent. Would use them again."
- Leroy C., March 2026

Google ★★★★★

"The process was surprisingly easy and straightforward. I didn't feel any pressure from start to finish."
- Yvonne, March 2026

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*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 06/10/2026.

To Advertise call 309-635-8998 or email neilheller@directmailgroup.com for information.