



Account Number: 1568768698

RESIDENCE AT S MADISON LLC | 7210 MADISON AVE REAR

Bill ID: 156048293262

Amount Due \$187.90

Date Due 06/20/26

ACCOUNT SUMMARY

Account Balance as of 05/01/26 \$187.35
Payment(s) Received 05/15/26 \$187.35 cr

Previous Balance \$0.00

Utility Charges

Water Charges \$45.38
Sales Tax \$3.18
Sewer Charges \$69.34

Utility Subtotal \$117.90

Other Account Activity

Payment Arrangement \$70.00

Other Subtotal \$70.00

Amount Due as of 06/01/26 \$187.90

This account has a payment arrangement. Each installment will be billed monthly along with your new charges. Please pay the Amount Due for each bill to maintain the arrangement. If the payment arrangement is cancelled or broken, the total balance on the account of \$254.95 will become due.

DISCONNECT NOTICE

This account has a payment arrangement. If the Amount Due is not received in our office by the bill due date, the service(s) will be disconnected without further notice. Reconnection of service(s) will require payment of the Total Account Balance, plus a reconnection charge, delinquent account trip charge, and a security deposit.

See reverse side for Disconnect FAQs

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.

HISTORICAL INFORMATION

WATER USAGE

Rate 4 - Commercial Metered Service

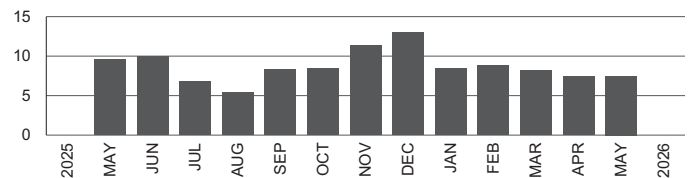


Table with 7 columns: Meter Number, Days of Service, Previous Read, Current Read, CF Used, CCF Conversion, CCF Used. Row 1: 19111153, 32, 64857 Actual, 65606 Actual, 749, 0.01, 7.49

Average Daily Utility Cost: \$3.59

Next Meter Read Date: 06/30/26



PO Box 7056 Indianapolis, IN 46207-7056

CHANGE SERVICE REQUESTED

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

Account Number: 1568768698

Service Address: 7210 MADISON AVE REAR

DISCONNECT NOTICE

Total Due By 06/20/26 \$187.90

Total Due After 06/20/26 \$191.76

Amount Enclosed \$

Write account number on check and mail to:



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



0313797-CEGS356269-FC.OVR-000006
RESIDENCE AT S MADISON LLC
SOUTH & MADISON C/O RUM 4945380
PO BOX 5169
OAK BROOK IL 60522-5169



00000015687686980000191760000187904

10000000

## DISCONNECT NOTICE 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. If my service(s) are disconnected, what will be required for reconnection?**  
**A.** The total Account Balance, delinquent account trip charge, and reconnection charge(s), and a deposit will be required to reconnect service, which is all approved by the Indiana Utility Regulatory Commission.
- Q. Can I pay at the time Citizens is out to disconnect my service?**  
**A.** For the safety of our employees, we are unable to accept any form of payment at the door.
- Q. Why is the balance shown on my arrangement coupons so much higher than my actual balance?**  
**A.** The balance shown is a projected amount which includes the total account balance at the time of the arrangement, plus the estimated future charges.
- 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.
- Q. Why am I still receiving disconnect notices although I'm on an arrangement?**  
**A.** Disconnect notices will continue to generate in case a payment installment is missed or paid late, but as long as the payments are received by the arrangement due date there will be no service interruption.
- Q. Do I need to report my payments while on an arrangement?**  
**A.** We are unable to hold the account with just the confirmation number. Payments must be made on or before the due date in order to post to the account on time.



**Emergency:**  
(317) 924-3311



**Register Online:**  
[CitizensEnergyGroup.com](http://CitizensEnergyGroup.com)

## Phone Numbers

Emergency ..... (317) 924-3311  
 Register Online ..... [CitizensEnergyGroup.com](http://CitizensEnergyGroup.com)  
 Pay Online ..... [CitizensEnergyGroup.com](http://CitizensEnergyGroup.com)  
 Customer Service ..... (317) 927-4328  
 Mon – Fri 8:00 a.m. – 5:00 p.m.  
 Pay by Phone ..... (317) 924-3310  
 Call Before You Dig ..... 811  
 Visit [Citizensenergygroup.com](http://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](http://www.citizensenergygroup.com/My-Home/My-Responsibilities)

## Mailing Addresses

<b>Remit Payments To:</b>	<b>Corporate Office:</b>
Citizens Energy Group	Citizens Energy Group
PO Box 7056	2020 N. Meridian Street
Indianapolis, IN 46207-7056	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.  
**Cu FT** - Cubic Feet - A standard unit of measure for volume.  
**Conversion** - Used to convert the metered consumption to calculated charges for billing purposes (for example CCF to Therms)  
**Sewer Charges** - Based upon the volume of water used. Cost to maintain disposal system, safely process discharge, and billing services.  
**Water Charges** - Includes cost of water used, maintaining a safe dependable distribution system, meter reading, billing, and public fire protection.  
**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>Water</b>	
Lead Service Line Recovery	\$4.56
Distribution System Improvement Charge	\$3.46
Monthly Service Charge	\$21.04
Volumetric Water Charge	\$16.32
Sales Tax	\$3.18
<b>Total Water Charges</b>	<b>\$48.56</b>
<b>Sewer</b>	
Monthly Base Charge	\$21.25
Treatment Charge	\$47.64
LICAP Adjustment	\$0.45
<b>Total Sewer Charges</b>	<b>\$69.34</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

- Monthly Base Charge** - A fixed monthly charge, per connection.
- Monthly Service Charge** - A fixed monthly service charge applicable to the size of the meter installed.
- LICAP Adjustment** - As part of your sewer charges, each month you pay 45 cents to fund the Low-Income Customer Assistance Program (LICAP). LICAP provides a credit on wastewater service to qualified customers.
- Treatment Charge** - Charge based on the amount of water delivered or used.
- Volumetric Charge** - Charge based on the amount of water delivered or used.



## 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](http://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](http://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!**

# Start the Season Off Right!

# SUMMERS

Plumbing Heating & Cooling

317-493-5624

SummersPHC.com



**Call For A Pre-Season Tune-Up!**

**\$69**  
A/C TUNE-UP

TERMS & CONDITIONS APPLY

**\$100**  
OFF WHOLE HOUSE DUCT CLEANING

Terms may apply. Call for details.  
Expires 6/30/26

**SAVE \$99**  
**FREE SERVICE CALL**

WITH PAID REPAIR. Expires 6/30/26

©2026 SUMMERS PLUMBING, HEATING & COOLING  
LIC# PL C052400002 HVAC H0020136

**WE SERVICE & REPAIR ALL MAKES & MODELS • 24/7/365 EMERGENCY SERVICE**



**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.

License # CP10100018 and H0010668 © 2026 Benjamin Franklin Plumbing Franchising SPE LLC and One Hour Air Conditioning Franchising SPE LLC. All Rights Reserved. Each location individually owned and operated.



**317-682-1726**

benjaminfranklinplumbingindy.com  
onehourairindy.com

- Maintenance, Repair & Replacement
- Certified & Professional Technicians
- 24/7 Emergency Service

- Trucks Stocked for Same-Day Repairs
- 100% Satisfaction Guaranteed
- Financing Available

**Jacuzzi Bath Remodel BATH EXPERTS**

**MEMORIAL DAY SALE**  
NOW UNTIL JUNE 10<sup>TH</sup>

**\$500 OFF**  
YOUR TUB OR SHOWER PROJECT\*

PLUS **FREE SHOWER DOOR** WHILE SUPPLIES LAST!



**BBB ACCREDITED BUSINESS** **Jacuzzi Bath Remodel** **BATH EXPERTS** **Google 5 stars**

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

**Google 5 stars**

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

**Plus take advantage of our limited time financing offer!**

**18 MONTHS NO PAYMENTS & NO INTEREST\***

**GET YOUR FREE QUOTE! CALL NOW!**  
**317-688-1911**

**Lifetime Warranty\*** **Free Consultation** **Installed In As Little As One Day\***

\*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.