



Account Number: 2770864188
 RESIDENCE AT S MADISON LLC | 1819 MADISON VILLAGE DR

Bill ID: 277420617600

Amount Due \$13,259.43
Date Due 06/20/26

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.

ACCOUNT SUMMARY

Account Balance as of 05/01/26	\$11,553.81
Payment(s) Received 05/15/26	\$11,553.81 cr
Previous Balance	\$0.00
Utility Charges	
Water Charges	\$2,588.38
Sales Tax	\$181.18
Fire Service Charges	\$14.08
Sales Tax	\$0.99
Sewer Charges	\$6,342.80
Utility Subtotal	\$9,127.43
Other Account Activity	
Payment Arrangement	\$4,132.00
Other Subtotal	\$4,132.00
Amount Due as of 06/01/26	\$13,259.43

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 \$17,386.76 will become due.

HISTORICAL INFORMATION

WATER USAGE Rate 7 - Multi Family Metered Service

Meter Number	Days of Service	Previous Read 04/30/26	Current Read 06/01/26	TCF Used	CCF Conversion	CCF Used
19118605	32	167125 Actual	169355 Actual	2230.00	0.1	223
19118604	32	466468 Actual	473427 Actual	6959.00	0.1	695.9

Average Daily Utility Cost: \$279.54 **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: 2770864188
 Service Address: 1819 MADISON VILLAGE DR

DISCONNECT NOTICE

Total Due By 06/20/26 \$13,259.43

Total Due After 06/20/26 **\$13,528.62**

Amount Enclosed \$



11694 1 MB 0.672 0313968-CEGS356269-FC.1GRP_2-011694

RESIDENCE AT S MADISON LLC
 SOUTH & MADISON C/O RUM 4945380
 PO BOX 5169
 OAK BROOK IL 60522-5169

T:42



Write account number on check and mail to:



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

0000027708641880013528620013259432

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

Phone Numbers

Emergency (317) 924-3311
 Register Online CitizensEnergyGroup.com
 Pay Online 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 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.
TCF - 10 cubic feet
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.



BILLING OPTIONS

- Me gustaría recibir mi factura en español
 Discontinue Detailed Bill

DETAILED UTILITY CHARGES

Water	
Lead Service Line Recovery	\$72.80
Distribution System Improvement Charge	\$55.32
Monthly Service Charge	\$201.88
Volumetric Water Charge	\$2,258.38
Sales Tax	\$182.17
Monthly Unmtrd Fire	\$14.08
Total Water Charges	\$2,784.63
Sewer	
Monthly Base Charge	\$21.25
Treatment Charge	\$6,321.10
LICAP Adjustment	\$0.45
Total Sewer Charges	\$6,342.80



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 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.



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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\$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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317-682-1726

benjaminfranklinplumbingindy.com
onehourairindy.com

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"Very professional from quote to finished product. Follow up was excellent. Would use them again."

- Leroy C., March 2026



"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.