



Account Number: 6555074779

RESIDENCE AT S MADISON LLC | SOUTH & MADISON C/O RUM 4945380

Bill ID: 655816583505

Amount Due \$192.01

Date Due 06/16/26

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.

SUMMARY OF ACCOUNTS

Premises Included 2

Last Statement Balance \$230.52

Payment(s) Received 05/15/26 \$230.52 cr

Previous Balance \$0.00

Utility Charges

Gas Charges \$179.45

Sales Tax \$12.56

Utility Subtotal \$192.01

Amount Due as of 05/28/26 \$192.01



PO Box 7056 Indianapolis, IN 46207-7056

CHANGE SERVICE REQUESTED



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



0313319-CEGS355830-FC.OVR-000034 RESIDENCE AT S MADISON LLC SOUTH & MADISON C/O RUM 4945380 PO BOX 5169 OAK BROOK IL 60522-5169



Account Number: 6555074779

Service Address: SOUTH & MADISON C/O RUM 4945380

Amount Due by 06/16/26 \$192.01

Amount Due After 06/16/26 \$197.81

Amount Enclosed \$

Write account number on check and mail to:



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

00000065550747790000197810000192011

10000000



**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](http://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)

**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
- 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



**Location:** 1810 MADISON VILLAGE DR,UNIT FE

**Location Total:** \$85.96

**Location Summary**

Utility Charges	
Gas Charges	\$80.34
Sales Tax	\$5.62
<b>Utility Subtotal</b>	<b>\$85.96</b>
<b>Location Total as of 05/28/26</b>	<b>\$85.96</b>

**HISTORICAL INFORMATION**

**GAS USAGE** Rate D4 - General Heating Delivery Retail

Meter Number	Days of Service	Previous Read 04/28/26	Current Read 05/27/26	CCF Used	THERM Conversion	THERM Used
359363	29	17430 Actual	17510 Actual	80.00	1.047	83.76

Average Daily Utility Cost: \$6.19      **Next Meter Read Date: 06/29/26**

**Location:** 1810 MADISON VILLAGE DR,UNIT FW

**Location Total:** \$106.05

**Location Summary**

Utility Charges	
Gas Charges	\$99.11
Sales Tax	\$6.94
<b>Utility Subtotal</b>	<b>\$106.05</b>
<b>Location Total as of 05/28/26</b>	<b>\$106.05</b>

**HISTORICAL INFORMATION**

**GAS USAGE** Rate D4 - General Heating Delivery Retail

Meter Number	Days of Service	Previous Read 04/28/26	Current Read 05/27/26	CCF Used	THERM Conversion	THERM Used
310819	29	53200 Actual	53313 Actual	113.00	1.047	118.31

Average Daily Utility Cost: \$6.19      **Next Meter Read Date: 06/29/26**





## 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](http://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.



