



**Amount Due \$97.25**

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](http://www.citizensenergygroup.com) for The Source, a quarterly business newsletter for commercial and industrial customers.

Visit us on the web at [CitizensEnergyGroup.com](http://CitizensEnergyGroup.com).

### ACCOUNT SUMMARY

Account Balance as of 04/29/26 \$198.07  
Payment(s) Received 05/15/26 \$198.07 cr

**Previous Balance \$0.00**

#### Utility Charges

Gas Charges \$90.89  
Sales Tax \$6.36

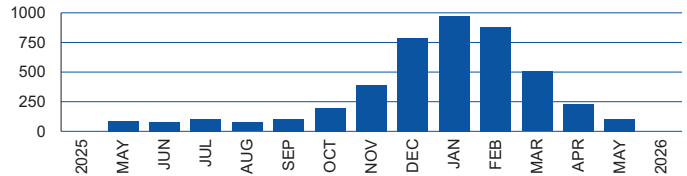
**Utility Subtotal \$97.25**

**Amount Due as of 05/28/26 \$97.25**

### 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
689305	29	82052 Actual	82149 Actual	97.00	1.047	101.55

Average Daily Utility Cost: \$3.13

**Next Meter Read Date: 06/29/26**



PO Box 7056  
Indianapolis, IN 46207-7056

#### CHANGE SERVICE REQUESTED

**Pay Online:** [CitizensEnergyGroup.com](http://CitizensEnergyGroup.com)
**Pay by Phone:** (317) 924-3310
 **No Fees**

**Account Number: 9762992520**  
Service Address: 1821 MADISON VILLAGE DR, UNIT DW

**Amount Due by 06/16/26 \$97.25**

Amount Due After 06/16/26 **\$100.19**

Amount Enclosed \$



0313319-CEGS355830-FC.OVR-000034  
RESIDENCE AT S MADISON LLC  
SOUTH & MADISON C/O RUM 4945380  
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

## 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](https://CitizensEnergyGroup.com)

### Phone Numbers

Emergency ..... (317) 924-3311  
 Register Online ..... [CitizensEnergyGroup.com](https://CitizensEnergyGroup.com)  
 Pay Online ..... [CitizensEnergyGroup.com](https://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](https://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](https://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.  
**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



## DETAILED UTILITY CHARGES

Gas	
Gas Delivery Charge	\$19.39
Facility Charge	\$34.51
Customer Benefit Adjustment	\$0.11 cr
Normal Temperature Adjustment	\$0.44 cr
Rider A	\$37.21
Rider A Balancing	\$0.27
Rider F - General Heat	\$0.06
Sales Tax	\$6.36
<b>Total Gas Charges</b>	<b>\$97.25</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

- Customer Benefit Adjustment** - A credit designed to distribute, to all customers, funds as approved by the Indiana Utility Regulatory Commission (IURC).
- Facility Charge** - A flat rate per month designed to recover a portion of the fixed costs incurred by the Utility to provide Gas Delivery Service to the customer. This includes such things as meter reading, billing, call center operation, servicing equipment, and maintenance of the pipeline.
- Gas Delivery Charge** - A rate per unit of gas consumed by a customer, designed to recover fixed and variable costs incurred by the Citizens to provide Gas Delivery Service to the customer's meter, not otherwise recovered through the Facility Charge.
- Normal Temperature Adjustment** - Normal Temperature Adjustment adjusts each Customer's monthly billed amount to reverse the impact on abnormal weather; either colder or warmer than normal. This rider is in affect November through May
- Rider A** - Charges applicable to the Utility's customers and/or Third Party Suppliers to recover the cost of gas and related off-system services incurred by the Utility to provide Gas Supply Service to the customer. Such costs include pipeline transportation and balancing services. Typically, the rate is updated monthly and results in a unique charge for each rate class.
- Rider F** - Recovers the unfunded balance in the Universal Service Fund (USF) from Residential and Commercial End-Use Customers receiving service under Gas Rate Nos. D1, D2, D3, D4, and D5.



## 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!**

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A/C TUNE-UP

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Expires 6/30/26

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**FREE SERVICE CALL**

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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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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

**Google 5 stars**

"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.