



Account Number: 0122356404

RESIDENCE AT THE LEGEND LLC | PO Box 5169

Bill ID: 012924210059

Amount Due \$143.30

Date Due 05/27/26

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

Table with account summary: Premises Included (7), Last Statement Balance (\$248.73), Payment(s) Received (248.73 cr), Previous Balance (\$0.00), Utility Charges (Gas \$133.93, Sales Tax \$9.37), Utility Subtotal (\$143.30), Amount Due as of 05/08/26 (\$143.30)



PO Box 7056 Indianapolis, IN 46207-7056

CHANGE SERVICE REQUESTED



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



No Fees

Account Number: 0122356404

Service Address: PO Box 5169

Amount Due by 05/27/26 \$143.30

Amount Due After 05/27/26 \$146.44

Amount Enclosed \$ [ ]

10000000



0311173-CEGS353505-FC.OVR-000010 RESIDENCE AT THE LEGEND LLC C/O RUM 4945381 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

00000001223564040000146440000143302



**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](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: 2110 N LYNHURST DR,APT C

Location Total: \$37.21

Location Summary

Utility Charges	
Gas Charges	\$34.78
Sales Tax	\$2.43
<b>Utility Subtotal</b>	<b>\$37.21</b>
<b>Location Total as of 05/08/26</b>	<b>\$37.21</b>

HISTORICAL INFORMATION

**GAS USAGE** Rate D2 - Res Heating Delivery and Supply

Meter Number	Days of Service	Previous Read 04/08/26	Current Read 05/06/26	CCF Used	THERM Conversion	THERM Used
552534	28	9488 Actual	9515 Actual	27.00	1.047	28.26

Average Daily Utility Cost: \$4.78      Next Meter Read Date: 06/05/26

Location: 2112 N LYNHURST DR,APT B

Location Total: \$12.66

Location Summary

Utility Charges	
Gas Charges	\$11.83
Sales Tax	\$0.83
<b>Utility Subtotal</b>	<b>\$12.66</b>
<b>Location Total as of 05/08/26</b>	<b>\$12.66</b>

HISTORICAL INFORMATION

**GAS USAGE** Rate D2 - Res Heating Delivery and Supply

Meter Number	Days of Service	Previous Read 04/08/26	Current Read 05/06/26	CCF Used	THERM Conversion	THERM Used
766976	28	52 Actual	52 Actual	0.00	1.047	0

Average Daily Utility Cost: \$4.78      Next Meter Read Date: 06/05/26

Location: 2112 N LYNHURST DR,APT D

Location Total: \$17.84

Location Summary

Utility Charges	
Gas Charges	\$16.67
Sales Tax	\$1.17
<b>Utility Subtotal</b>	<b>\$17.84</b>
<b>Location Total as of 05/08/26</b>	<b>\$17.84</b>

HISTORICAL INFORMATION

**GAS USAGE** Rate D2 - Res Heating Delivery and Supply

Meter Number	Days of Service	Previous Read 04/08/26	Current Read 05/01/26	CCF Used	THERM Conversion	THERM Used
716309	23	4996 Actual	5005 Actual	9.00	1.047	9.42

Average Daily Utility Cost: \$4.78      Next Meter Read Date: 06/05/26



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Location: 2116 N LYNHURST DR,APT C

Location Total: \$11.38

Location Summary

Utility Charges	
Gas Charges	\$10.64
Sales Tax	\$0.74
<b>Utility Subtotal</b>	<b>\$11.38</b>
<b>Location Total as of 05/08/26</b>	<b>\$11.38</b>

HISTORICAL INFORMATION

**GAS USAGE** Rate D2 - Res Heating Delivery and Supply

Meter Number	Days of Service	Previous Read 04/08/26	Current Read 04/20/26	CCF Used	THERM Conversion	THERM Used
439051	12	4199 Actual	4206 Actual	7.00	1.047	7.32

Average Daily Utility Cost: \$4.78      Next Meter Read Date: 06/05/26

Location: 2118 N LYNHURST DR,APT A

Location Total: \$16.05

Location Summary

Utility Charges	
Gas Charges	\$15.00
Sales Tax	\$1.05
<b>Utility Subtotal</b>	<b>\$16.05</b>
<b>Location Total as of 05/08/26</b>	<b>\$16.05</b>

HISTORICAL INFORMATION

**GAS USAGE** Rate D2 - Res Heating Delivery and Supply

Meter Number	Days of Service	Previous Read 04/08/26	Current Read 05/01/26	CCF Used	THERM Conversion	THERM Used
662810	23	6717 Actual	6724 Actual	7.00	1.047	7.32

Average Daily Utility Cost: \$4.78      Next Meter Read Date: 06/05/26

Location: 2118 N LYNHURST DR,APT C

Location Total: \$8.20

Location Summary

Utility Charges	
Gas Charges	\$7.66
Sales Tax	\$0.54
<b>Utility Subtotal</b>	<b>\$8.20</b>
<b>Location Total as of 05/08/26</b>	<b>\$8.20</b>

HISTORICAL INFORMATION

**GAS USAGE** Rate D2 - Res Heating Delivery and Supply

Meter Number	Days of Service	Previous Read 04/08/26	Current Read 04/21/26	CCF Used	THERM Conversion	THERM Used
392690	13	6179 Actual	6182 Actual	3.00	1.047	3.14

Average Daily Utility Cost: \$4.78      Next Meter Read Date: 06/05/26

### Location Summary

Utility Charges	
Gas Charges	\$37.35
Sales Tax	\$2.61
<b>Utility Subtotal</b>	<b>\$39.96</b>
<b>Location Total as of 05/08/26</b>	<b>\$39.96</b>

### HISTORICAL INFORMATION

Rate D2 - Res Heating Delivery and Supply

#### GAS USAGE

Meter Number	Days of Service	Previous Read 04/08/26	Current Read 05/06/26	CCF Used	THERM Conversion	THERM Used
538040	28	951 Actual	981 Actual	30.00	1.047	31.41

Average Daily Utility Cost: \$4.78      **Next Meter Read Date: 06/05/26**





## 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.



