



Account Number: 3574779781

RESIDENCE AT THE LEGEND LLC | 5505 W 22ND ST, APT B

Bill ID: 357304707192

Amount Due \$113.00

Date Due 02/04/26

ACCOUNT SUMMARY

Account Balance as of 01/12/26 \$88.48
Payment(s) Received \$0.00

Previous Balance \$88.48

Utility Charges

Gas Charges \$22.92
Sales Tax \$1.60

Utility Subtotal \$24.52

Amount Due as of 01/16/26 \$113.00

FINAL BILL

It has been our pleasure to provide you service. If you are unable to pay this final bill by its due date, please contact us at (317) 924-3311.

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.

HISTORICAL INFORMATION

GAS USAGE

Rate D2 - Res Heating Delivery and Supply



Table with 7 columns: Meter Number, Days of Service, Previous Read, Current Read, CCF Used, THERM Conversion, THERM Used. Row 1: 715540, 7, 2899 Actual, 2924 Actual, 25.00, 1.049, 26.22

Average Daily Utility Cost: \$3.27

Next Meter Read Date: 02/06/26



PO Box 7056
Indianapolis, IN 46207-7056

CHANGE SERVICE REQUESTED

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

Account Number: 3574779781

Service Address: 5505 W 22ND ST, APT B

Amount Due by 02/04/26 \$113.00

Amount Enclosed \$

Write account number on check and mail to:



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



8893 1 MB 0.672 0294057-CEGS339666-FC.1GRP\_1-008893

RESIDENCE AT THE LEGEND LLC
C/O RUM 4945381
PO BOX 5169
OAK BROOK IL 60522-5169

T:33



0000035747797810000113000000113009

10000000

### 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) 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](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

**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.



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	\$8.50
Facility Charge	\$2.76
Customer Benefit Adjustment	\$0.03 cr
Normal Temperature Adjustment	\$1.31
Rider A	\$10.35
Rider F - Residential Heat	\$0.03
Sales Tax	\$1.60
<b>Total Gas Charges</b>	<b>\$24.52</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.

## Safety Heat Your Home in the New Year

Citizens Energy Group and your local fire departments want you to stay warm and safe during the cold winter months. Home-heating equipment is one of the leading causes of home fires and related injuries and deaths, but you can make your home safer by following these tips:

- Keep anything that can burn, such as blankets or curtains, at least 3 feet away from your furnace, fireplace, wood stove, portable space heater, or other heating equipment.
- Follow the manufacturer's instructions on how to operate and maintain your equipment.
- Plug electric space heaters directly into the wall and turn them off when you leave the room.
- Never use your oven or stovetop to heat your home, as it can cause a fire or produce harmful or even fatal carbon monoxide.
- Check your smoke and carbon monoxide alarms and practice your fire escape plan.

Some local fire departments - including Indianapolis Fire Department - provide smoke alarms and/or carbon monoxide alarms to the residents in their service areas. Reach out to your local fire department to see what kind of fire-prevention and safety information programs are available in your community.

## Now Open: Winter Assistance Fund from the United Way

As of January 1, a yearly bill assistance program from the United Way of Central Indiana is open to applicants. The Winter Assistance Fund (WAF) is for Citizens Energy Group or AES Indiana customers who struggle with home-heating costs but don't qualify for the federal Energy Assistance Program (EAP). Find an application site near you at [www.uwci.org/waf](http://www.uwci.org/waf). You can apply for the Winter Assistance Fund while funds are available, or until May 31, 2026.

If you're struggling to keep up with your utility bills, Citizens recommends calling us at (317) 924-3311 to talk through your options. Customer service representatives can explain account tools for managing your bills or how to apply for assistance, including EAP or our utility's own Warm Heart Warm Home Foundation™. More information is at [www.citizensenergygroup.com/help](http://www.citizensenergygroup.com/help).



**Look for coupons  
on the back!**

## 2026 Board of Directors Schedule

The 2026 meeting schedule of the Board of Directors for Citizens Energy Group is as follows. Please note that meeting days, times, and locations may be subject to change. To check the 2026 schedule, visit [www.citizensenergygroup.com](http://www.citizensenergygroup.com).

Date	Time	Meeting
January 12	8:00 a.m. - 12:00 p.m.	Annual Meeting of the Board of Directors. Committee: Compensation & Finance
February 18	8:00 a.m. - 10:30 a.m.	Board of Directors. Committees: Compensation & Finance; Audit & Risk
May 27	8:00 a.m. - 3:00 p.m.	Board of Directors. Committees: Compensation & Finance; Audit & Risk; Energy Resources Executive; Water Resources Executive; Wastewater Resources Executive
August 26	8:00 a.m. - 12:00 p.m.	Board of Directors. Committees: Compensation & Finance; Audit & Risk
December 9	8:00 a.m. - 1:00 p.m.	Board of Directors. Committees: Compensation & Finance; Audit & Risk; Energy Resources Executive; Water Resources Executive; Wastewater Resources Executive

### Conservation Tip:

Seal and insulate ductwork to reduce heat loss and conserve energy.

### Safety Tip:

Unused and expired medications should not be treated like other kinds of household waste. If improperly disposed, medications can enter our drinking water supply or harm fish and aquatic wildlife. Find out where and when to safely dispose of medications at [www.in.gov/IDEM](http://www.in.gov/IDEM) and search "unwanted medicines."

## 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.





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**\$625 OFF  
WHOLE-HOME  
WATER TREATMENT**

Includes water softener, reverse osmosis system, and iron filter

Must purchase two or more of the above treatments. Valid at participating locations. Limit one coupon per household. 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 2/28/26.

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INSPECTION**

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