

Ensuring Clean Water and Healthy Neighborhoods



Citizens Energy Group is proud to welcome its new water and wastewater customers in Central Indiana. The community's water and wastewater systems, which serve customers under the Indianapolis Water name, were recently transferred to Citizens Water, a member of Citizens Energy Group.

The transfer of the water and wastewater systems to Citizens Water will result in significant benefits to utility customers and Central Indiana communities.

Our Commitments:

- **Safe drinking water** – Citizens Water will ensure safe, high quality drinking water. Citizens will take full responsibility for water safety, quality compliance and sound management of our water resources.
- **Well managed and more affordable utility service** – Under Citizens Water the community's water and wastewater systems will be in the hands of the community's public charitable trust, with a 124-year history of operational excellence and high customer satisfaction.
- **Smaller rate increases** – Citizens, which operates like a not-for-profit, will reduce combined water and wastewater rate increases 25 percent by the year 2025 through annual operating synergies totaling \$60 million.
- **Cleaner area rivers and streams** – Citizens Water will complete construction of the federally mandated Combined Sewer Overflow System to minimize sewer overflows into area rivers and streams. Citizens Water also is committed to continuing the City's Septic Tank Elimination Program (STEP), including about 7,000 septic tank replacements through the year 2013.

Smooth Transition for Customers:

Over the next two years, Citizens will implement an integration plan that will enhance service while ensuring reliability and annual savings passed on to customers. Here's what you can expect:

- **Gas and Water/Sewer bill will remain separate for now** – For at least a year, customers will continue to receive a separate water/sewer bill under the name Citizens Water, rather than Indianapolis Water. In 12-18 months, customers in Marion County will receive a combined gas, water and sewer bill with itemized charges.

- **Bill estimation** – There will be occasions during which we will estimate water bills due to heavy snow making underground water meters inaccessible. In 18-24 months, we will move to monthly meter reading for water customers as we do today with gas customers. In the next few months, we do plan to change the bill estimation procedure to one that better reflects actual usage.
- **Citizens customer call centers will remain separate for about two years** – Customers should continue to call the following numbers:
 - **Citizens Water**
 - Water/sewer service, flooding and drainage – 631-1431
 - **Citizens Gas**
 - Residential service – 924-3311
 - Commercial Service – 927-4328
 - **Citizens Thermal**
 - Steam & chilled water service – 927-4328
- **New Citizens Water website** – The Indianapolis Water website (www.indianapoliswater.com) has been replaced with the new Citizens Water Website – www.CitizensWater.com. Customers can pay their water/sewer bill from this site and find a variety of information related to water and sewer issues.

Future Changes:



- **Improved meter reading** – Over the next two years, Citizens plans to have a combined meter reading function for gas and water that will result in more consistent meter reading.
- **Improved website functionality** – Water customers will be provided improved website functionality including more seamless electronic bill payment.
- **Online Project Tracking Status** – Citizens will implement an online project status system that will allow Indianapolis residents to track the progress of utility construction projects in their neighborhood.



Is Your House Losing its Cool?



If your house has air leaks, drafty windows, or insufficient insulation, your precious dollars could be vanishing in the cold, drafty thin air or stagnant summer heat.

That's why the Indianapolis Neighborhood Housing Partnership (INHP) created the EcoHouse Project. The EcoHouse Project is a limited-time program that provides loans that make it possible for working families to afford energy-efficiency upgrades that will save money in the long-term.

Through the EcoHouse Project, qualified homeowners receive an energy assessment to pinpoint upgrades that could save the homeowner money. The homeowner chooses the upgrades they'd like to make, and a loan covers the costs to complete the project.

To be eligible for the EcoHouse Project, homeowners must:

- Live in the city of Indianapolis
- Have owned and lived in their home for at least the past 12 months
- Be able to repay an affordable, easy-to-qualify loan

- Have income that falls within 120% of HUD's published area median income
- Have at least a 580 credit score
- Want to add value and comfort to their home while saving on energy costs for years to come

Learn more about INHP's EcoHouse Project by visiting www.inhp.org or calling 317-610-4652.

INHP is a trusted 23-year-old nonprofit that helps homeowners maintain long-term, successful homeownership and prepares those who wish to become homeowners with the tools they need for success. The mission of INHP is to increase safe, decent, affordable housing opportunities that foster healthy, viable neighborhoods.



Lemongrass-Marinated Fish

From Chef Bill Erath from Seasons 52 Fresh Grill

Ingredients

- 4 six-ounce snapper filets (or any fish filet)
- 4 teaspoons lemongrass paste
- 2 teaspoons lemon oil
- 1 teaspoon salt
- Pinch of pepper
- 1 tablespoon cilantro, chopped
- 1 teaspoon extra virgin olive oil for sautéing

Directions

- Combine all ingredients, except filets in mixing bowl and mix well. Add the filets and gently rub to coat evenly. Refrigerate and allow to marinate a minimum of one hour.
- Sauté procedure: heat 1 teaspoon of extra virgin olive oil in sauté pan on medium-high for 2 minutes. Cook filet, show side down, for two minutes. Turn to other side and continue cooking for 2 minutes or until done.
- Broil procedure: Pre-heat broiler for 15 minutes. Place filet on baking sheet and put it on high oven rack. Broil for approximately 5 minutes until done.
- Serves: 4

