



A member of Citizens Energy Group

Valued Citizens Gas Customer:

We are pleased you have chosen efficient, clean-burning natural gas for your home. Citizens Gas, the nation's only gas utility organized as a Public Charitable Trust, exists to serve customers and the community. Below is important information about natural gas safety and your rights and responsibilities as a customer.

Natural Gas Safety

Citizens Gas adds a distinctive smell like rotten eggs to natural gas so you can easily detect a leak. If you smell gas, follow these steps:

- Leave the home/building immediately
- Do not open windows or doors to allow fresh air into your house
- Do not use the telephone
- Do not turn lights on or off
- Do not light matches
- Do not turn any electrical appliances on or off

Call Citizens Gas at **(317) 924-3311** for emergency service from the nearest phone outside your home. Citizens Gas will immediately dispatch a service technician. If gas is in high enough concentration, an electric spark could ignite the gas. **There is no charge for calling the gas company to check for a gas leak.** Citizens Gas is available to immediately respond 24 hours per day, 365 days per year.

Smoke Detectors Save Lives

Citizens Gas recommends that every home and business have at least one dual sensor smoke alarm on each level. Dual sensor alarms include both ionization and photoelectric technology to detect both fast-moving and slow smoldering fires in the home. Smoke alarm batteries should be checked regularly. The utility also urges all customers to have an evacuation plan for their home or business in the event of a fire. More information about smoke alarms is available from the U.S. Fire Administration at www.usfa.dhs.gov.

Call Before You Dig

If you're planning to dig a hole, tear down a building or engage in any other earth moving activity, Indiana law requires you to call **811**, at least two full days before you dig. We'll show you or your contractor where the gas lines are located and help you avoid any problems. Cutting a buried utility line can be dangerous, costly, and inconvenient. So, don't dig blind, give us a call.

Meters

Citizens Gas meters are thoroughly tested, inspected and adjusted for accuracy before we install them. A portion of meters currently in service are tested annually and monitored by the Indiana Utility Regulatory Commission.

Responsibility for Gas Piping

The customer is responsible for the maintenance of all gas piping from the gas meter to all gas appliances. Buried gas piping, which is not maintained, is subject to potential hazards of corrosion and leakage. For your safety, all buried gas piping should be periodically inspected for leaks. If an unsafe condition is found, the gas piping will need to be promptly repaired. When digging near buried gas piping, the piping must be located in advance and digging should be done by hand. Plumbing and heating contractors can assist in locating, inspecting and repairing your buried pipelines.

Copper Tubing Notice

Copper pipe or copper tubing should not be used to connect your natural gas appliances since it can deteriorate with time causing a safety hazard. If Citizens Gas notices any copper pipe or copper tubing while on a service call, Citizens Gas will tag it as a code violation and include a reminder to replace it with suitable piping as soon as possible.

Service or Bill Inquiries

If you have questions or concerns about your natural gas service or bill, please call us at (317) 924-3311 or e-mail us at CustomerCare@citizensenergygroup.com. During a bill investigation, you are required to pay the undisputed portion of your bill.

You may also contact the Indiana Utility Regulatory Commission to review your concern:

Indiana Utility Regulatory Commission
National City Center
101 W. Washington Street, Suite 1500E
Indianapolis, IN 46204
Phone: 232-2701
TDD: 232-8556

Applying for new service

For new applicants who have not been a customer of Citizens Gas during the previous four years, a deposit may be required to establish service:

- If the applicant has not established a satisfactory credit history, a deposit may be necessary. The deposit will be no more than one-sixth of the estimated cost of gas usage for your home for a full year.
- If the deposit for the service is \$150 or less, service will be connected when we receive your deposit amount. If the deposit for the service is more than \$150, payments can be spread over a 12-week period. The first installment of your deposit payment arrangement will be \$150. Service will be connected when we receive the first installment.

Disconnection of Service

Please arrange for service disconnection by calling at least three business days in advance if you plan to move or need to disconnect your service for any reason. Citizens Gas may disconnect your service without advance notice if:

- Danger to life or property exists
- For the tampering or fraudulent use of natural gas service
- For emergency repairs
- For the violation of any rule or regulation

Citizens Gas may disconnect residential gas service for non-payment after providing 14 days advance notice.

Reconnection of Service

If your gas service has been disconnected for non-payment, you must complete the following steps before service can be restored:

- Pay full amount of all bills owed
- Pay any required deposits, which can be up to one-third the annual estimated cost of gas usage for your home
- Pay any required reconnection charge

If payment is received before noon, service will be restored as soon as possible but at least within one working day. If payment is received after noon, service will be restored the following business day.

Deposits

Deposits held for more than 30 days will earn interest at a rate set by the Indiana Utility Regulatory Commission. Citizens Gas will apply your deposit and any earned interest to your account when you pay your bill on time for 12 consecutive months or 12 of any 15 consecutive months without late payment in any two consecutive months. Your deposit (if not previously refunded), plus interest, will be applied to your final bill when you request to have your gas service turned off.

Stealing natural gas is a dangerous crime

Stealing gas by tampering with a gas meter is considered a felony and will be prosecuted. It is also unsafe and may cause serious personal injury to the thief and his surrounding neighbors. Furthermore,

gas theft increases costs for all of us. If you observe someone stealing natural gas, please call our special hotline at 927-4402. Your call remains completely confidential.

Convenient Payment Options

Citizens Gas offers several payment options, including online payments, to meet customer needs and help take the hassle out of paying bills.

Budget Payment Plan

When you join the Citizens Gas Budget Payment Plan, you can pay the same amount each month to help spread out the cost of winter heating. Enroll online or call (317) 924-3311.

Automatic Bank Deduction Plan (ABD)

Your total monthly gas bill or budget payment is deducted from your checking or savings account on the due date of your bill. You will still receive a monthly bill in the mail. Enroll online today at citizensgas.com.

EasyPay

You can make a one-time payment from your checking account using Citizens' EasyPay. This service is free to use. You can pay online or call 924-3310 to use our automated EasyPay service.

Citizens Paperless Billing

Sign up for Paperless Billing and go paperless! Rather than receiving a bill in the mail, Citizens will send you an email each month when your gas bill is ready to be paid. This service is FREE to use.

Credit Card Payment

You can pay your bill using Visa, MasterCard or Discover credit cards or debit/ATM cards online or by calling 924-3310 and following the automated instructions. There is a fee for this service.

Flexible Payment Arrangements

If you have difficulty paying your bill, Citizens Gas will work with you to make arrangements. Call (317) 924-3311 to speak with one of our Customer Service Representatives.

Large Print and Braille Billing

Sight-impaired customers may request a large print or Braille bill. Call (317) 924-3311 to start receiving a Large Print or Braille Bill.

Duplicate Notice Protection for Senior Citizens

Citizens Gas will send notification to a third party you designate, if a bill is overdue. The third party would not be responsible for paying the bill, just for reminding you that it is due. Simply give us a call at (317) 924-3311 and let us know you want to sign up for this service.