

the Citizens PIPELINE

December 2007

Citizens Gas Has Many Convenient Payment Options

Citizens Gas offers several payment options to meet customer needs, help take the hassle out of bill paying and make paying bills convenient.

- **Budget 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. Call (317) 924-3311 to enroll.
- **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.
- **Easy Pay** -- You can make a one-time payment from your checking or savings account by using Citizens Gas' EasyPay. This service is free to use, visit www.citizensgas.com and select payment options under the My Account section or call (317) 924-3310 to use our automated EasyPay service.
- **Citizens eBill** -- You can pay your gas bill online with a few mouse clicks and no transaction fee. Citizens Gas' eBill payment option allows you to pay your monthly bill online with a free debit transaction from your checking account. Rather than receiving a bill through the mail, our eBill service will send you an email each month when your gas bill is ready to be paid. The new service also allows you to view a copy of your complete bill online, just like the one you receive in the regular mail.
- **Credit Card Payment** -- You can pay your bill using Visa, MasterCard, Discover, or your ATM card by calling (317) 924-3310 and following the automated instructions. You can also make a credit card payment online. There is an additional fee of \$3.50 for this service.



Remember Shut-Ins This Year

Meals on Wheels helps people maintain their independence and good health by providing home-delivered nutritious meals every weekday by friendly volunteers. Special diets, such as low-sodium or diabetic meals can be accommodated.

For more information about client services, volunteering or donating funds, please call 317-633-6325 or visit our website at www.mealsonwheelsindy.org.



Energy Assistance is Available

Indianapolis area residents who have no heat or are facing disconnection are reminded that energy assistance may be available by calling Community Action Agency of Greater Indianapolis at: 1-866-565-0197.

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Universal Service Program Discounts Gas Bills

Beginning with December gas bills (received in January), low-income customers approved for the federal Energy Assistance Program (EAP) will also be automatically enrolled in the Universal Service Program (USP).

The USP will reduce the gas bills of eligible low-income customers 10-25 percent in 2007-2008, depending on the family's income. Those who qualify for the USP will see a "Universal Service Program Discount" on their gas bill, noting the exact USP discount applied to their bill. By continuing to pay their gas bill, USP participants will remain on the program through May 2008.

The USP is being offered to approved EAP

clients who receive natural gas service from either Citizens Gas or Vectren Energy Delivery. The utilities created the program in conjunction with the Indiana Office of Utility Consumer Counselor (OUCC) and with approval from the Indiana Utility Regulatory Commission (IURC). Funding for the Citizens Gas USP is primarily provided by a \$775,000 donation from Citizens Gas and from a monthly per unit charge on customer bills that is expected to average about 36 cents or \$4 per year.

Inquiries about the USP should be directed to Community Action of Greater Indianapolis, **1-800-872-0371**. To apply for the federal Energy Assistance Program, contact Community Action of Greater Indianapolis at **1-866-565-0197**.

Help those in need with a Citizens Gas Gift Certificate

Consider the Citizens Gas gift certificate for someone on your gift list. Holiday gift certificates are available through Citizens Gas. Call the Citizens Gas Customer Service line at **924-3311**. You'll receive information to make a payment on the recipient's account. Citizens Gas will send a notice to the recipient on your behalf.

Stir-Fried Green Beans with Wild Mushrooms

Ingredients:

- 1 tablespoon vegetable oil
- 1 pound wild mushrooms, shiitake, cremini, and/or oyster. Cleaned and quartered
- 8 cloves fresh garlic, sliced
- 2 each shallots, sliced thin
- 1 pound Fresh green beans, trimmed and blanched
- ¼ cup dry sherry
- ¼ cup heavy cream
- 1 tablespoon butter
- Salt and pepper, to taste
- ¼ cup croutons, seasoned, crushed

Directions:

Preheat a large wok over medium – high heat. While your wok is heating, blanch the green beans: Bring 1½ quarts of water to a rolling boil, add a pinch of kosher salt. Add the beans to the pot and cook 3-4 minutes, until bright green and tender-crisp. Drain immediately and shock in a bath of ice water.

To the very hot wok, add the vegetable oil, and swirl carefully to coat. Add the wild mushrooms and stir fry until they begin to turn golden, and begin releasing their juices, approximately 5 minutes. Add the garlic and shallots. Continue stir-frying the mixture until the garlic and shallots turn golden, about 4 minutes.

Add the green beans and stir to coat. Cook 2 minutes. Add the sherry to the hot pan, and cook until half of the liquid is remaining. Add the heavy cream and cook until slightly thick and the bubbles are very large. Remove the wok from the heat, mix in the butter to finish, remove to a platter and top with the crushed croutons.

