

the Citizens PIPELINE

January 2007

Help Others Through Winter Assistance Fund

You can help fellow Hoosiers having trouble paying winter heating bills again this year through the Winter Assistance Fund, a collaborative program sponsored by the City of Indianapolis and the United Way of Central Indiana. See donation envelope enclosed.

“As one of the leading financial contributors to the Winter Assistance Fund, Citizens Gas encourages all of its customers to support the fund again this year.

This program helps many individuals and families who need energy assistance, but may not qualify for assistance through the Indiana Energy Assistance Program (EAP),” said Greg

Sawyers, Director of Customer Services at Citizens Gas.

The Winter Assistance Fund provides utility assistance to individuals and families from January through June of each year. The local neighborhood centers and Township Trustees offices facilitate the Winter Assistance Fund application and approval process. The Winter Assistance Fund helps individuals and families whose income is slightly above Federal Poverty Guidelines.

Citizens Gas will again donate \$100,000 to this year’s campaign.



Thanks for Warm Heart Warm Home Donations

Citizens Gas would like to thank the many customers who responded last month with a donation to the utility’s Warm Heart Warm Home Foundation. Your generous donations will help many individuals and families pay their winter heating bills. The Warm Heart Warm Home Foundation has provided energy assistance to thousands of Hoosier families since its inception in 1994.



Financial Assistance is Available

Citizens Gas urges anyone having trouble paying their gas bill to call the utility at **924-3311**. Various sources of energy assistance are available and the utility frequently sets up flexible payment arrangements to help customers catch up on past due bills. Low-income customers are especially encouraged to apply for help through the Indiana Energy Assistance Program (EAP). To make an appointment to apply for EAP assistance, call Community Action of Greater Indianapolis (CAGI) at **1-(866) 565-0197**, or in Westfield call **773-2221**.

Citizens Gas Discount for Home Show Admission

Clip this article from The Pipeline and receive \$2 off adult admission to the Indianapolis Home Show, scheduled for January 26 - February 4, 2007 at the Indiana State Fairgrounds. Valid Monday through Thursday only, one discount per adult. Not valid with any other offer.



Universal Service Program

Starting in January, low-income customers approved for financial assistance from the Indiana Energy Assistance Program (EAP) also will be automatically enrolled in the new Universal Service Program (USP). When combined with other assistance, the USP will reduce the annual gas bills of eligible low-income customers 9-32 percent 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 2007.

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 will be provided through the utility's annual Customer Benefit Distribution (CBD) and a monthly charge to all customers that averages \$0.25 per month. The CBD lowers the bills of all Citizens Gas customers and is funded from unregulated operations of the utility. The CBD was established through a previous agreement among Citizens, the Indiana Office of Utility Consumer Counselor and several other parties.

Inquiries about the USP should be directed to Citizens Gas, **924-3311**; the OUCC, **1-(888) 441-2494**; or the IURC, **1-(800) 851-4268**.

Correction:

An earlier product promotion in The Pipeline, incorrectly listed the phone number for Deaton's Mechanical. The correct number is **357-6903**.

Mocha Hazelnut Torte

Ingredients - Cake:

- 1/2 cup butter
- 2 1/4 cup packed light brown sugar
- 3 large eggs
- 3 squares unsweetened Ghirardelli Chocolate melted and cooled
- 2 tsp. vanilla
- 2 1/4 cup all-purpose flour
- 2 tsp. baking soda
- 1/4 cup ground instant espresso
- 1 cup milk

Ingredients - Frosting:

- 1 cup butter
- 1 cup chocolate hazelnut spread
- 4 cup confectioners sugar
- 2 tsp. vanilla
- 1/4 cup milk
- Roasted Hazelnuts for garnish

Directions:

Prior to mixing ingredients: Preheat oven to 350 degrees. Grease and flour two 9-inch round cake pans and line with parchment paper.

Cake: In a larger bowl, combine butter and brown sugar; beat in eggs, chocolate and vanilla. In a separate bowl, sift together flour, baking soda and espresso; add to creamed mixture. Gradually beat in milk. Pour into baking pans. Bake at 350 degrees for 25-30 minutes or until a toothpick inserted near the center comes out clean. Cool for 10 minutes before removing from pans to wire racks to cool completely.

Frosting: Cream butter, chocolate hazelnut spread, confectioners' sugar, milk and vanilla in a mixing bowl until smooth; set aside. Divide each layer of cake in half so you have a total of four layers. Place first layer on serving plate; spread about 1/2 cup of frosting over layer. Repeat this process with next two layers. Place fourth layer on top, then frost sides and top of cake. Garnish with roasted hazelnuts.

