

the citizens pipeline

Citizens Gas Expects Higher Gas Bills for Winter 2008



Citizens Gas expects that the typical customer's bill will rise significantly over the November through March winter heating season compared to last winter, assuming normal temperatures.

The expected increase is due to sharply higher wholesale prices for the natural gas the utility purchases for customers from national producers and marketers. Citizens Gas passes on the cost of natural gas to customers on a dollar-for-dollar basis. Gas costs will account for about three-fourths of a customer's winter heating bill, with the remaining fourth being delivery and service charges.

Natural gas prices are not set by local utilities like Citizens Gas. Natural gas prices rose sharply between February and July of this year because of increased demand for this clean-burning, high performing fuel and flat natural gas production levels impacted by federal restrictions on energy development. Natural gas prices also increased because of increasing prices for many other commodities, such as oil, as investors sought hedges against the falling value of the U.S. dollar. The recent increase in natural gas prices will significantly impact customer bills because Citizens, like most utilities, purchased gas for the coming winter during the spring and early summer.

"We are very concerned about the impact high natural gas prices will have on family budgets this winter. The expected increase in heating bills certainly will come at a difficult time given rising costs for gasoline, food and other household necessities. Recognizing these rising costs, Citizens is ramping up efforts to ensure maximum financial assistance to low-income customers, while taking steps to raise

awareness of the need for all customers to conserve energy this winter," said Carey Lykins, President & CEO of Citizens Energy Group.

Steps Citizens is taking to help customers manage their energy costs include:

- **Energy Assistance** – Citizens expects to fund about \$3 million in energy assistance for more than 24,000 low-income and working poor customers this winter through its Universal Service Program, Warm Heart Warm Home Foundation, and donations to the City's Winter Assistance Fund. The utility also is working with elected officials and regulators to find additional financial assistance for customers while keeping payment programs and policies as flexible as possible.
- **Budget Billing** – Citizens is heavily promoting customer use of the Budget Plan that spreads out the cost of winter heating into 12 equal monthly payments. Customers only need to be current on their bill to be eligible to enroll in Budget. Customers can enroll by paying the budget amount on their bill or by calling **924-3311**.
- **Citizens Energy Savers** -- The utility plans to expand its Citizens Energy Savers program this fall. Details of the new energy efficiency program will be announced soon. Information about the current Citizens Energy Savers program, including the free Citizens Home Energy Advisor online energy audit tool, is available at **CitizensEnergySavers.com**. Among the bill management steps recommended at Citizens Energy Savers are:
 - **Dial it Down** -- Turn down your thermostat at night or when you aren't home. Lowering your thermostat by 10 degrees for an 8 hour period each day can reduce your bill as much as 10 percent.
 - **Change the filter** -- Change your furnace filter monthly and having your furnace serviced by a licensed technician to ensure safety and efficiency.
 - **Insulate** -- Installing additional insulation, especially in your attic, can dramatically lower energy costs.

Citizens Gas & Coke Utility Becomes Citizens Energy Group

Citizens Gas & Coke Utility announced recently it is changing its name to Citizens Energy Group. The new name and logo mark reflect recent changes in company strategy including a renewed emphasis on helping customers conserve energy.

Citizens Energy Group will continue to operate under the not-for-profit public charitable trust created in 1887 and owned by the City of Indianapolis since 1906. This marks only the third name change in the utility's 121-year history. Originally Consumers Gas Trust, the utility became Citizens Gas Company in 1906 and Citizens Gas & Coke Utility in 1935.

"We began discussing a name change for the utility last year when we made the difficult decision to close our coke manufacturing plant after 98 years of operation," said Carey Lykins, President and CEO of Citizens Energy Group.

"The new Citizens Energy Group name and logo mark honor our heritage while symbolizing the utility's new strategic emphasis on helping customers conserve energy to reduce their bills and benefit the environment. The new name also reflects the utility's recent expansion into other energy businesses besides natural gas, including our growing steam, chilled water and facilities management businesses."

Citizens Energy Group will continue to operate three primary divisions -- Citizens Gas,

Citizens Thermal, and the newly renamed Citizens Resources, formerly Citizens By-Products. Energy customers will continue to see the familiar Citizens Gas and Citizens Thermal names in various applications such as billing, company vehicles and uniforms, but they will notice a renewed emphasis on the word "citizens."



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Shrimp Parmesan Milano Inn - Chef John White

Ingredients:

- 16 large Shrimp (16/20 count)
- 1 ½ oz clarified butter
- 1 tbsp fresh garlic
- Salt & pepper to taste
- 1 tsp oregano
- 2 oz white wine (chardonnay)
- 2 oz Parmesan cheese
- 4 oz mozzarella/provolone blend
- Garnish with fresh parsley

Directions:

Start with the clarified butter in 10" skillet over medium heat, add shrimp then garlic (don't burn garlic) add salt, pepper and oregano – sauté for 1:30 to 2 min then add white wine, cook shrimp only about ½ way. Transfer shrimp to casserole dish (oven safe). Add parmesan cheese then mozzarella provolone blend heat under boiler or very hot oven until cheese is golden brown (about 2-3 min). Garnish with fresh parsley. Serve with side of pasta and garlic toast.

