

the citizens pipeline

Help Those in Need by Donating to 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 a not-for-profit public charitable trust, Citizens Gas always is focused on helping customers in need. Citizens will again be donating \$100,000 to the fund. We encourage everyone who is able to contribute to the Winter Assistance Fund, which targets customers in need who may

not qualify for other assistance programs,” said Carey Lykins, President and CEO of Citizens Energy Group.

The Winter Assistance Fund provides utility assistance to individuals and families from January through June of each year. Citizens Gas will again contribute \$100,000 to the fund this year.

To apply for Winter Assistance Fund grants, call **Connect2Help at 211** to find the Community Center in your area.

Thanks for Warm Heart Warm Home Contributions

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 Indianapolis families since its inception in 1994.



Universal Service Program Discounts Bills for Customers on Energy Assistance

USP has been approved beginning with Thursday December 3rd, bills of EAP approved customers will receive either 10%, 18% or 25% discounts on their current monthly charges.

In January 2010, low-income customers who become eligible for financial assistance from the Indiana Energy Assistance Program (EAP) also will be automatically enrolled in the Universal Service Program (USP).

The USP will reduce the gas bills of eligible low-income customers 10, 18 or 25 percent in 2010, 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 December 2010.

Marion County residents in need of energy assistance should call Community Action of Greater Indianapolis at **524-6966**. People outside Marion County should call their local Community Action agency. Statewide customers can call Connect to Help at **211** for a variety of household assistance programs. Customers are urged to contact the utility, at **924-3311**, if they are getting behind on their gas bills.

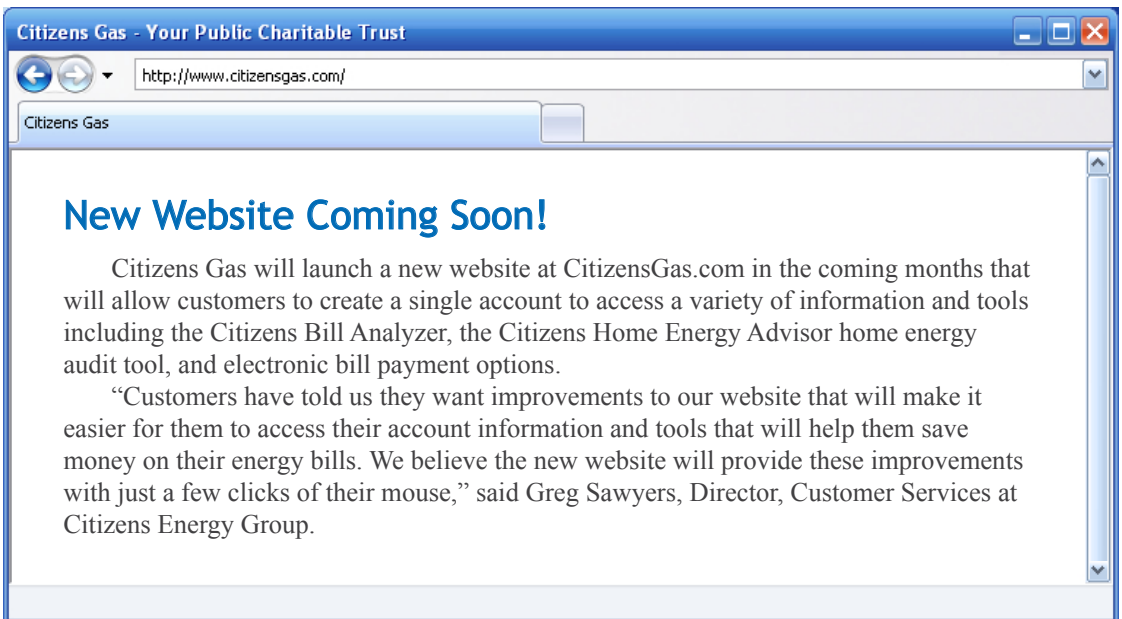
Citizens Gas Discount for Home Show Admission

Clip this article from The Pipeline and receive \$3 off adult admission to the Indianapolis Home Show, scheduled for January 29 - February 7, 2010 at the Indiana State Fairgrounds. Valid Monday through Thursday only, one discount per adult. Not valid with any other offer. Also, look for Citizens Gas kiosks at the show with information about the benefits of natural gas.

\$3.00 Off
Adult Admission

Smoke and CO Alarms Save Lives

Citizens Gas urges all customers to have working smoke and carbon monoxide detectors on all levels of their home and establish a home evacuation plan, which they practice with their family. The company also urges customers to be very careful using space heaters. Citizens will be distributing free smoke alarms in the Customer Service Lobby at 2020 N. Meridian each Saturday this month from 8 a.m. to noon. More information about smoke alarms is available CitizensEnergySafety.com



The screenshot shows a web browser window titled "Citizens Gas - Your Public Charitable Trust" with the address bar displaying "http://www.citizensgas.com/". The main content area features a blue heading "New Website Coming Soon!" followed by a paragraph: "Citizens Gas will launch a new website at CitizensGas.com in the coming months that will allow customers to create a single account to access a variety of information and tools including the Citizens Bill Analyzer, the Citizens Home Energy Advisor home energy audit tool, and electronic bill payment options." Below this is a quote from Greg Sawyers, Director of Customer Services at Citizens Energy Group, stating that the new website will provide improvements to account access and bill payment.

Down Home Macaroni and Cheese

Ingredients:

- 2 - 8oz cups of Macaroni
- 4 - 8oz cups of Milk
- 4 - 8oz cups of Cheddar Cheese
- 1 ½ Sticks of Butter or Margarine

Directions:

Boil Macaroni until it's good and soft. Drain water off macaroni, but do not rinse.



Combine the milk, cheese and butter and cook over low heat, stirring sauce until all cheese is melted.

Pour the cheese sauce over the macaroni in a large baking dish. Stir to make sure macaroni is covered in sauce. Bake in the oven until cheese starts to brown - about 20 minutes. Let stand for 20 minute before serving.

