

P the Citizens PIPELINE

December 2005

New Bill Analyzer Can Help You Save Energy This Winter

With cold weather now upon us, Citizens Gas has a new Bill Analyzer tool on its website that can help customers better understand how they are using energy in their homes.

“With wholesale natural gas prices continuing to rise due to supply disruptions from the hurricanes this past summer, more customers than ever are looking for ways to conserve energy in their homes. The new Citizens Bill Analyzer now available at www.citizensgas.com allows customers to examine their current gas use in comparison to the previous month or the same period a year ago. Knowing how a home uses energy is the first step to making decisions about how to conserve,” said Andy Proctor, vice president of Customer and Information Services for Citizens Gas.

First-time users of the Bill Analyzer will need to fill out an easy-to-follow questionnaire to set up a customer profile. The free Bill Analyzer service asks for basic information on a home, such as number of rooms, kinds of appliances and number of residents. The service then provides a near-instant analysis to help a user understand why energy usage has increased or decreased for a selected period.

The Bill Analyzer also can be used in concert with the Citizens Home Energy

Advisor, which will provide a more detailed energy audit of the customer’s home energy use. This free service provides customers a list of energy-saving suggestions tailored to their particular home.

“The Bill Analyzer and Home Energy Advisor are part of our ongoing efforts to help customers better manage their energy

Bill Comparison
The table below contains a side by side comparison of your bills.

Selected Bill: 10/19/2005 Service Address: Compare with: Last month Last year

	Selected bill: 10/19/2005	Last month: 9/20/2005	Impact
Total Gas:	\$ 44.70	\$ 35.25	↑ \$ 9.45
Total for this Service Address:	\$ 44.70	\$ 35.25	↑ \$ 9.45
Budget Amount Billed:	\$ 96.00	\$ 192.00	↓ \$ 96.00
Previous Balance:	\$ 0.00	\$ 96.00	↓ \$ 96.00
Total Bill:	\$ 96.00	\$ 192.00	↓ \$ 96.00

These are the top-level items on this bill compared with a previous bill. The Bill Impact column shows how each item contributed to the difference between the two bills. Click any item with a "?" to learn more.

costs during a time of rising prices. We encourage all customers to utilize these free tools that can deliver significant energy cost savings,” Proctor concluded.

Customers who do not have home Internet access can utilize the Bill Analyzer and Home Energy Advisor by going to any Marion County public library where they can access a computer free of charge.

Special Services for Senior Citizens

Citizens Gas offers a special Senior Services Package to make it easier for senior citizens to pay their bills. This package is offered to customers who are 60 years of age or older. Simply, give us a call at 924-3311 and let us know you want to sign up for any or all of these special arrangements. The package options include:

1. **Duplicate Notice Protection Plan**

- Notification is sent 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.

2. **Third-Party Emergency Notification Plan**

- A customer may designate a third party to be contacted whenever a disconnect notice is mailed.

3. **Deferred Late Payment Charge Plan**

- If your pension or Social Security check arrives at a time that makes it difficult



to pay your gas bill by the due date, we eliminate late payment charges as long as you pay before the next billing date for your account.

4. **Telephone Assurance** - If you are in danger of service disconnection because of a delinquent bill, we will notify you that the bill is overdue and work with you to resolve the problem.

Mary Rigg Center Offering Free Computer Training

The Mary Rigg Neighborhood Center at 1920 W. Morris St. is now offering a free course on how to operate a computer. Classes are available in the morning, afternoon and in the evening. Please call 639-6106 and ask for Jama Bennett for your appointment to take advantage of this free training.

Furnace Rebate

A natural gas furnace provides more comfort than an electric furnace or heat pump because it delivers air that is 20-40 degrees warmer. At Citizens Gas, we want you to enjoy the comfort and convenience of natural gas. So we are offering a \$400 credit to your gas account from Citizens Gas when you install a new natural gas furnace to replace an electric heating system. For details, go to www.citizensgas.com, For Homes, or call 924-3313, priority code 157.

Buttery Pound Cake a la mode with Red Hot Apples

Recipe courtesy of Chef Michel Wilson from Ivy Tech Community College

Ingredients:

- 1 good quality pound cake (store bought or homemade)
- 3 - 4 Granny Smith Apples - cored, peeled, and sliced ½ inch thick
- 1 cup cinnamon Red Hots candies
- 1 and ½ cups Hot Damn Cinnamon Schnapps
- ½ cup water
- 2 tbsps. butter
- 1 tsp. ground cinnamon
- Vanilla ice cream
- Mint leaf (optional)

Directions:

Place butter, water, and Red Hots candies in large non-stick skillet. Bring to a boil to melt candy. Add schnapps, apples, and cinnamon. Cook mixture over medium heat until apples are tender and sauce is very thick. Apples will be a nice red color. Cut pound cake into ¾ inch slices. Place two slices in a dessert bowl, top with vanilla ice cream and spoon the hot apple mixture over the cake and ice cream. Garnish with some red hots and a mint leaf if desired.

