



## 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 Community Centers of Indianapolis and Township Trustees offices facilitate the Winter Assistance Fund application and approval process. The Winter Assistance Fund targets individuals and families whose income is 25 percent above Federal Poverty Guidelines.

Last year, the Winter Assistance Fund allocated more than \$300,000 to about 1,600 households. Citizens Gas will again donate \$50,000 to this year’s campaign.



**Give the Gift of Warmth  
For the New Year**

## 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.



**WARMHEART  
WARM HOME  
FOUNDATION™**

CITIZENS GAS & COKE UTILITY  
INDIANAPOLIS



**Citizens Gas**

2020 N. Meridian St.  
Indianapolis, IN 46202

## How to contact us:

(317) 924-3311

1-800-GAS-4217

(317) 924-3333 Automated

TDD: (317) 927-4747

[www.citizensgas.com](http://www.citizensgas.com)

E-Mail: [write@cgcu.com](mailto:write@cgcu.com).

# 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 396-1800.

## Universal Service Program

Starting in January, low-income customers who become eligible 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 gas bills of eligible low-income customers 9-32 percent in 2005, 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 2005.

The USP is being offered as a two-year pilot program 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 first by the utility's various support programs, including its Warm Heart Warm Home™ assistance fund. Additional money, if needed, would be obtained from Citizens' annual Customer Benefit Distribution, which is funded by income from Citizens' unregulated subsidiaries.

Inquiries about the USP should be directed to Citizens Gas, 924-3311; CAGI, 396-1800; the OUCC, 1-(888) 441-2494; or the IURC, 1-(800) 851-4268.

## Citizens Home Energy Advisor Can Save You Money

With temperatures falling and heating bills rising, Citizens Gas is offering the new Citizens Home Energy Advisor, a free online energy audit tool that provides valuable cost-saving suggestions tailored to the individual user's home. Citizens Home Energy Advisor provides comparisons that show how efficient your home is versus similar-sized homes in Indianapolis. The tool also provides detailed suggestions on how you might reduce both gas and electric use in your particular home.



[visit citizensgas.com](http://visit.citizensgas.com)

## Pina Colada Bread Pudding

Recipe courtesy of Chef David Maynard from Bahama Breeze

### Ingredients

- ¼ Cup Butter
- 3 Quarts Cuban Bread Cubes
- 2 ½ Cups Eggs
- 1 ¼ Cups Sugar
- 5 Cups Milk
- 1 Tbsp Vanilla Extract
- ½ Cup Coconut Rum
- ½ Cup Shredded Coconut
- ½ Cup Canned Pineapple, diced

### Procedure

Toss 3 Tbsp of melted butter with the Cuban Bread Cubes, place on a sheet pan and place in an oven at 350°F and toast until golden. Brush a medium sized casserole dish with one Tbsp of melted butter and add the toasted bread cubes. Mix all the remaining ingredients together and pour over the bread cubes. Press down on the bread cubes until they absorb most of the liquid. Bake in a 300°F oven for 1 hour or until firm in the center. Serve warm and enjoy!

