



Citizens Projects Higher Bills This Winter

Citizens Gas has advised that the typical customer bill will rise about 27 percent over the November through March winter heating season, assuming normal temperatures.

The increase is due to 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 account for about two-thirds of a customer's winter heating bill.

Assuming normal temperatures, Citizens Gas projects the typical customer will spend a total of about \$927 for natural gas service over the November through March period. This compares to

about \$728 the typical customer would have spent last year.

Assistance sources this winter will include the Universal Service Program (USP), which starts in January. The USP will reduce the heating bills of eligible low-income customers 9-24 percent over the next year. Customers can receive the USP discounts by becoming eligible for the State's Energy Assistance Program (EAP). Applications for the EAP are being taken this month at Community Action of Greater Indianapolis.

Customers are urged to contact the utility at 924-3311 if they are getting behind on their gas bills. Citizens Gas works with customers to set up flexible payment arrangements to catch up on past due bills.

Natural Gas Safety

Detecting a Leak

Natural gas from local distribution companies has an odor similar to rotten eggs so that even the smallest leaks can be detected within or outside of your home or business. In addition to the smell, pipeline leaks can be detected by the sudden appearance of dead vegetation directly over the pipeline right-of-way. Follow these steps if you smell gas at your home or business:

- Do not turn on any lights or use the telephone.
- Ensure everyone leaves the home/building immediately.
- Use a telephone away from the building to call Citizens Gas, 924-3311, any time of day or night.
- Please note: There is no charge for calling the gas company to check for a gas leak. Citizens Gas is available to immediately respond 24 hours per day, 365 days per year.

Call Before You Dig

If you're planning to dig a hole, tear down a building or engage in any other earth moving activity, please call Toll Free 1-800-382-5544, at least two full days before you dig. We'll show you or your contractor where the gas lines are located and help you avoid any problems.

**Scratch & Sniff
the flame
to smell
Natural Gas**



Home Heating Safety

Carbon monoxide (CO) and improper use of space heaters pose the biggest home heating dangers throughout America each year.

CO is a toxic, colorless, odorless, tasteless gas produced when fuels do not have an adequate oxygen supply to burn completely. The most common sources are automobiles, and furnaces and boilers that haven't been properly maintained or installed. Fuels that can produce CO include kerosene, propane, coal, natural gas and wood.

**Citizens Gas**2020 N. Meridian St.
Indianapolis, IN 46202

How to contact us:

(317) 924-3311
1-800-GAS-4217
TDD: (317) 927-4747email: CustomerCare@cgcu.com
www.citizensgas.com

Home Heating Safety Cont.

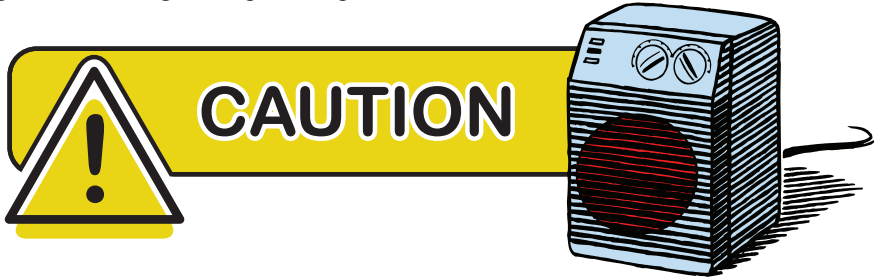
Exposure to CO can cause illness or death. Symptoms include nausea, dizziness, drowsiness, vomiting and confusion. The following are ways to avoid CO:

- Have professional annual inspections and cleanings of heating systems, vents, flues and chimneys.
- Never use fuel-burning space heaters or grills in an enclosed area -- ensure venting.
- Install carbon monoxide alarms on every level of your home, especially near bedrooms.
- If you suspect CO, get fresh air and call 911.

Space heaters pose dangers from both fire and CO poisoning. The following are important space

heater safety tips:

- Space heaters using combustible fuels can cause fires. Likewise, electric space heaters frequently cause fires by overloading electrical outlets.
- Read and follow the manufacturers' operating instructions.
- Keep space heaters away from combustible products to avoid fire.
- Never use space heaters that burn flammable fuels in a tightly sealed room. Such use can lead to CO poisoning.
- Keep children and pets away from space heaters.
- Do not use space heaters overnight in bedrooms or any room where you may sleep.



Steps You Can Take to Lessen Impact of Heating Bills



- Turning down the thermostat, installing more insulation, changing your furnace filter and having your furnace serviced by a licensed technician are the best ways to reduce your heating bills this winter.
- For energy saving suggestions, check out the Citizens Home Energy Advisor at citizensgas.com.
- Don't get hit by heating bill sticker shock. Sign up now for the Citizens Gas Budget Plan that spreads out the cost of winter heating into 12 equal monthly payments that will be easy to manage throughout the year.

Antonio's Pasta

Recipe courtesy of Tyreece Cummings
from A2Z Café

Ingredients:

- 6 oz of penne pasta
- 4 oz cooked chicken breast
- 4 quartered artichoke hearts
- 6 strips of sun-dried tomatoes
- 1 tsp of capers
- 2 chopped basil leaves
- 2 tbsp of garlic
- 2 tbsp of oil
- Salt and pepper to taste

Directions:

In a medium non stick pan sauté the chicken, garlic and oil for a couple minutes over medium heat, toss ingredients then add remaining ingredients continue to sauté well for 3-4 minutes all the while tossing then add the chopped basil leaf for last. Serve.

