

the Citizens PIPELINE

February 2006

Energy Management Tools Can Help Lower Your Bills

Citizens Gas offers several tools that can help you better manage your energy costs this winter. Information about all of these options is available at citizensgas.com.

- **Citizens Bill Analyzer** at citizensgas.com can help customers better understand how they are using energy in their homes. The Bill Analyzer 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.
- **Citizens Home Energy Advisor** at citizensgas.com provides 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. 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.

- **Citizens Budget Plan** allows customers to spread the cost of winter heating out into equal monthly payments throughout the year. To be eligible, customers must simply have a zero balance on their bill.
- **Citizens Special Senior Services Package** makes it easier for customers age 60 and over to pay their heating bill. For more information call 924-3311.



Don't Miss Out on Earned Income Tax Credit

Indianapolis residents are reminded that they may be eligible to receive thousands of dollars through the Earned Income Tax Credit (EITC), a federal and state tax benefit for people who work and have a valid social security number.

The EITC can provide a cash refund even if your income is so low that you are not required to file a tax return. All you have to do is file a federal and state income tax return. You may also be eligible for the Child Tax Credit.

Thanks to the Indiana Asset Building Campaign, you can get free help preparing your taxes at sites all across Marion County, including Citizens Gas. Call the HELPLINE at 926-HELP (4357) for a site near you.

Free Programmable Thermostats Offered

About 3,000 Citizens Gas customers have the opportunity to receive a free programmable thermostat if they agree to have their furnace serviced by an authorized Air Conditioning Contractors Association (ACCA) dealer.

To take advantage of the free thermostat offer, customers must agree to purchase a \$79 clean and check from an authorized ACCA dealer. To schedule a clean and check from a local ACCA dealer, customers should call toll free, 1-877-438-4864.



Citizens Offers Many Payment Options

In addition to the Budget Plan, Citizens Gas offers several payment options designed to make it easier to pay your bill. Information about all of these options is available at citizensgas.com.

- **Citizens eBill** -- You can pay your gas bill online with a few mouse clicks and no transaction fee. Citizens Gas' eBill payment option allows you to pay your monthly bill online with a free debit transaction from your checking account. Rather than receiving a bill through the mail, our eBill service will send you an email each month when your gas bill is ready to be paid. The new service also allows you to view a copy of your complete bill online, just like the one you receive in the regular mail.
- **Automatic Bank Deduction Plan (ABD)** -- Your total monthly gas bill or budget payment is deducted from your checking or savings account on the due date of your bill. You will still receive a monthly bill in the mail.
- **EasyPay** -- You can make a one-time payment from your checking account by using Citizens Gas' EasyPay. This service is free to use, visit EasyPay Online or call (317) 924-3310 to use our automated EasyPay service.
- **Credit Card Payment** -- You can pay your bill using Visa, MasterCard, Discover, or American Express by calling (317) 924-3310 and following the automated instructions. You can also make a credit card payment online at www.citizensgas.com. There is a fee of \$4.25 for this service.
- **Flexible Payment Arrangements** -- If you have difficulty paying your bill, Citizens Gas will work with you to make arrangements. Call 924-3311 to talk to one of our Customer Service Representatives.

Citizens Offers 58 Payment Locations

Citizens Gas offers 58 convenient bill payment locations throughout Marion and Hamilton Counties including certain locations of Marsh Supermarkets, Lo-Bill Foods, Ace Cash Express Stores, Checks Smart and Lee's Cash and Go. For a complete listing of payment locations go to citizensgas.com.

Grilled Bananas with ice cream and hot chocolate sauce

Ingredients:

- ½ gallon of your favorite vanilla ice cream
- 4 firm/ripe bananas
- ½ stick (1/4 cup) unsalted butter – melted and cooled
- ¼ cup firmly packed brown sugar

Directions:

Peel bananas and halve lengthwise. In a shallow baking pan large enough to hold bananas in one layer, stir together butter and brown sugar and add bananas, tossing gently to coat. Transfer bananas with metal spatula to an oiled grill rack set 5 to 6 inches over glowing coals. Grill until browned and cooked through, about 2 minutes on each side. If bananas are difficult to handle, you may grill them on one side only. Serve bananas like a banana split with ice cream and chocolate sauce.

