

the Citizens PIPELINE

January 2006

Winter Assistance Fund Helps Fellow Hoosiers Pay Heating Bills

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 federal assistance,” 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.

To apply for Winter Assistance Fund grants, contact The Community Centers of Indianapolis or your local Township Trustee office.

The need for energy assistance is again expected to be high this winter because of higher wholesale prices for natural gas throughout this year. Citizens Gas and other utilities don't set natural gas prices and only pass on the dollar-for-dollar cost to consumers.

Thanks for Your Donations



**WARMHEART
WARM HOME
FOUNDATION™**
CITIZENS GAS & COKE UTILITY
INDIANAPOLIS

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.

Help Thy Neighbor Fund

A special Help Thy Neighbor Fund has been established to help low-income customers facing a disconnection notice. If you receive a disconnection notice and your family income is between \$29,025 and \$38,700, you may qualify for a one-time \$200 credit on your heating bill. If the \$200 brings a customer current, the customer will be placed on the utility's budget plan. If the customer still owes on their bill, the utility would make payment arrangements for that customer. For more information, contact Citizens Gas at 924-3311.



Citizens Gas

Citizens Gas Discount for Home Show Admission

Clip this article from The Pipeline and receive \$2 off adult admission to the Indianapolis Home Show, scheduled for January 27 - February 5, 2006 at the Indiana State Fairgrounds. Citizens Gas will be on hand with home energy conservation and weatherization advice.

Valid Monday through Thursday only, one discount per adult. Not valid with any other offer

Universal Service Program Discounts Gas Bills for Low-Income Customers

In January 2006, 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 9-24 percent in 2006, 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 2006.

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 is primarily provided by income from Citizens' unregulated subsidiaries.

Inquiries about the USP should be directed to Community Action of Greater Indianapolis, (866)-565-0197.

You Can Lower Your Winter Heating Bills

The Citizens Gas website, www.citizensgas.com, has two new energy management tools that can save you money this winter. The Citizens Home Energy Advisor will provide you a free energy audit with a detailed list of energy-saving suggestions for your particular home. The Citizens Bill Analyzer can help you better understand how you are using energy by showing you your gas consumption and the weather for the same period a year ago. Both tools only require you to spend a few minutes filling out a brief questionnaire about your home and your energy habits. If you don't have Internet access at home, go to any Marion County Public Library branch where you can access the Internet free with your library card.

Crab Cakes

Recipe courtesy of Sam Brown, Culinary Instructor at Second Helpings.

Ingredients:

2 ½ pounds pasteurized crab meat
¼ tsp. salt
1 ½ tsp. black pepper
3 tbsp. Old Bay seasoning
1 ½ sleeves butter-flavored crackers
3 eggs
2 ½ tbsp. mayonnaise
3 tbsp. Dijon style mustard
Worcestershire sauce

Directions:

Spread crab meat out in a large, flat pan to pick out any cartilage or shell. Season with salt, pepper and Old Bay seasoning. Place crab meat and crackers in large bowl. In small bowl, mix eggs, mayonnaise and mustard; add liberal dashes of Worcestershire sauce. Gently add mixture to crab meat. Scoop and form cakes into desired size and shape. Handle gently. Place on oiled broiler pan or in hot oiled skillet. Broil 4-5 inches from heat and broil 3 minutes until golden brown, turn and broil on second side until golden or sautéed in butter for 4 minutes per side for crunchier cakes.

