

**Account Number: 3005170000**

PANGAEA VENTURES LLC | 10101 MONTEREY RD

Bill ID: 300722890854

**Amount Due \$55.99**

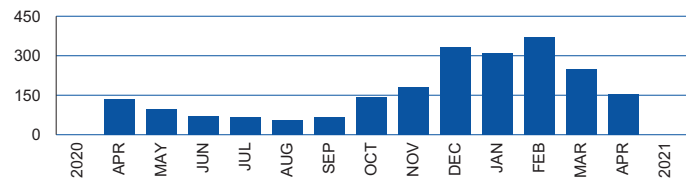
Date Due 05/18/21

**ACCOUNT SUMMARY**Account Balance as of 03/30/21 \$85.66  
Payment(s) Received 04/15/21 \$85.66 cr**Previous Balance \$0.00****Utility Charges**Gas Delivery Charge \$30.19  
Facility Charge \$22.00  
Balancing Charge \$0.26  
Customer Benefit Adjustment \$0.12 cr  
Sales Tax \$3.66**Utility Subtotal \$55.99****Supplier Charges**

Actual Therms 155

**Account Balance  
as of 04/29/21 \$55.99****Paperless Billing**

Are you interested in updates, alerts and information about your utility services? Register your account online at [www.citizensenergygroup.com](http://www.citizensenergygroup.com) for The Source, a quarterly business newsletter for commercial and industrial customers.

Visit us on the web at [CitizensEnergyGroup.com](http://CitizensEnergyGroup.com).**HISTORICAL INFORMATION****GAS USAGE**Rate D4 - General Heating Delivery  
Standard

Meter Number	Days of Service	Previous Read 03/30/21	Current Read 04/28/21	CCF Used	THERM Conversion	THERM Used
728375	29	3446 Actual	3594 Actual	148.00	1.045	154.66

Average Daily Utility Cost: \$1.80

**Next Meter Read Date: 05/27/21**

30P

Page 1 of 2

Make check payable to Citizens Energy Group.

PO Box 7056  
Indianapolis, IN 46207-7056**CHANGE SERVICE REQUESTED**Pay Online: [CitizensEnergyGroup.com](http://CitizensEnergyGroup.com)  
Pay by Phone: (317) 924-3310

No Fees

0150360-CEGS176911-FC.NOPRIN-002424  
PANGAEA VENTURES LLC  
MAILSTOP 10  
PO BOX 182590  
COLUMBUS OH 43218-2590**Account Number: 3005170000**

Mailing Address: 10101 MONTEREY RD

**Amount Due by 05/18/21 \$55.99**Amount Due After 05/18/21 **\$57.77**

Amount Enclosed

\$ 

Write account number on check and mail to:

Citizens Energy Group  
PO Box 7056  
Indianapolis, IN 46207-7056

00000030051700000000057770000055994

10000000

## THIRD PARTY SUPPLIER FAQS

**Q. What steps do I take to be removed from third party billing?**

A. Please call your third party marketer.

**Q. What is the Customer Benefit Adjustment Credit?**

A. The Customer Benefit Adjustment Credit is a credit designed to distribute funds to all customers, as approved by the Indiana Utility Regulatory Commission (IURC).

**Q. What are the Gas Cost Charges?**

A. Charges applicable to the Utility's customers and/ or Third Party Suppliers designed to recover the cost of gas and related off-system services incurred by the Utility to provide Gas Supply Service to the customer's meter. Such costs include pipeline transportation and balancing services.

**Q. What is a Third Party Supplier?**

A. Any entity, other than the Utility, including customer acting as its own Supply Agent, qualified under Section 13 to provide gas supply services within the Utility's service area.



**Emergency:**  
(317) 924-3311



**Register Online:**  
CitizensEnergyGroup.com

### Phone Numbers

Emergency ..... (317) 924-3311

Register Online ..... CitizensEnergyGroup.com

Pay Online ..... CitizensEnergyGroup.com

Customer Service ..... (317) 927-4328

Mon – Fri 8:00 a.m. – 5:00 p.m.

Pay by Phone ..... (317) 924-3310

Call Before You Dig ..... 811

Visit Citizensenergygroup.com for a schedule of Board of Directors meetings

The Rights and Responsibilities for Residential Customers pamphlet can be located at [www.citizensenergygroup.com/My-Home/My-Responsibilities](http://www.citizensenergygroup.com/My-Home/My-Responsibilities)

### Mailing Addresses

**Remit Payments To:**

Citizens Energy Group  
PO Box 7056  
Indianapolis, IN 46207-7056

**Corporate Office:**

Citizens Energy Group  
2020 N. Meridian Street  
Indianapolis, IN 46202-1306

## DEFINITIONS

**CCF** - Amount of gas and water which goes through the meter, measured in 100 cubic feet. For water and sewer, 1 CCF is approximately 750 gallons.

**cr** - Indicates a credit.

**Therm (THRM) Used** - Energy value of the gas used

**Conversion** - Used to convert the metered consumption to calculated charges for billing purposes (for example CCF to Therms)

**Gas Charges** - Includes cost of gas used, maintaining a safe and dependable distribution system, meter reading, billing and various customer services.



Payment Terminal



### BILLING OPTIONS

☐

Me gustaría recibir mi factura en español

☐

Provide Detailed Charges on Bill

### PAY WITH CASH FOR FREE AT PARTICIPATING CVS PHARMACY AND FAMILY DOLLAR LOCATIONS

Bring this notice with you to make cash payment. Payments posted within 15 minutes.

**CVS Pharmacy Cashier Instructions**

1. Scan barcode below
2. Ask the customer how much they want to pay
3. Enter the amount and collect payment
4. Give the customer their receipt



 PayNearMe



**Family Dollar Team Member Instructions**

1. Scan barcode below
2. Enter the payment amount and press Total
3. Collect payment from the customer
4. Tender the transaction and provide a receipt



 PayNearMe



## 811 Before You Dig

Whether you're planting a garden or trees, putting in a new fence or mailbox, or engaging in any other project that involves digging, know what's below and 811 Before You Dig!

Indiana's "Call Before You Dig" law requires everyone who digs, including private property owners, to contact Indiana 811 at least two full working days before starting a project. When you submit a ticket on [indiana811.org](http://indiana811.org) or call 811, utility crews have time to mark the locations of underground utility lines on your property. The service is meant to keep you and your family safe and is provided free of charge.



## Citizens' Natural Gas Utility Performed Well During Cold Snap

Citizens Energy Group's natural gas utility serving Marion County performed exceptionally well throughout the very cold weather that spread across the U.S. in February. While some utilities across the country experienced service disruptions and natural gas price spikes, Citizens was able to deliver reliable service at lower costs thanks to our natural gas storage assets, gas supply planning, and access to multiple interstate natural gas pipelines. As a result, Marion County customers will see a favorable impact on future monthly bills.



## Assistance Is Still Available

If you are behind on or need help paying your utility bills, financial assistance is still available, including the Energy Assistance Program (EAP). Citizens urges customers needing financial assistance to apply for EAP to automatically qualify for additional help from Citizens Energy Group.

An online EAP application as well as more information can be found at [www.eap.ihcda.in.gov](http://www.eap.ihcda.in.gov) or by calling 2-1-1.

In addition, Citizens is providing payment arrangements up to 12 months for customers who are running behind. For more information, go to [www.CitizensEnergyGroup.com/Help](http://www.CitizensEnergyGroup.com/Help) or call (317) 924-3311.

### Energy Efficiency Tip

Drain your water heater tank annually to keep it running efficiently.

### Safety Tip

Gas and charcoal grills can produce carbon monoxide. Only use them outdoors in a well-ventilated area, never in a garage or other enclosed space.

## Committed to Community



We're all citizens.



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(WITH PURCHASE OF HIGH EFFICIENCY FURNACE)

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- **FREE DUCT CLEANING**
- **MEDIA AIR CLEANER**
- **WIFI THERMOSTAT INCLUDED**
- **PLUS 0% 36 MONTH FINANCING AVAILABLE**



Valid on 16 SEER A/C or heat pump (up to \$1,363 equipment discount) when matched with a high efficiency furnace. Media air cleaner and WiFi thermostat included in price. WiFi signal must be compatible. Duct cleaning up to 15 supplies and returns combined. Discount can be applied to other select models. See \* below or on back for additional details. Expires 5/31/21

## Get Your A/C Ready for Summer!

**"Earn Your Trust" A/C Tune-up**

**ONLY \$53\***

**No Breakdown Guarantee**

New clients only please. Valid on heating OR cooling system. No breakdown this season. Must be able to start unit. One unit only. If system breakdown occurs credit will be provided for price of tune up. Not valid on geothermal, boilers or oil furnaces. See \* below or on back for additional details. Expires 5/31/21  
Coupon Code: HC31

Ask About Both Our **Repair** and **Replacement** Financing Options!

\*See dealer for details, discounts, warranties, guarantees. Some restrictions apply. Normal business hours only. Residential owner-occupied only. Existing residential only. Must be presented at time of service. Cannot combine with other offers or discounts. Customer responsible for filing utility rebates if applicable. Not valid on previous purchases. Must be in service area. Financing with approved credit. Minimum monthly payments required. Interest accrues at time of purchase unless paid in full during promotional period. For regular term purchases, APR is based on US prime rate and is subject to change. IN HVAC H0010016, IN Plumbing C050800249, OH HVAC HV-49040, OH Plumbing PL-47812, KY HVAC HM06160, KY HVAC HM01276. Expires: 5/31/21

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**onehourairindy.com**

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- ✓ Certified & Professional Technicians
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- ✓ Trucks Stocked for Same-Day Repairs
- ✓ 100% Satisfaction Guaranteed
- ✓ Financing Options Available



**\$90  
OFF ANY  
REPAIR**



Cannot be combined with any other offers or discounts. Price valid per system. Some restrictions, fees and taxes may apply. Not valid on previous purchases. Upon credit approval by Synchrony Financial. Finance offer is based upon Synchrony Bank, Plan 600. 9.99% APR and fixed monthly payments equal to 1.25% of promo amount. Down payment may be required. Regular account terms apply to non-promotional purchases. One-time account activation fee of \$29 may be charged at time first purchase posts to account. Subject to credit approval. Expires 5/31/21 CEG0719

License # H0010668.

**\$119  
FURNACE  
AND AC  
TUNE-UP**



Valid at participating locations. Service fee may apply. Limit one coupon per household. Coupon must be presented at time of purchase. Cannot be combined with any other offers or discounts. Price valid per system. Some restrictions, fees and taxes may apply. Expires 5/31/21 CEG0719

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**"Honesty is the  
Best Policy."**

**317-682-1726**

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**Benjamin  
Franklin**  
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- ✓ Licensed & Professional Plumbers
- ✓ 24/7 Emergency Service
- ✓ Trucks Stocked for Same-Day Repairs
- ✓ 100% Satisfaction Guaranteed

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ANY PLUMBING  
REPAIR**



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License # CP10100018.

**\$100 OFF  
BATTERY  
BACK-UP SYSTEM**



Limit one coupon per household. Coupon must be presented at time of purchase. Valid at participating locations. Service fee may apply. Some restrictions, fees and taxes may apply. Expires 5/31/21 CEG0719

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