

**Account Number: 7062320000**

PANGAEA VENTURES LLC | 10127 MONTEREY RD

Bill ID: 706539725242

Amount Due \$75.79

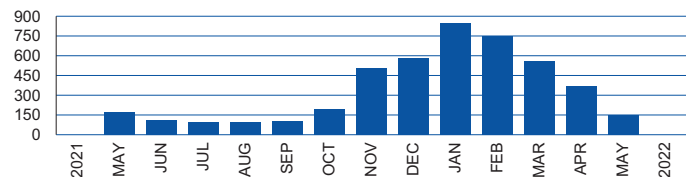
Date Due 06/15/22

ACCOUNT SUMMARYAccount Balance as of 04/29/22 \$109.29
Payment(s) Received 05/16/22 \$109.29 cr**Previous Balance \$0.00****Utility Charges**Gas Delivery Charge \$35.65
Facility Charge \$35.00
Balancing Charge \$0.33
Customer Benefit Adjustment \$0.15 cr
Sales Tax \$4.96**Utility Subtotal \$75.79****Supplier Charges**

Actual Therms 151

**Amount Due
as of 05/27/22 \$75.79****Paperless Billing**

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

Visit us on the web at CitizensEnergyGroup.com.**HISTORICAL INFORMATION****GAS USAGE**Rate D4 - General Heating Delivery
Standard

Meter Number	Days of Service	Previous Read 04/28/22	Current Read 05/26/22	CCF Used	THERM Conversion	THERM Used
314067	28	44598 Actual	44742 Actual	144.00	1.050	151.2

Average Daily Utility Cost: \$2.53

Next Meter Read Date: 06/29/22

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
Pay by Phone: (317) 924-3310

No Fees

0171112-CEGS206272-FC.NOPRIN-000820
PANGAEA VENTURES LLC
MAILSTOP 10
PO BOX 182590
COLUMBUS OH 43218-2590**Account Number: 7062320000**

Service Address: 10127 MONTEREY RD

Amount Due by 06/15/22 \$75.79Amount Due After 06/15/22 **\$78.12**

Amount Enclosed

\$

Write account number on check and mail to:

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

00000070623200000000078120000075799

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

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



2021 Drinking Water Report Available Online

Drinking water quality is a top priority at Citizens Energy Group. Many significant efforts and investments are made to ensure the water supplied to our customers is safe to drink. These efforts include the protection of our water sources, quality control in the water treatment process, and maintenance of the water distribution system. We conduct testing every day to confirm the quality and safety of your drinking water supply.

Each year, we measure and report our compliance with drinking water regulations in a document called the Water Quality Report. To review the 2021 Water Quality Report, visit www.CitizensEnergyGroup.com/WaterQuality or scan the QR code with your smartphone.

Safety Tip

If you detect even a slight odor of natural gas in the area, don't stay—get away. Then contact Citizens Energy Group at (317) 924-3311 or call 911.

Summer Sewer Charges

On May 1, Citizens launched its annual Summer Sewer Charges program for residential customers. This program considers that some water used during the summer months may not be disposed of in the wastewater system, such as water used for lawn irrigation. Therefore, from May through November, the residential sewer charge will be based on the customer's average water usage during the months of December through March.

However, under no circumstances will the sewer charge be based on fewer than 3,000 gallons (4CCF) of water. Residential customers will see a line item on their bill labeled: Sewer Charges (xx CCF). This represents the sewer volume used to calculate sewer charges. No further action is needed by customers as enrollment in the program is automatic.



Conservation Tip

Use a rain barrel to collect runoff rainwater and use what you've collected to water your lawn and landscaping.

Assistance Is Still Available for Customers in Need

Applications for the Low Income Home Energy Assistance Program (LIHEAP) and the newly established Low Income Household Water Assistance Program (LIHWAP) are still being accepted. Visit www.in.gov/ihcda and click on "Homeowners & Renters" for information on qualifications and how to apply.

In addition, Citizens Energy Group encourages customers who are behind on their bills to call (317) 924-3311 or visit www.CitizensEnergyGroup.com/Help for additional sources of assistance, including Citizens' Warm Heart Warm Home Foundation™, and to establish flexible payment arrangements.

Careers At Citizens

Visit www.CitizensEnergyGroup.com/Careers or scan the QR code with your smartphone to see the many career opportunities Citizens has to offer.





Buy Now, Pay Later
No Payments 'til July

Please present at time of service. Restrictions may apply. With approved credit. Not to be combined with any other offers, discounts, or previous purchase. Gift card valued at 10% of purchase price, up to \$2500, with purchase of full system. Expires: 06/14/22

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 Get Pre-Approved &
 Schedule in Seconds



PetermanBros.com

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- ✓ Certified & Professional Technicians
- ✓ 24/7 Emergency Service
- ✓ Trucks Stocked for Same-Day Repairs
- ✓ 100% Satisfaction Guaranteed
- ✓ Financing Options Available



FREE FURNACE
 WITH PURCHASE OF QUALIFYING 16 SEER A/C



Coupon must be presented at time of purchase. Cannot be combined with any other offers or discounts. Management reserves the right to modify offers at any given time. Some restrictions may apply. Expires May 31st, 2022.

CEG0719

\$89 AC INSPECTION & TUNE UP
 INCLUDING 1LB OF REFRIGERANT



Coupon must be presented at time of service, valid for R410A only, offer does not include R22, offer includes up to one pound free if needed, cannot have previous history of refrigerant leaks, if system requires more than one-pound additional charges may apply, if no refrigerant is needed the cost of the tune up is \$89. Expires 6/30/22.

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"Honesty is the Best Policy."

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- ✓ 24/7 Emergency Service
- ✓ Trucks Stocked for Same-Day Repairs
- ✓ 100% Satisfaction Guaranteed



\$89 OFF ANY PLUMBING REPAIR

Valid at participating locations. Limit one coupon per household. Coupon must be presented at time of purchase. Cannot be combined with any other offers or discounts. Some restrictions, fees and taxes may apply. Expires 6/30/22.

CEG0719

NO PAYMENTS & 0% INTEREST
FOR 12 MONTHS ON ANY REPAIR OR REPLACEMENT

Ally Bank Financing, 12 months interest free, 12 months payment free, no retroactive interest, 9.9% interest once payments start, good for any full system replacement or repairs, \$500 minimum. 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. Some restrictions, fees and taxes may apply. Expires 6/30/22.

CEG0719

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