

Drinking Water Week 2024

Take a moment to consider how truly vital clean, safe drinking water is to your daily routine—and the very important role it has in protecting public health and the environment now and in the future. For more than 40 years, the American Water Works Association (AWWA) and its members have marked Drinking Water week annually in May. To learn more, find educational resources (including activities for kids) by searching online for: Drinking Water Week 2024.



Drinking Water Week 2024
May 5-11, 2024

Celebrate Drinking Water Week

May 5-11, 2024



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Access your monthly statements as soon as they're generated - any time, on any device - with Paperless Billing. Avoid seasonal spikes and know what you owe each month with Budget Billing. And, never pay late fees again with our Auto Pay program that allows you to set up automated payments from your checking, savings, or credit card account with no service fees.



Need another reason to register? Beginning on May 1, 2024, Residential Customers who enroll in Paperless Billing - in addition to Budget Billing and/or Auto Pay - will receive a \$5 gift card after being on the programs for twelve consecutive months. Customers enrolled in all three programs for the preceding five months will be entered in our annual drawing each November for a chance to win valuable prizes, including a 65-inch TV or an Xbox Series S.

Summer Sewer Charges

On May 1, Citizens transitioned to our 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, including water used for lawn irrigation. Therefore, to keep wastewater service costs low for customers, the residential sewer charge from May through November will be based on the customer's average water usage during the months of December through March.

In no event will the sewer charge be based on fewer than 3,000 gallons (4CCF) of water which is the minimum charge. 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.

2023 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 safe drinking water for our customers, including the protection of our water sources, quality control in the water treatment process, daily testing for quality and safety, and the maintenance of the water distribution system. Each year, we measure and report our compliance with drinking water regulations in a document called the Water Quality Report. To review the recently published 2023 Water Quality Report as well as annual reports from years past, visit www.CitizensEnergyGroup.com/WaterQuality.

Safety Tip

Learn if your appliances have an electric igniter (often in new models) or a traditional pilot light. If a pilot light, store the appliance instructions near the appliance for easy re-lighting. Or call a professional if you are unsure how to safely re-light!

Conservation Tip

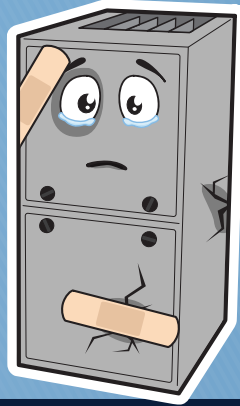
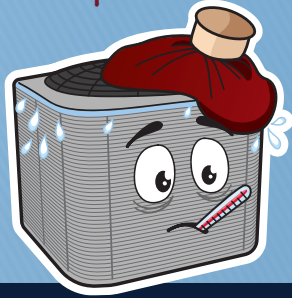
Keep your water heater tank operating efficiently by draining the tank once each year.

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.



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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 6/30/24.

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**\$1,800 OFF
A COMPLETE DELUXE OR BETTER SYSTEM**



Valid on deluxe or better HVAC system, excludes basic systems. Limit one coupon per household at participating locations. 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 6/30/24.

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WATER HEATER REPLACEMENT**

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**\$107 DRAIN CLEARING SPECIAL
FREE CAMERA INSPECTION INCLUDED**

Limit one coupon per household. Valid at participating locations. Cannot be used on past purchases. Coupon must be presented at time of service. Cannot be combined with any other offers or discounts. Management reserves the right to modify offers at any given time. Some restrictions, taxes, and fees may apply. Expires 6/30/24.

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