



Citizens Gas | Citizens Thermal | Citizens Resources
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www.citizensenergygroup.com

Received: February 22, 2017
IURC 30-Day Filing No.: 50028
Indiana Utility Regulatory Commission

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February 21, 2017

Mary M. Becerra
Secretary of the Commission
Indiana Utility Regulatory Commission
101 West Washington St., Suite 1500 E
Indianapolis, IN 46204

Re: Thirty – Day Filing for Citizens Pursuant to 170 IAC 1-6

Dear Ms. Becerra:

Pursuant to 170 IAC 1-6-3(3), the Department of Public Utilities for the City of Indianapolis, acting by and through the Board of Directors for Utilities, as trustee, in furtherance of a public trust for the gas, water and thermal systems d/b/a Citizens Gas, Citizens Water, Citizens Thermal and CWA Authority Inc., as owner of the sewer system, (collectively “Citizens”) respectfully submit for the approval of the Indiana Utility Regulatory Commission (“Commission”) certain proposed changes to the respective terms and conditions for service (collectively “Terms and Conditions for Service”) for the gas, water, thermal, and wastewater utilities owned and operated by Citizens.

Citizens plans to stop accepting payments in the field upon approval of this filing. This initiative requires certain additions and modifications to Citizens Terms and Conditions for Service. In general, the changes to the Terms and Conditions for Service include: (1) removing language for collection of money in the field for gas, water, steam, and sewage accounts; (2) renaming delinquent account collection charges; and (3) updating any rule references.

The cessation of field collections, and therefore the proposed Terms and Conditions for Service modifications, will be applicable to Citizens’ gas, water, steam, and sewage disposal service customers, as described within the Terms and Conditions for Service. The cessation of field collections initiative will help ensure the safety of field personnel.

Enclosed for review and approval by the Commission, please find the following:

- Tab 1 – Proposed tariff changes to Terms and Conditions for Gas Service (redline and clean)
- Tab 2 – Proposed tariff changes to Terms and Conditions for Water Service (redline and clean)
- Tab 3 – Proposed tariff changes to Terms and Conditions for Sewage Disposal Service (redline and clean)

- Tab 4 – Proposed tariff changes to Terms and Conditions for Steam Service (redline and clean)
- Tab 5 – Exhibit A – Legal Notice

Citizens affirms that a notice regarding the filing in the form attached hereto as Exhibit A was published on February 17, 2017 in the Indianapolis Star, a newspaper of general circulation in the Indianapolis area, where the largest number of Citizens customers are located. Citizens also affirms that this notice has been posted on the Citizens website and in its customer service lobby.

Upon approval of the enclosed Terms and Conditions for Service and certain Appendices, please return one (1) approved stamped copy of each Terms and Conditions for Service and related Appendices to me for our files. Any questions concerning this submission should be directed to:

John F. Lamb
Manager, Rates & Business Applications
2020 N. Meridian Street
Indianapolis, In
Email: jlamb@citizensenergygroup.com
Phone/Fax: 317-927-4561

Sincerely,

/s/ John F. Lamb
John F. Lamb
Manager, Rates & Business Applications

Enclosures
cc: Office of Utility Consumer Counselor

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3	Terms and Conditions for Sewage Disposal Service (redline and clean)
4	Terms and Conditions for Steam Service (redline and clean)
5	Exhibit A – Legal Notice

Tab 1

- 4.6.1 All charges follow the End-Use Customer and moving from one Premises to another in no way absolves the End-Use Customer from any End-Use Customer unpaid charges incurred at a previous location. In the case of leased property, the Landlord End-Use Customer shall be responsible to the Utility for payment of the Utility Services bill, even though the tenant may pay it.
- 4.6.2 The Utility may add a late payment charge to an End-Use Customer's delinquent Utility Services bill; such charge will be ten percent (10%) on the first three dollars (\$3.00) of Gas Supply and Gas Delivery Services charges and three percent (3%) on the amount in excess of three dollars (\$3.00).
- 4.6.3 A single charge may be made for each visit to the End-Use Customer's premises ~~regarding to collect~~ a delinquent account ~~for applicable Utility Services;~~ and such charge to the End-Use Customer shall be pursuant to the Delinquent Account ~~Trip~~Collection Charge reflected on Gas Rate No. A5.
- 4.6.4 A single charge may be made for handling a single check from an End-Use Customer for Utility Services returned unpaid by any financial institution; such charge shall be pursuant to the Bad Check Charge reflected on Gas Rate No. A5.

4.7 MASTER METER CONVERSION

The Utility may elect, with the consent of the End-Use Customer, to replace the several Meters in the contiguous complex of an End-Use Customer with a Master Meter. Such Master Meter for billing purposes shall be computed on the basis of a single End-Use Customer.

4.8 FRAUDULENT OR UNAUTHORIZED USAGE

Upon detecting a device or scheme which has been utilized to avoid or attempted to avoid full payment for Gas Delivery and/or Gas Supply Services, the Utility may, after estimating the volume of Gas Delivery and/or Gas Supply Services so used:

- 4.8.1 Immediately disconnect such Gas Delivery and/or Gas Supply Services without notice pursuant to Rule 8.3.
- 4.8.2 Bill and demand immediate payment from the person benefiting from such device or scheme: the actual cost of Gas used, corrections and repairs, or two hundred dollars (\$200.00), whichever is more.

GAS RATE NO. A5

NON-RECURRING CHARGES

APPLICABILITY:

Pursuant to the Terms and Conditions, listed below are charges applicable to all End-Use Customers in the Utility's service area.

CHARGES:

Bad Check Charge (from section 4.56.4)	\$11.00
Delinquent Account Collection Trip Charge (from section 4.56.3)	\$14.00
Reconnect/Disconnect Charge (from section 9)	\$44.00

- 4.6.1** All charges follow the End-Use Customer and moving from one Premises to another in no way absolves the End-Use Customer from any End-Use Customer unpaid charges incurred at a previous location. In the case of leased property, the Landlord End-Use Customer shall be responsible to the Utility for payment of the Utility Services bill, even though the tenant may pay it.
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- 4.6.3** A single charge may be made for each visit to the End-Use Customer's premises regarding a delinquent account and such charge to the End-Use Customer shall be pursuant to the Delinquent Account Trip Charge reflected on Gas Rate No. A5.
- 4.6.4** A single charge may be made for handling a single check from an End-Use Customer for Utility Services returned unpaid by any financial institution; such charge shall be pursuant to the Bad Check Charge reflected on Gas Rate No. A5.

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Tab 2

the deposit, plus accrued interest, within fifteen (15) days after payment of the final bill; or (C) upon specific request from the Customer transfer the deposit to a new account.

RULE 5. METER READINGS AND BILLINGS

5.1 Billings, Meter Readings and Estimates. All Meters normally will be read monthly. When for good cause, pursuant to 170 IAC 6-1-13(c), a Meter is not read on a normal interval, including failure of the Meter or remote counter to register, an estimated Meter read shall be used and so identified on the bill. The Utility will issue bills to Customers on a monthly basis for the applicable Utility Services. Bills are payable to the office of the Utility or to an authorized agent within seventeen (17) days from the date mailed. When the seventeenth (17th) day falls on a Sunday or a legal holiday, the seventeen-day period shall be considered to end the next business day.

For Customers with consumption history, estimated monthly consumption for interim billings will be based on a comparison of the most recent 12-month average and the most recent two-month average as described below. During the Winter Period, the estimated monthly consumption will be the lower of the 12-month average and the most recent two-month average. During the Summer Period, the estimated monthly consumption will be the higher of the 12-month average and the most recent two-month average. New Customers with less than a 12-month history are billed at the most recent two-month average. Under certain circumstances, a Default Value may be substituted for the use of averages.

Bills for municipal uses by the City of Indianapolis will be rendered monthly. Annual unmetered municipal consumption will be estimated, based on consultations, and treated as consumed evenly throughout the year as metered water.

Bills for unmetered fire service will be rendered monthly. If a Customer receives unmetered fire service through a Service Pipe in which a detector check with a bypass Meter is installed, as provided for in Rule 13.7, the Utility will read the Meter at the time of the annual fire service inspection, and the consumption shall be treated as consumed evenly over the period since the previous reading.

5.1.1 Meter readings in units of thousand gallons may be converted to units of hundred cubic feet for billings purposes. The factor used for making a conversion from thousand gallons to hundred cubic feet shall be based on one cubic foot being equivalent to seven and one-half (7.5) U.S. gallons.

5.2 Delinquent Bills. If payment for a Utility Services bill from a Customer is not received by the Utility or its agent within seventeen (17) days from the date the bill is mailed, the bill shall be considered delinquent.

5.2.1 All charges follow the Customer and moving from one Premises to another in no way absolves the Customer from any unpaid charges incurred at a previous location. In the case of leased property, the Landlord Customer shall be responsible to the Utility for payment of the bill, even though the tenant may pay it.

5.2.2 The Utility may add a Late Payment Charge to a Customer's delinquent Utility Services bill as set forth on Appendix B.

5.2.3 A single charge may be made for each visit to the Customer's Premises ~~to collect~~ regarding a delinquent account ~~for applicable Utility Services~~; such charge to the Customer shall be pursuant to the Delinquent Account ~~Trip Collection~~ Charge reflected on Appendix B.

the conditions, circumstances or practices which caused the disconnection have been corrected) or that the reason of disconnection is currently in dispute and under review, pursuant to Rule 9.

Through its employee, the Utility may ~~accept payment or~~ offer the Utility's 24-hour payment arrangement as an alternative to disconnection. Upon the presentation of satisfactory evidence, ~~or acceptable payment,~~ or acceptance by the Customer or other responsible party of the Utility's 24-hour payment arrangement, service will not be disconnected. The Utility employee is not required to ~~request payment or~~ offer the Utility's 24-hour payment arrangement as an alternative to disconnection. When the employee has disconnected the service, the employee will give to a responsible Person at the Residential Customer's Premises, or if no one is at home, will leave at an entry way on the Premises, a notice stating that service has been disconnected and the telephone number of the Utility where the Customer may arrange to have service reconnected.

6.5 Duplicate Notice Protection Plan. Effective October 1, 2012, a Residential Customer may request the Utility notify a predesignated third party of a Utility Service disconnection notice issued to the Residential Customer. Such request shall be made in writing in the form of a Duplicate Notice Protection Plan Enrollment Application. When requested, the Utility shall notify the predesignated third party, by mail, of the pending Utility Services disconnection at the time the Utility renders the disconnection notice to the Residential Customer. The Utility may restrict the use of the Duplicate Notice Protection Plan to its Residential Customers who are elderly, handicapped, ill, or otherwise unable to act upon a service disconnection notice, as determined by the Utility.

6.6 Postponement of Disconnection of a Residential Customer for Medical Reasons. Except in the case of disconnection for any of the reasons set forth in Rule 6.2, the Utility will postpone the disconnection of Utility Service to a Residential Customer for ten (10) days if, prior to the disconnect date specified in the disconnect notice, the Customer provides the Utility with a medical statement from a licensed physician or public health official stating that such disconnection would be a serious and immediate threat to the health or safety of a designated Person in the household of the Residential Customer. The postponement of disconnection will be continued for one additional 10-day period upon the Customer furnishing the Utility an additional medical statement dated on or before the end of the first 10-day period.

6.7 Other Circumstances Postponing Disconnection of Residential Customer. The Utility will not disconnect service to a Residential Customer who:

6.7.1 fails to pay for water or sewage disposal services rendered at a different Premises, metering point, residence, or location, unless such bill has remained unpaid for at least forty-five (45) days, or

6.7.2 fails to pay for water or sewage disposal services to a previous occupant of the Premises served, unless the Utility has reason to believe the Customer is attempting to defraud the Utility by using another name, or

6.7.3 Prior to the disconnect date specified in the disconnect notice, establishes to the Utility's satisfaction the existence of a financial hardship as the reason for his inability to pay the full amount due and (a) pays at least \$10 or one-tenth ($1/10$) of the delinquent bill, whichever is less, (b) agrees to pay the remainder of the outstanding bill within three months, (c) agrees to pay all undisputed future bills for service as they become due and (d) has not breached any similar agreement with the Utility within the past twelve months. The terms of the agreement must be in writing. The Utility may add to the Residential Customer's outstanding bill a Late Payment Charge in the amount prescribed in the Utility's Rate Schedules, or

APPENDIX B

NON-RECURRING CHARGES

APPLICABILITY:

This schedule applies to all Citizens Water ("Utility") Customers.

SPECIAL PROVISIONS:

Incorporated herein, and made part of this rate schedule, are the Terms and Conditions for Water Service, as amended from time to time. Capitalized terms used in this rate schedule are defined in the Terms and Conditions for Water Service.

1. **LATE PAYMENT CHARGE:** **10% of first \$3.00**
3% of excess

All bills for Utility Services and Private Fire Protection Service not paid within seventeen (17) days from the date the bill is mailed, shall be subject to the Late Payment Charge of ten percent (10%) of the first three dollars (\$3.00) of water service charges and three percent (3%) on the amount in excess of three dollars (\$3.00).

2. **DELINQUENT ACCOUNT COLLECTION TRIP CHARGE:** **\$14.00 per visit**

A single charge may be made for each visit to the Customer's Premises ~~regarding a delinquent account to collect a delinquent account for applicable Utility Services.~~ [regarding a delinquent account.](#)

3. **RECONNECTION CHARGE:** **\$25.00 per reconnection**

In addition to the cost of excavation, after any water service is discontinued to any Customer serviced by the Utility for any reason, whether at the request of the Customer, or because of failure to pay water or sewage disposal service bills, there shall be imposed a charge for turning on the water service.

4. **RETURNED CHECK CHARGE:** **\$11.00 per returned check**

Each Customer that causes a check for Utility Services to be returned by their financial institution due to their account not having sufficient funds to allow such check to be processed, shall be charged eleven dollars (\$11) to cover the cost the Utility incurs to re-process the original transaction.

5. **LATE REPORTING OF TEMPORARY HYDRANT METER WATER USAGE** **\$25.00 per occurrence**

6. **USAGE INFORMATION CHARGE:** **\$18.00 per customer usage**
Summary per Meter

A summary of Customer usage by Meter for the most recent twenty-four (24) month period may be accessed at www.citizensenergygroup.com. A Usage Information Charge shall be assessed to the Customer for requests for usage summary by Meter beyond the twenty-four (24) month period.

the deposit, plus accrued interest, within fifteen (15) days after payment of the final bill; or (C) upon specific request from the Customer transfer the deposit to a new account.

RULE 5. METER READINGS AND BILLINGS

5.1 Billings, Meter Readings and Estimates. All Meters normally will be read monthly. When for good cause, pursuant to 170 IAC 6-1-13(c), a Meter is not read on a normal interval, including failure of the Meter or remote counter to register, an estimated Meter read shall be used and so identified on the bill. The Utility will issue bills to Customers on a monthly basis for the applicable Utility Services. Bills are payable to the office of the Utility or to an authorized agent within seventeen (17) days from the date mailed. When the seventeenth (17th) day falls on a Sunday or a legal holiday, the seventeen-day period shall be considered to end the next business day.

For Customers with consumption history, estimated monthly consumption for interim billings will be based on a comparison of the most recent 12-month average and the most recent two-month average as described below. During the Winter Period, the estimated monthly consumption will be the lower of the 12-month average and the most recent two-month average. During the Summer Period, the estimated monthly consumption will be the higher of the 12-month average and the most recent two-month average. New Customers with less than a 12-month history are billed at the most recent two-month average. Under certain circumstances, a Default Value may be substituted for the use of averages.

Bills for municipal uses by the City of Indianapolis will be rendered monthly. Annual unmetered municipal consumption will be estimated, based on consultations, and treated as consumed evenly throughout the year as metered water.

Bills for unmetered fire service will be rendered monthly. If a Customer receives unmetered fire service through a Service Pipe in which a detector check with a bypass Meter is installed, as provided for in Rule 13.7, the Utility will read the Meter at the time of the annual fire service inspection, and the consumption shall be treated as consumed evenly over the period since the previous reading.

5.1.1 Meter readings in units of thousand gallons may be converted to units of hundred cubic feet for billings purposes. The factor used for making a conversion from thousand gallons to hundred cubic feet shall be based on one cubic foot being equivalent to seven and one-half (7.5) U.S. gallons.

5.2 Delinquent Bills. If payment for a Utility Services bill from a Customer is not received by the Utility or its agent within seventeen (17) days from the date the bill is mailed, the bill shall be considered delinquent.

5.2.1 All charges follow the Customer and moving from one Premises to another in no way absolves the Customer from any unpaid charges incurred at a previous location. In the case of leased property, the Landlord Customer shall be responsible to the Utility for payment of the bill, even though the tenant may pay it.

5.2.2 The Utility may add a Late Payment Charge to a Customer's delinquent Utility Services bill as set forth on Appendix B.

5.2.3 A single charge may be made for each visit to the Customer's Premises regarding a delinquent account; such charge to the Customer shall be pursuant to the Delinquent Account Trip Charge reflected on Appendix B.

the conditions, circumstances or practices which caused the disconnection have been corrected) or that the reason of disconnection is currently in dispute and under review, pursuant to Rule 9.

Through its employee, the Utility may offer the Utility's 24-hour payment arrangement as an alternative to disconnection. Upon the presentation of satisfactory evidence, or acceptance by the Customer or other responsible party of the Utility's 24-hour payment arrangement, service will not be disconnected. The Utility employee is not required to offer the Utility's 24-hour payment arrangement as an alternative to disconnection. When the employee has disconnected the service, the employee will give to a responsible Person at the Residential Customer's Premises, or if no one is at home, will leave at an entry way on the Premises, a notice stating that service has been disconnected and the telephone number of the Utility where the Customer may arrange to have service reconnected.

6.5 Duplicate Notice Protection Plan. Effective October 1, 2012, a Residential Customer may request the Utility notify a predesignated third party of a Utility Service disconnection notice issued to the Residential Customer. Such request shall be made in writing in the form of a Duplicate Notice Protection Plan Enrollment Application. When requested, the Utility shall notify the predesignated third party, by mail, of the pending Utility Services disconnection at the time the Utility renders the disconnection notice to the Residential Customer. The Utility may restrict the use of the Duplicate Notice Protection Plan to its Residential Customers who are elderly, handicapped, ill, or otherwise unable to act upon a service disconnection notice, as determined by the Utility.

6.6 Postponement of Disconnection of a Residential Customer for Medical Reasons. Except in the case of disconnection for any of the reasons set forth in Rule 6.2, the Utility will postpone the disconnection of Utility Service to a Residential Customer for ten (10) days if, prior to the disconnect date specified in the disconnect notice, the Customer provides the Utility with a medical statement from a licensed physician or public health official stating that such disconnection would be a serious and immediate threat to the health or safety of a designated Person in the household of the Residential Customer. The postponement of disconnection will be continued for one additional 10-day period upon the Customer furnishing the Utility an additional medical statement dated on or before the end of the first 10-day period.

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6.7.2 fails to pay for water or sewage disposal services to a previous occupant of the Premises served, unless the Utility has reason to believe the Customer is attempting to defraud the Utility by using another name, or

6.7.3 Prior to the disconnect date specified in the disconnect notice, establishes to the Utility's satisfaction the existence of a financial hardship as the reason for his inability to pay the full amount due and (a) pays at least \$10 or one-tenth ($1/10$) of the delinquent bill, whichever is less, (b) agrees to pay the remainder of the outstanding bill within three months, (c) agrees to pay all undisputed future bills for service as they become due and (d) has not breached any similar agreement with the Utility within the past twelve months. The terms of the agreement must be in writing. The Utility may add to the Residential Customer's outstanding bill a Late Payment Charge in the amount prescribed in the Utility's Rate Schedules, or

APPENDIX B

NON-RECURRING CHARGES

APPLICABILITY:

This schedule applies to all Citizens Water (“Utility”) Customers.

SPECIAL PROVISIONS:

Incorporated herein, and made part of this rate schedule, are the Terms and Conditions for Water Service, as amended from time to time. Capitalized terms used in this rate schedule are defined in the Terms and Conditions for Water Service.

1. **LATE PAYMENT CHARGE:** **10% of first \$3.00**
3% of excess

All bills for Utility Services and Private Fire Protection Service not paid within seventeen (17) days from the date the bill is mailed, shall be subject to the Late Payment Charge of ten percent (10%) of the first three dollars (\$3.00) of water service charges and three percent (3%) on the amount in excess of three dollars (\$3.00).

2. **DELINQUENT ACCOUNT TRIP CHARGE:** **\$14.00 per visit**

A single charge may be made for each visit to the Customer’s Premises regarding a delinquent account.

3. **RECONNECTION CHARGE:** **\$25.00 per reconnection**

In addition to the cost of excavation, after any water service is discontinued to any Customer serviced by the Utility for any reason, whether at the request of the Customer, or because of failure to pay water or sewage disposal service bills, there shall be imposed a charge for turning on the water service.

4. **RETURNED CHECK CHARGE:** **\$11.00 per returned check**

Each Customer that causes a check for Utility Services to be returned by their financial institution due to their account not having sufficient funds to allow such check to be processed, shall be charged eleven dollars (\$11) to cover the cost the Utility incurs to re-process the original transaction.

5. **LATE REPORTING OF TEMPORARY HYDRANT METER WATER USAGE** **\$25.00 per occurrence**

6. **USAGE INFORMATION CHARGE:** **\$18.00 per customer usage**
Summary per Meter

A summary of Customer usage by Meter for the most recent twenty-four (24) month period may be accessed at www.citizensenergygroup.com. A Usage Information Charge shall be assessed to the Customer for requests for usage summary by Meter beyond the twenty-four (24) month period.

Tab 3

- 4.4 Deposits and earned interest will be returned after Customer establishes an appropriate credit history with the Utility.
- 4.4.1 Deposits from Residential Customers and earned interest will be refunded after the Residential Customer has established an acceptable payment record in accordance with the Commission's Rules and is not delinquent on any active or inactive Utility Services.
- 4.4.2 The deposit of any non-Residential Customer that has been held for two or more years, and earned interest will be refunded after the non-residential Customer has established an acceptable payment record in accordance with Rule 4.2.2.
- 4.4.3 The deposit of any Residential or non-residential Customer who fails to establish an acceptable payment record may be retained by the Utility until services are discontinued.
- 4.5 Upon discontinuance of Utility Services, the deposit and earned interest, if any, will be applied to the balance of any outstanding Utility Services bills or unbilled amounts. The remaining unapplied portion, if any, of the deposit and earned interest will be refunded to the Customer. The Customer will be billed for any balance due the Utility. The balance of any deposit and interest, after being applied to any outstanding bills that cannot be returned to the Customer after termination of service, shall be reported and disposed of as required by the Disclaimer of Property Interests Act (Indiana Code 32-17.5 *et seq.*).

5. BILLING AND PAYMENT OF BILLS

- 5.1 The Utility will issue bills to Customers on a Monthly basis for the applicable Utility Services. Bills are payable to the office of the Utility or to an authorized agent within seventeen (17) days from the date mailed. When the seventeenth (17th) day falls on Sunday or a legal holiday, the seventeen-day period shall be considered to end with the next business day.
- 5.1.1 If payment for a Utility Services bill from a Customer is not received by the Utility or its agent within seventeen (17) days from the date the bill is mailed, the bill shall be considered delinquent.
- 5.1.1.1 All charges follow the Customer and moving from one Premises to another in no way absolves the Customer from any unpaid charges incurred at a previous location. In the case of leased property, the landlord shall be responsible to the Utility for payment of the bill, even though the tenant may pay it.
- 5.1.1.2 The Utility may add a Late Payment Charge to a Customer's delinquent Utility Services bill set forth in Appendix A.
- 5.1.1.3 A single charge may be made for each visit to the Customer's Premises ~~to collect or attempt to collect~~ regarding a delinquent account ~~for applicable Utility Services~~; such charge to the Customer shall be pursuant to the Delinquent Account ~~Collection-Trip~~ Charge set forth in Appendix A.

- 6.17** Through its employee, the Utility may ~~accept payment or~~ offer the Utility's 24-hour payment arrangement as an alternative to disconnection. Upon presentation of satisfactory evidence, ~~or acceptable payment~~, or acceptance by the Customer or other responsible party of the Utility's 24-hour payment arrangement, service will not be disconnected. The Utility employee is not required to ~~request payment or~~ offer the Utility's 24 hour payment arrangement as an alternative to disconnection. When the employee has disconnected the service, the employee will give to a responsible person at the Residential Customer's Premises, or if no one is at home, will leave at an entry way on the Premises, a notice stating that service has been disconnected and the telephone number of the Utility where the Customer may arrange to have service reconnected.
- 6.18** When the employee has disconnected Utility Services, he or she shall give a responsible person on the Premises, or if no one is at home, shall leave at a conspicuous place on the Premises, a notice stating which Utility Services have been disconnected and stating the address or telephone number of the Utility where the Customer may arrange to have the Utility Services reconnected.
- 6.19** In the event a Customer is not served by a public water supply, or water used is not completely metered, restoration of Sewage Disposal Service or reconnection of a Customer Building Sewer connection will be made at the Utility's discretion as soon as reasonably possible but at least within five (5) working days after requested if conditions permit after the Customer has:
- 6.19.1** Paid all unpaid bills for Sewage Disposal Service;
 - 6.19.2** Made a required deposit to ensure future payment of Sewage Disposal Service bills;
 - 6.19.3** Reimbursed the Utility for any labor, material and associated restoration costs involved in disconnecting and reconnecting Sewage Disposal Service (which Disconnection and Reconnection Charges are set forth in Appendix A); and
 - 6.19.4** Corrected any condition found in violation of any applicable provision of these Terms and Conditions for Sewage Disposal Service.

7. METERS

- 7.1** The Utility shall measure usage and bill Industrial and Nonindustrial Customers in the following manner:
- 7.1.1** To the extent possible, bills to Industrial and Nonindustrial Customers will be based on the Customer's metered water usage or estimated water usage in any given month as provided for in Rule 7.1.2.

APPENDIX A

NONRECURRING CHARGES

1. INDUSTRIAL CUSTOMER LATE REPORTING CHARGE

In the event that a Self-Reporting Customer fails to submit the report required under Section 85 of the Utility's Terms and Conditions for Sewage Disposal Service by the twenty-fifth (25th) day of the following Month, the Self-Reporting Customer shall pay late reporting charges according to the following schedule:

Late Reports Filed in any Year	Charge
First late report	No charge
Second late report	No charge
Each subsequent late report	\$100.00

2. LATE PAYMENT CHARGE

A Utility Services bill that has remained unpaid for a period of more than seventeen (17) days following the mailing of the bill shall be considered delinquent in accordance with Section 8 of the Utility's Terms and Conditions for Sewage Disposal Service. In such event, a Late Payment Charge will be added to the Utility Services bill in the amount of ten percent (10%) of the first three dollars (\$3.00) of Sewage Disposal Service and three percent (3%) on the amount in excess of three dollars (\$3.00).

3. DELINQUENT ACCOUNT ~~COLLECTION TRIP~~ CHARGE

A charge may be made for each visit to the Customer's Premises regarding a delinquent account to collect a delinquent Utility Services account. Such charge to the Customer shall be fourteen dollars (\$14.00).

4. RECONNECTION CHARGE

When Sewage Disposal Service is turned off for non-payment of a bill, or for any reason beyond the control of the Utility, and a reconnection of Sewage Disposal Service is required by any one Customer, a charge will be made by the Utility to cover the cost of discontinuance and reconnection of service; such charge shall be forty-four dollars (\$44.00) per Meter or Customer. The Customer shall pay the Reconnection Charge, along with any Sewage Disposal Service arrears due, and comply with all other requirements set forth in Section 612 of the Utility's Terms and Conditions for Sewage Disposal Service before Sewage Disposal Service will be reconnected.

5. RETURNED CHECK CHARGE

Each Customer that causes a check for Utility Services to be returned by their financial institution due to their account not having sufficient funds to allow such check to be processed, shall be charged eleven dollars (\$11.00) per check to cover the cost the Utility incurs to re-process the original transaction.

6. RATE FOR TEMPORARY USERS

Sewage Disposal Service furnished to temporary users, such as contractors, shall be charged on the basis of schedules set forth in Rate 1 or Rate 2 depending on the characteristics of the temporary user. The amount of usage shall be estimated and established by the Utility before service is rendered.

- 4.4** Deposits and earned interest will be returned after Customer establishes an appropriate credit history with the Utility.
- 4.4.1** Deposits from Residential Customers and earned interest will be refunded after the Residential Customer has established an acceptable payment record in accordance with the Commission's Rules and is not delinquent on any active or inactive Utility Services.
- 4.4.2** The deposit of any non-Residential Customer that has been held for two or more years, and earned interest will be refunded after the non-residential Customer has established an acceptable payment record in accordance with Rule 4.2.2.
- 4.4.3** The deposit of any Residential or non-residential Customer who fails to establish an acceptable payment record may be retained by the Utility until services are discontinued.
- 4.5** Upon discontinuance of Utility Services, the deposit and earned interest, if any, will be applied to the balance of any outstanding Utility Services bills or unbilled amounts. The remaining unapplied portion, if any, of the deposit and earned interest will be refunded to the Customer. The Customer will be billed for any balance due the Utility. The balance of any deposit and interest, after being applied to any outstanding bills that cannot be returned to the Customer after termination of service, shall be reported and disposed of as required by the Disclaimer of Property Interests Act (Indiana Code 32-17.5 *et seq.*).

5. BILLING AND PAYMENT OF BILLS

- 5.1** The Utility will issue bills to Customers on a Monthly basis for the applicable Utility Services. Bills are payable to the office of the Utility or to an authorized agent within seventeen (17) days from the date mailed. When the seventeenth (17th) day falls on Sunday or a legal holiday, the seventeen-day period shall be considered to end with the next business day.
- 5.1.1** If payment for a Utility Services bill from a Customer is not received by the Utility or its agent within seventeen (17) days from the date the bill is mailed, the bill shall be considered delinquent.
- 5.1.1.1** All charges follow the Customer and moving from one Premises to another in no way absolves the Customer from any unpaid charges incurred at a previous location. In the case of leased property, the landlord shall be responsible to the Utility for payment of the bill, even though the tenant may pay it.
- 5.1.1.2** The Utility may add a Late Payment Charge to a Customer's delinquent Utility Services bill set forth in Appendix A.
- 5.1.1.3** A single charge may be made for each visit to the Customer's Premises regarding a delinquent account; such charge to the Customer shall be pursuant to the Delinquent Account Trip Charge set forth in Appendix A.

- 6.17** Through its employee, the Utility may offer the Utility's 24-hour payment arrangement as an alternative to disconnection. Upon presentation of satisfactory evidence, or acceptance by the Customer or other responsible party of the Utility's 24-hour payment arrangement, service will not be disconnected. The Utility employee is not required to offer the Utility's 24 hour payment arrangement as an alternative to disconnection. When the employee has disconnected the service, the employee will give to a responsible person at the Residential Customer's Premises, or if no one is at home, will leave at an entry way on the Premises, a notice stating that service has been disconnected and the telephone number of the Utility where the Customer may arrange to have service reconnected.
- 6.18** When the employee has disconnected Utility Services, he or she shall give a responsible person on the Premises, or if no one is at home, shall leave at a conspicuous place on the Premises, a notice stating which Utility Services have been disconnected and stating the address or telephone number of the Utility where the Customer may arrange to have the Utility Services reconnected.
- 6.19** In the event a Customer is not served by a public water supply, or water used is not completely metered, restoration of Sewage Disposal Service or reconnection of a Customer Building Sewer connection will be made at the Utility's discretion as soon as reasonably possible but at least within five (5) working days after requested if conditions permit after the Customer has:
- 6.19.1** Paid all unpaid bills for Sewage Disposal Service;
 - 6.19.2** Made a required deposit to ensure future payment of Sewage Disposal Service bills;
 - 6.19.3** Reimbursed the Utility for any labor, material and associated restoration costs involved in disconnecting and reconnecting Sewage Disposal Service (which Disconnection and Reconnection Charges are set forth in Appendix A); and
 - 6.19.4** Corrected any condition found in violation of any applicable provision of these Terms and Conditions for Sewage Disposal Service.

7. METERS

- 7.1** The Utility shall measure usage and bill Industrial and Nonindustrial Customers in the following manner:
- 7.1.1** To the extent possible, bills to Industrial and Nonindustrial Customers will be based on the Customer's metered water usage or estimated water usage in any given month as provided for in Rule 7.1.2.

APPENDIX A

NONRECURRING CHARGES

1. INDUSTRIAL CUSTOMER LATE REPORTING CHARGE

In the event that a Self-Reporting Customer fails to submit the report required under Section 5 of the Utility's Terms and Conditions for Sewage Disposal Service by the twenty-fifth (25th) day of the following Month, the Self-Reporting Customer shall pay late reporting charges according to the following schedule:

Late Reports Filed in any Year	Charge
First late report	No charge
Second late report	No charge
Each subsequent late report	\$100.00

2. LATE PAYMENT CHARGE

A Utility Services bill that has remained unpaid for a period of more than seventeen (17) days following the mailing of the bill shall be considered delinquent in accordance with Section 8 of the Utility's Terms and Conditions for Sewage Disposal Service. In such event, a Late Payment Charge will be added to the Utility Services bill in the amount of ten percent (10%) of the first three dollars (\$3.00) of Sewage Disposal Service and three percent (3%) on the amount in excess of three dollars (\$3.00).

3. DELINQUENT ACCOUNT TRIP CHARGE

A charge may be made for each visit to the Customer's Premises regarding a delinquent account. Such charge to the Customer shall be fourteen dollars (\$14.00).

4. RECONNECTION CHARGE

When Sewage Disposal Service is turned off for non-payment of a bill, or for any reason beyond the control of the Utility, and a reconnection of Sewage Disposal Service is required by any one Customer, a charge will be made by the Utility to cover the cost of discontinuance and reconnection of service; such charge shall be forty-four dollars (\$44.00) per Meter or Customer. The Customer shall pay the Reconnection Charge, along with any Sewage Disposal Service arrears due, and comply with all other requirements set forth in Section 6 of the Utility's Terms and Conditions for Sewage Disposal Service before Sewage Disposal Service will be reconnected.

5. RETURNED CHECK CHARGE

Each Customer that causes a check for Utility Services to be returned by their financial institution due to their account not having sufficient funds to allow such check to be processed, shall be charged eleven dollars (\$11.00) per check to cover the cost the Utility incurs to re-process the original transaction.

6. RATE FOR TEMPORARY USERS

Sewage Disposal Service furnished to temporary users, such as contractors, shall be charged on the basis of schedules set forth in Rate 1 or Rate 2 depending on the characteristics of the temporary user. The amount of usage shall be estimated and established by the Utility before service is rendered.

Tab 4

5. BILLING

- 5.1 Steam service bills, including budget bills, are issued each Month that a payment is due as net bills. The net amount, as indicated on the bill, is due and payable upon receipt. If payment of the net amount is not received by the Utility or a bank duly authorized as a collection agent within seventeen (17) days after the bill is mailed to the Customer, the bill is delinquent. The Utility may add a late payment charge to a Customer's Delinquent Bills. Such charge will be ten percent (10%) of the first three dollars (\$3.00) and three percent (3%) of the amount in excess of three dollars (\$3.00). The net amount plus the late payment charge then becomes due. If the bill remains unpaid at the next billing date, a bill with a disconnect notice will be mailed to the Customer, requiring payment of the delinquent amount within five (5) days of the mailing date. If such payment is not received by the expiration of such five (5) day period, service is thereafter subject to disconnection. Partial payments and payments on bills with disconnect notices will not be accepted by banks authorized as collection agents. When the due date falls on Saturday, Sunday or any legal holiday, the first business day thereafter shall be the due date. Failure to receive a bill shall not entitle the Customer to the net bill if he fails to make payment within the said seventeen (17) day prompt payment period, nor shall it affect the right of the Utility to discontinue service as provided above.
- 5.2 All billing adjustments or errors, including metering errors and incorrect tariff applications, may be adjusted to the known date of the error or for a period of one Year, whichever period is shorter.
- 5.3 If the Utility is justified in discontinuing service to a Customer at one location, the Utility shall have the right to transfer unpaid charges to the same Customer at any other location at which the Utility is rendering service to such Customer, notwithstanding separate service contracts may be in effect for each location. Furthermore, the Utility, upon five (5) days advance written notice, shall have the right to discontinue its service to a Customer at any location to which the charges have been transferred because of such Customer's failure to pay such charges within the time prescribed in subsection 5.1 above.
- 5.4 All bill payments must be received in the office of the Utility or by a bank duly authorized as a collection agent on or before the stated due dates to avoid late payment charges and interruption of service.
- 5.5 When a trip to the Customer's premises is necessary to ~~collect an unpaid bill,~~ make a special meter read or to disconnect service, a Trip Charge as specified in Appendix A will be assessed to the Customer.
- 5.6 When a Customer issues a check to the Utility which is not honored by the bank, the Bad Check Charge specified in Appendix A will be billed to the Customer for each such dishonored check.

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Tab 5

LEGAL NOTICE

PUBLIC NOTICE is hereby given that on February 20, 2017, the Department of Public Utilities for the City of Indianapolis, acting by and through the Board of Directors for Utilities, as trustee, in furtherance of a public trust for the gas, water and thermal systems d/b/a Citizens Gas, Citizens Water, Citizens Thermal and CWA Authority Inc., as owner of the sewer system, (collectively "Citizens") intends to file with the Indiana Utility Regulatory Commission ("Commission") certain proposed changes to their respective Terms and Conditions for gas, water, steam and sewage disposal service (collectively "Terms and Conditions for Service") as approved by the Commission.

Citizens plans to stop field collections. This initiative requires certain additions and modifications to Citizens' Terms and Conditions for Service. The cessation of field collections and related proposed Terms and Conditions for Service modifications will be applicable to Citizens' gas, water, steam and sewage disposal customers, and will impact them because Citizens employees will no longer accept payments in the field, as described within the Terms and Conditions for Service.

The proposed changes to Citizens' Terms and Conditions for Service will be eligible for approval by the Commission on or after March 22, 2017. This notice is provided to the public pursuant to 170 IAC 1-6-6. Contact information, to which an objection should be made, is as follows:

Secretary
Indiana Utility Regulatory Commission
PNC Center
101 West Washington Street
Suite 1500 East
Indianapolis, Indiana 46204
Telephone: (317) 232-2701
Facsimile: (317) 232-6758

Office of Utility Consumer Counselor
PNC Center
115 West Washington Street
Suite 1500
Indianapolis, Indiana 46204
Telephone: (317) 232-2494
Toll Free: (888) 441-2494
Facsimile: (317) 232-5923