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Indiana Utility Regulatory Commission

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Citizens Gas | Citizens Thermal | Citizens Resources  
2020 N. Meridian St. | Indianapolis, IN | 46202-1393  
www.citizensenergygroup.com

February 20, 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 Thermal 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 and water systems d/b/a Citizens Thermal (“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 steam utility.

Citizens Thermal restructured its Terms and Conditions in its most recent rate case. This initiative requires certain additions and modifications to Citizens Thermal Terms and Conditions for Service.

The changes to the rules references will help the end-use customer better understand and navigate the Terms and Conditions of the Utility.

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

- Tab 1 - Terms and Conditions for Thermal Service (redline and clean)
- Tab 2 – Exhibit A - Legal Notice

Citizens Thermal affirms that a notice regarding the filing in the form attached hereto as Exhibit A (See Tab 2) was published on February 17 in the Indianapolis Star, a newspaper of general circulation in the greater Indianapolis metropolitan area, where the largest number of Citizens Thermal customers are located. Citizens Thermal also affirms that this notice has been posted on the Citizens website and in its customer service lobby.



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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](mailto:jlamb@citizensenergygroup.com)  
Phone/Fax: 317-927-4561

Sincerely,

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

Enclosures  
cc: Office of the Utility Consumer Counselor

**Tab 1**

**1. DEFINITIONS**

- 1.1 BTU** British thermal unit.
- 1.2 BILLING DEMAND** That Demand, stated in Therms/hour, upon which the demand charge in the bill is determined in any given Month.
- 1.3 BUDGET PLAN** The policy and practice referenced in ~~Rule No. 175.8~~ of these terms and conditions for steam service.
- 1.4 CUSTOMER** Any person, corporation, municipality or other government agency which has agreed, orally or otherwise, to pay for steam service from the Utility.
- 1.5 DELINQUENT BILL** A bill that has remained unpaid for the period set forth in ~~Rule 5.1 No. 16~~ of these terms and conditions for steam service.
- 1.6 DEMAND** The rate at which energy is taken by the Customer from the Utility's system in any given interval of time. It is usually in Therms/hour.
- 1.7 EDR** Equivalent Direct Radiation – The total of all equipment connected to a Customer's steam system expressed as its equivalent in square feet of direct radiation.
- 1.8 ENTHALPY** BTU's per pound of steam.
- 1.9 M POUND** One thousand pounds
- 1.10 MAXIMUM DEMAND** As applied in the Utility's rate, it is the greatest amount of energy taken by the Customer from the Utility's system in any given interval of time. (Usually stated as the Maximum Demand in any thirty (30) minute interval in a given Month, or in the Year).

APPENDIX A

NON-RECURRING CHARGES

APPLICABILITY

Applicable to all customers in the Utility's service area.

Charges

Bad Check Charge (from Section <a href="#">16-75.6</a> )	\$14.00 per check
Reconnect/Disconnect Charge (from Sections 6.2 and <a href="#">16-66.7</a> ) meter	\$44.00 per
Deposit (from Section <a href="#">54.1</a> )	\$40.00 minimum
Trip Charge (from Section <a href="#">16-5.5</a> )	\$14.00 per meter
Fraud Charge (tampering) (from Section <a href="#">16-85.7</a> )	\$200.00 minimum

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Trip Charge (from Section 5.5)	\$14.00 per meter
Fraud Charge (tampering) (from Section 5.7)	\$200.00 minimum

# Tab 2



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 and water systems d/b/a Citizens Thermal (“Citizens”) intends to file with the Indiana Utility Regulatory Commission (“Commission”) certain proposed changes to their respective Terms and Conditions for steam service (“Terms and Conditions for Service”) as approved by the Commission.

Citizens is proposing to change certain rule references to the Terms and Conditions. These changes are ministerial in nature and will not substantially impact customers.

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