

November 25, 2013

Dear Westfield Utilities Customer:



Andy Cook
Mayor of Westfield

We are excited to report the Indiana Utility Regulatory Commission has approved the transfer of Westfield Utilities to Citizens Energy Group. This transfer represents an unprecedented step forward in our **Westfield Where You Want to Be** initiative to make much needed community investments without raising your taxes.

Transferring Westfield Utilities to Citizens will provide about \$40 million for streets, roundabouts and sidewalks, while allowing us to expand the Midland Trace and Monon Trails. Meanwhile, Citizens will make the utility system investments necessary to facilitate community growth and meet federal clean water and environmental mandates. At the same time, we will retire all \$45 million of utility debt while securing our water and wastewater systems with a trusted company committed to stable utility rates, outstanding service and future community growth.

When the transfer is complete in mid-January, **Citizens Westfield** will provide efficient water, wastewater and gas service to the community. Citizens has committed to the current five-year schedule of modest rate increases approved last year by the Westfield City Council. Because of the association with Citizens Energy Group, Citizens Westfield will be able to achieve efficiencies that will hold down future rate increases.



Carey Lykins
President & CEO
Citizens Energy Group

Just as they did in 2005 when they acquired Westfield Gas, Citizens will provide a smooth transition for water and wastewater customers. Retention of Westfield Utilities employees will be key to continuing great service. Initially, the only significant changes are Citizens will not bill customers for trash and stormwater service, and a new utility phone number will be established. Starting in January, residents will receive a quarterly trash and stormwater bill from the City, as well as a bill from Citizens for water and wastewater.

In about a year, Citizens will reformat the water and wastewater bill and offer new payment options, including automatic bank transfer and budget billing, which allows customers to pay the same amount each month based on annual usage. We invite you to read the attached Frequently Asked Questions (FAQ) for more details on the utility transition.

Westfield is at a critical point in its history as it strives to continue growth, while maintaining the affordability and livability of the community. Transferring Westfield Utilities to its new partner, Citizens Energy Group, is truly a milestone in our efforts to make **Westfield Where You Want to Be**.

Sincerely,



Andy Cook
Mayor of Westfield

Sincerely,



Carey Lykins
President & CEO, Citizens Energy Group