



Utility Transfer – Frequently Asked Questions

We understand the transfer of the City's water and wastewater facility to Citizens Energy Group raises many questions. We hope this document will provide a more thorough understanding of the partnership.

Q. What are the benefits of the utility transfer?

A. The transfer will provide \$40 million for much needed infrastructure investments in Westfield such as new streets, sidewalks and trail expansions without raising your taxes. The City will also retire all of the utility's \$45 million in debt. Citizens will make necessary utility investments for community growth, while offering outstanding customer service at stable rates.

Q. When will the transfer of Westfield Utilities to Citizens Energy Group be completed?

A. The transfer of Westfield Utilities is expected to be completed by mid-January after the completion of financing and the transfer of funds.

Q. What will the new name for the utility be?

A. Westfield Utilities will be called Citizens Westfield, so please look for the logo below on your bill and, on company facilities and vehicles.



Q. What number will I call for utility services or emergencies like leaks?

A. Until mid-January, you should continue to call the current utility phone number for emergencies and customer service issues -- (317) 896-5452. When Citizens takes over, a new phone number will be established for utility service and emergencies. Customers will receive a mailing soon with the new number.

Q. When will I receive my first bill from Citizens and how will it be different?

A. In January, Citizens Westfield will issue its first bill for water and wastewater services, but it will not bill customers for trash and stormwater services. The City of Westfield will bill customers quarterly for trash and stormwater services. Citizens will continue to bill separately for their gas customers in Westfield. Customers in the Westfield area currently receiving gas service from Vectren will remain with Vectren.

Q. Why is trash and stormwater service being removed from my utility bill?

A. Citizens is not acquiring the stormwater system; trash service is provided by Ray's Trash service.



Q. How will the transfer impact my utility rates?

A. Citizens has agreed to the five-year schedule of modest rate increases passed recently by the Westfield City Council. Because of the association with Citizens Energy Group, significant operational efficiencies will be achieved for Westfield customers that will help hold down future rate increases.

Q. Besides through the mail, what other forms of bill payment will Citizens offer?

A. Customers will be able to continue paying their bill online at the new Citizens Westfield website starting in January. For about one year, customers will still be able to pay their bill at the Westfield Operations Center at 2728 E. 171st Street.

Q. Will Citizens be offering new payment options at some point?

A. In about a year, Citizens will reformat the current water and wastewater bill to include comparative consumption data to help customers track their utility usage. Citizens Westfield customers receiving gas service from Vectren will only receive a water and wastewater bill from Citizens. The revised bill will include these new options:

- Automatic bank transfer
- Budget Billing that allows customers to pay the same amount each month based on annual usage
- Multiple new bill payment sites will be established when the city stops taking utility payments

Q. Will the same people be providing my utility service?

A. Yes, Citizens will retain Westfield Utilities employees, thus enhancing the established expertise at Citizens Westfield. Citizens understands that well-trained employees are the key factor in consistently delivering world-class customer service.

Q. Will Westfield have sufficient water supply for future growth?

A. Yes. As the largest water supplier in Central Indiana, Citizens' stewardship will allow for a more regional approach to water supply planning ensuring a more sustainable supply for Westfield and all of the communities they serve. Citizens will make the system investments necessary to ensure water supply for the future, address environmental mandates related to wastewater collection and treatment, and solve urgent capital needs resulting from growth, while holding down utility rate increases.

Q. When will we receive more information about the utility transfer, such as the new phone number?

A. Citizens and the City will provide more information through bill inserts and special home mailings in December and January.