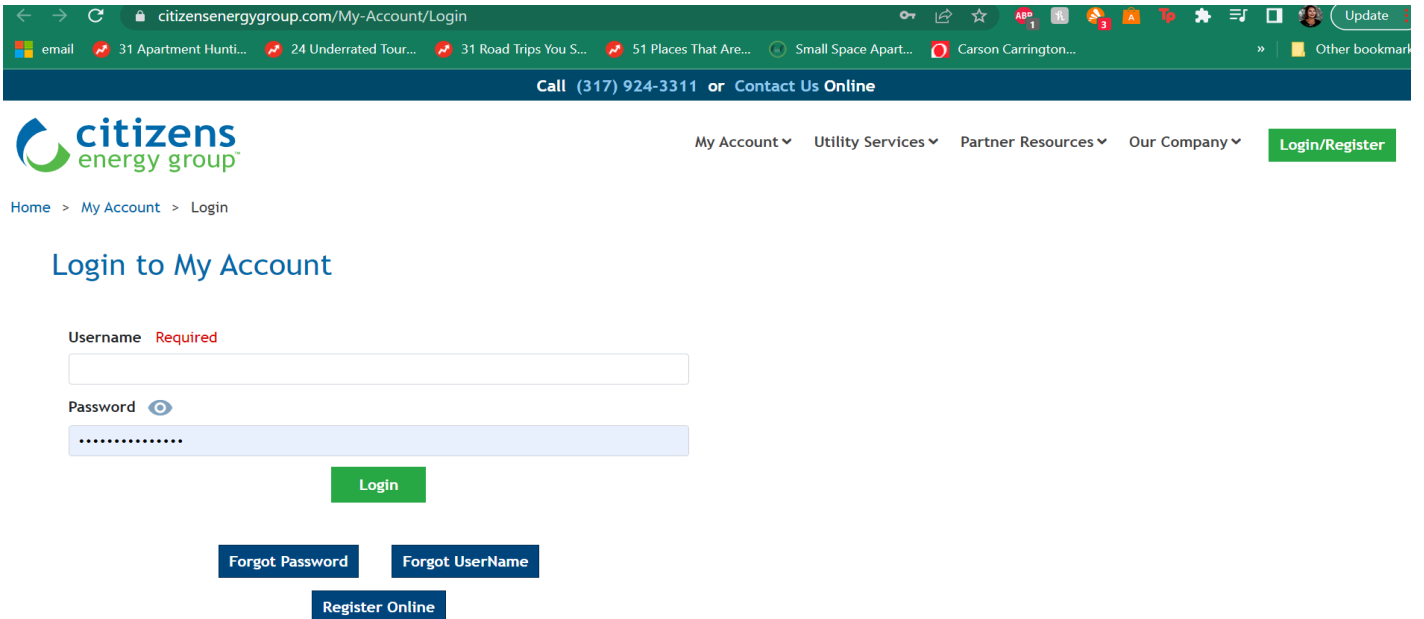




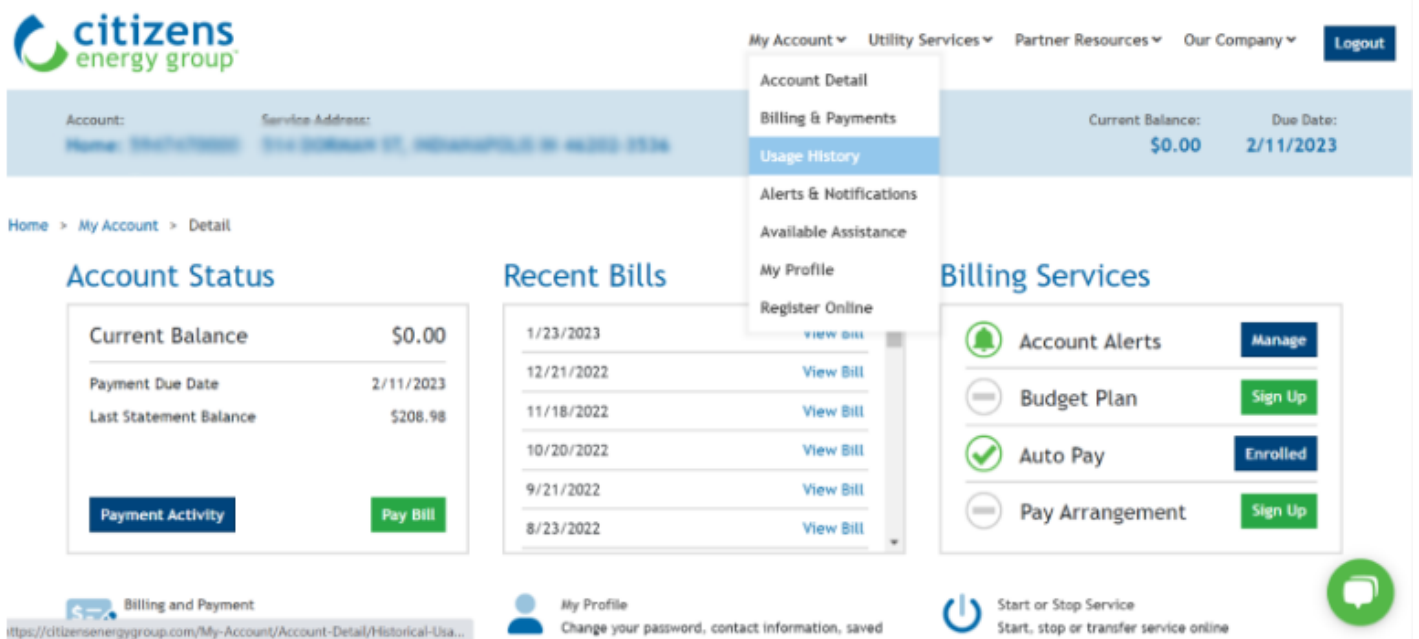
# Obtaining Tenant Natural Gas and Water Data

Tenants of multi-family or commercial properties can easily obtain their natural gas and water data from Citizen's Energy Group by logging into their online utility account and downloading their historical consumption data. Below is a step-by-step process, outlining the steps each tenant should take to collect and share this data.

1. Login to your Citizen's Energy Group account by going to <https://www.citizensenergygroup.com/My-Account/Login>. If you do not yet have an account, you may create a free online account using the same link.



2. Once logged in, navigate to the "My Account" tab, and use the drop down menu to select, "Usage History"



3. You will then see a graph that shows usage over time.

citizensenergygroup.com/My-Account/Account-Detail/Historical-Usage

Call (317) 924-3311 or Contact Us Online

citizens energy group

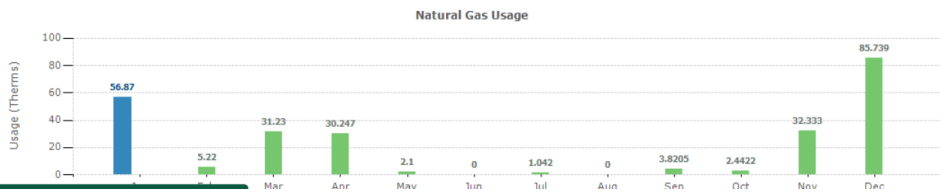
My Account Utility Services Partner Resources Our Company Logout

Account: Service Address: Current Balance: Due Date:  
 1848-B-57434-01882 2527 SHELBY ST, UNIT 3, MILWAUKEE WI 53205-4234 \$0.00 2/18/2023

Home > My Account > Usage

### Historical Usage

The information below shows usage for the account over the most recent 24 months. Please note that the billing month shown may reflect usage from the previous calendar month, depending on the account's meter reading dates. For example, amounts billed in the middle of December likely includes usage that occurred in November.



4. Underneath the graph, navigate to the button that says "Export to CSV", click that and download the CSV.

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My Account Utility Services Partner Resources Our Company Logout

Usage (Therms)

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec

2023 2022 2021

**Export to CSV**

#### Natural Gas Usage (Therms)

Month	Usage
Jan 2023	56.870000
Dec 2022	85.739000
Nov 2022	32.333000
Oct 2022	2.442200
Sep 2022	3.820500
Aug 2022	0.000000
Jul 2022	1.042000
Jun 2022	0.000000
May 2022	2.100000
Apr 2022	30.247000

#### Why is some data missing?

A normal monthly billing cycle includes 28-31 days of usage. There is a possibility that an account will bill for more than 31 days of usage if a re-bill was necessary or previous bills have been held. These scenarios may display as missing data and large usage for a single month.

#### Why is negative usage showing?

If usage was recorded as higher than actual due to a meter misread or estimation, usage in a following month may show as negative to compensate for the previous overage.



5. Download the CSV by clicking the file that shows at the bottom of your computer screen.



Export to CSV

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Month	Usage
Jan 2023	56.870000
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Nov 2022	32.333000
Oct 2022	2.442200
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Mar 2022	31.230000
Feb 2022	5.220000

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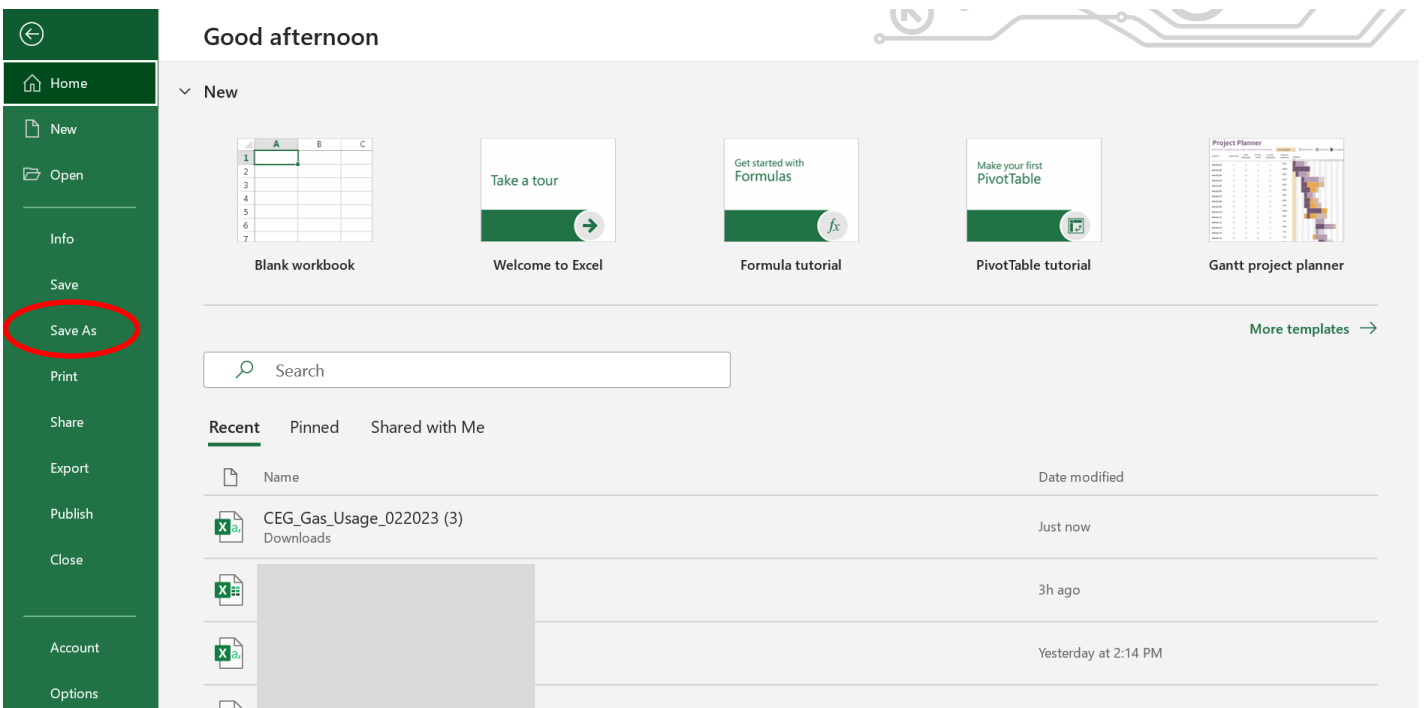
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6. Save the file by opening it and clicking "File" and then "Save As" and saving it to your computer.



7. Attach the file to email or print it, to share it with your property manager, so that they may share the data with the city-county . Repeat the steps to download water data, if necessary.