

CITIZENS'

Electric
COMPANY

IMPORTANT AND HELPFUL INFORMATION



Tax Exempt Form – We are in the process of updating our residential and business electric accounts to determine if PA State Sales Tax is being properly billed. ***Please note that if the electric bill you are currently paying is for residential use only you may disregard the following.*** We have enclosed a tax exempt form for your convenience. If you submitted a tax exempt certificate in the past, it is time to send us an updated form. Please make sure to note the percentage of electricity which is tax exempt; 6% sales tax will be billed on the remaining percentage. If you have questions about completing the form, please contact our office. You may return the updated form by mail or fax.



EASY PAY – You may elect to have your electric bill automatically deducted from your checking or savings account each month. Customers choosing the convenience of Citizens' free "Easy Pay" plan still get an electric bill at the normal time each month that will show the amount due and the date it will be deducted from your bank account. You can visit our website or call our office for more details.



eBill – Citizens' electronic bill presentation and payment solution offers instant access to your eBill accounts 24 hours a day, 7 days a week. You can view your electric bill, customer data, statements, payment history, usage and other information as well as make service requests on line. It also includes flexible consumer payment options using our "[Easy Pay](#)" option, eCheck, or your credit card on demand. Visit our website at www.citizenselectric.com to sign up today.



Budget Billing – Citizens' residential customers can take advantage of our budget billing option which allows you to plan your utility expenses. The purpose of Budget Billing is to smooth out the billing dollars due to seasonal variations in energy consumption. This is particularly helpful for customers that have electric heat and air conditioning. More information is available on our website or you may call our office to speak with a customer service representative to learn more about this option.

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