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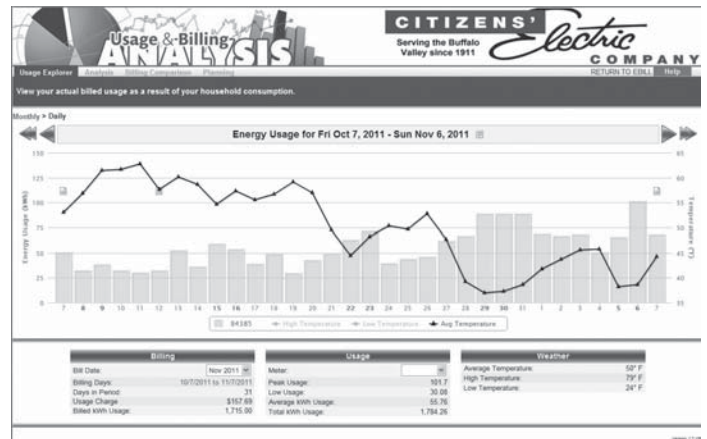
Community News

Take control of your electricity use with new online tool

You can now access detailed information about your electricity use by using the new Usage & Billing Analysis tool available on the company's e-Bill customer service web portal.

This tool allows you to analyze the electric use in your home or business in detail like never before. Analyze monthly, daily or hourly graphs to quickly gain understanding of your usage patterns. Armed with this information, you can start identifying opportunities to reduce the amount of electricity you use and make informed energy conservation and efficiency decisions. Historic consumption data is generally available online within two days, so the effects of changes made in your home can be quickly assessed.

With a live link to weather data, the tool can also help show the effect that temperature changes can have on your electric use. Analysis tools will show you the time of day and day of week that typically coincides with the highest usage in your home. You can also perform comparisons to see if your usage is higher or lower than prior billing periods. In addition, you can use the HomeEnergySuite tool on



our website to run a simulation of your home to see whether your usage is above or below typical usage for similar homes.

To access the Usage and Billing Analysis tool, you must sign up for free online access to your account by visiting www.citizenselectric.com and clicking on the e-Bill account access icon. To access the HomeEnergy Suite tool, click on the HomeEnergySuite icon. For additional help, contact us any time during business hours.

Keep current by following us on Twitter, Facebook

Looking to keep up with the latest news involving your local electric company? Join us on Facebook and Twitter, two of the most popular social networking sites.

To enhance communications efforts with customers, Citizens' Electric has established a Facebook page and a Twitter account. By "liking" Citizens' Electric on Facebook and "following" us on Twitter, you will receive news updates about your local electric company, as well as timely information about significant power outages.

To join us on Facebook or Twitter, visit Citizens' Electric's homepage at www.citizenselectric.com and



click on the Facebook or Twitter links.



In addition to the use of social networking sites, we hope to eventually be able to send e-mail or cell phone text messages to customers concerning planned outages, outage restoration information and other important announcements.

If you are interested in receiving information and updates from us via e-mail or text message, please let us know by sending your e-mail address and/or cell phone number to admin@citizenselectric.com or calling the Lewisburg office at 524-2231.

Please give to \$1 Energy Fund

Consider signing up for Citizens' Electric's \$1 Energy Fund. By simply adding one dollar to your electric bill each month, you can help neighbors right here in the Buffalo Valley.



Your donations are matched by Citizens' Electric. This means that every \$1 donated becomes \$2, and 100 percent of those contributions are used to provide energy assistance grants to needy families in Citizens' territory.

With your help, the fund provided over \$5,500 to 37 customers last year.

To participate, simply designate your tax-deductible contribution amount on the return stub of your electric bill. You may stop your monthly donation at any time simply by notifying us.

Tired of buying stamps? Writing checks? Try Easy Pay

Sign up for our Easy Pay program, and your Citizens' Electric bill will be automatically deducted from your checking or savings account each month — making your life a little easier.

With Easy Pay, you can avoid the hassle of searching for stamps, writing checks and worrying about whether your payment arrives on time.

Call our office or stop by to become an Easy Pay customer. You can also sign up for our automatic bill payment program through our website. Visit us at www.citizenselectric.com

Getting calls about switching your electric supplier? Listen carefully

Many of our customers have received telephone calls or mailings from generation suppliers or energy companies in recent months. The general message is that these companies will reduce your electric bills by providing you with lower-cost generation.

While these companies are legitimately participating in Pennsylvania's Electric Choice program, their marketing campaigns are, in fact, intended for customers of our neighboring utility, PPL.

While we expect customer choice will eventually become a reality for Citizens' Electric customers, the fact is that no suppliers have registered to offer generation supply in our service area. Should a supplier register to serve customers of Citizens' Electric, we will inform you via this newsletter and our website.

Program offers help with energy bills

If you need help paying your heating bills this winter, you may be able to receive assistance through the Low-Income Home Energy Assistance Program (LIHEAP).

Funded by the U.S. Department of Health and Human Services, the program provides energy-assistance grants to help low-income households pay their heating bills through the winter.

LIHEAP offers both cash grants and crisis grants. Cash grants help families pay their heating bills. If you are eligible for a cash grant, the grant will be sent directly to your utility or fuel dealer, and the payment will be credited on your bill.

Crisis grants are available to help those who have emergency situations in which they are in danger of being without heat. Those situations include: having broken heating equipment or



COMPASS

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leaking fuel lines; being without fuel; having utility service terminated; or being in danger of being without fuel or having service terminated. Crisis grants are sent directly to the vendor or utility.

If you have a heating emergency, or for more information about LIHEAP, call the Union County Assistance Office at 570-524-2201 or the toll-free LIHEAP hotline at 1-866-857-7095.

You can apply for energy assistance directly through COMPASS, the state's new health and human services benefits application site.

By using COMPASS, you can apply for LIHEAP at any time, day or night, from home, a library or any location with Internet access.

Apply online at:
www.compass.state.pa.us

Below are the income guidelines for acceptance into the program:

Household size	Maximum income (before taxes)
1	\$16,335
2	\$22,065
3	\$27,795
4	\$33,525
5	\$39,255

Add \$5,730 for each additional member of the household