

Obtaining Owner Paid Gas and Water Data

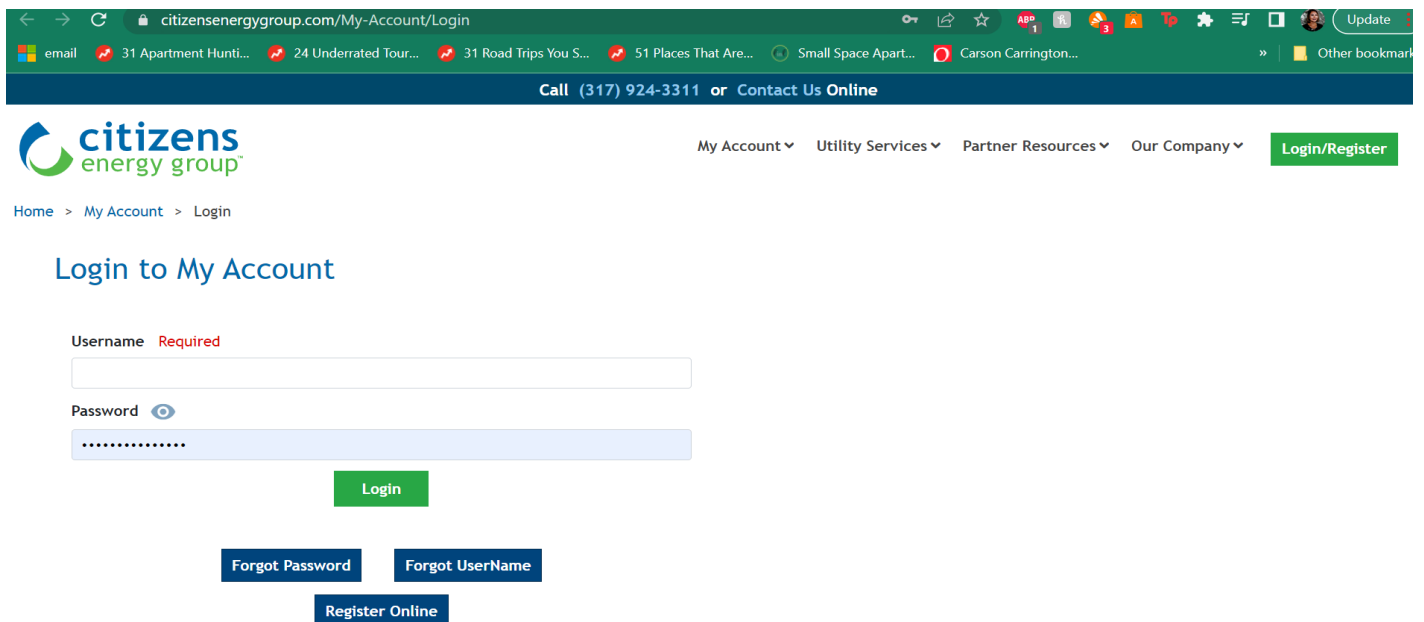


Before you get started:

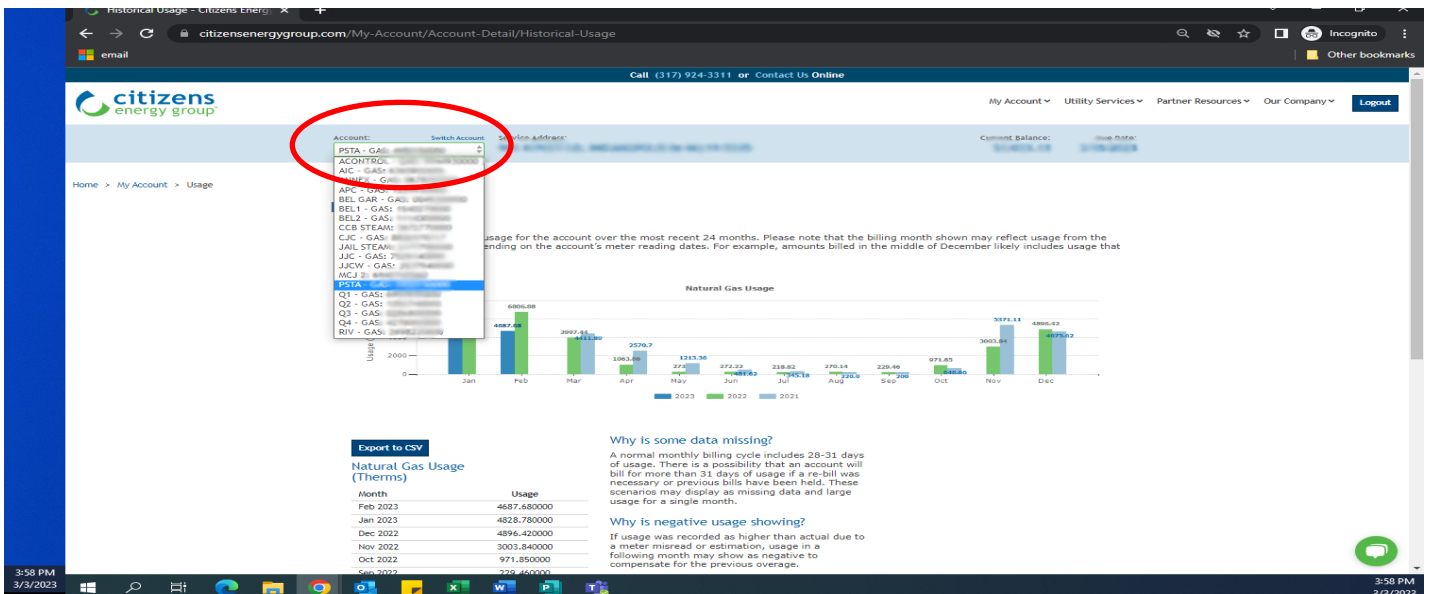
Make sure you have an online account for Citizens Energy Group.

Building owners or property managers who need to obtain electricity data from their Citizens Energy Group account can follow these steps to download that 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.



2a. If you have multiple meters on your Citizens Energy Group online account, click the drop-down menu under "Account" next to the service address and select the account you want to download data for, you may need to do this for all meters you have .



2b. If you just have one meter, then click “My Account” to access the drop-down menu and select “Usage History”

citizens energy group

Account: Home: 5947470000 Service Address: 514 DORMAN ST, INDIANAPOLIS IN 46202-3536

My Account Utility Services Partner Resources Our Company Logout

Account Detail
Billing & Payments
Usage History
Alerts & Notifications
Available Assistance
My Profile
Register Online

Current Balance: \$0.00 Due Date: 2/11/2023

Home > My Account > Detail

Account Status

Current Balance: \$0.00
Payment Due Date: 2/11/2023
Last Statement Balance: \$208.98

Payment Activity Pay Bill

Recent Bills

1/23/2023	View Bill
12/21/2022	View Bill
11/18/2022	View Bill
10/20/2022	View Bill
9/21/2022	View Bill
8/23/2022	View Bill

Billing Services

Account Alerts Manage
Budget Plan Sign Up
Auto Pay Enrolled
Pay Arrangement Sign Up

Call (317) 924-3311 or Contact Us Online

3. Once you have the account you want to work with , you will see a graph with historical usage

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

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My Account Utility Services Partner Resources Our Company Logout

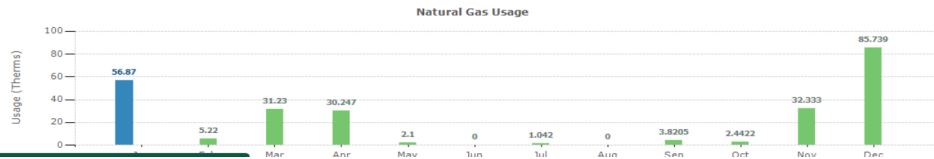
Account: Home: 5947470000 Service Address: 514 DORMAN ST, INDIANAPOLIS IN 46202-3536

Current Balance: \$0.00 Due Date: 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 and download the CSV.

citizens energy group

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

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
Mar 2022	31.230000
Feb 2022	5.220000

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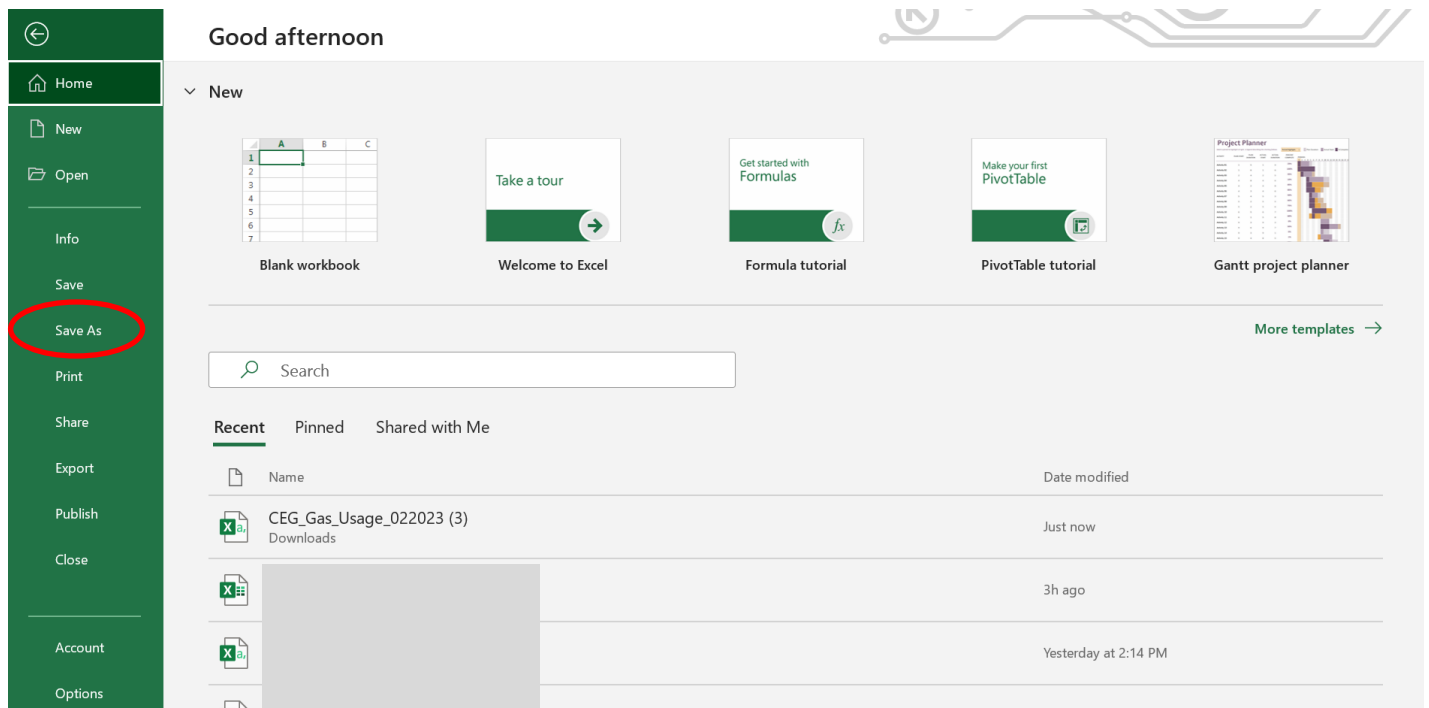
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6. Save the file by opening it and clicking "File" and then "Save As" and saving it to your computer .



7. If you have multiple meters for a single property, you will need to compile all data into one spreadsheet for each data type (gas or water) by utilizing the copy and paste tool. You can then upload the spreadsheets to ENERGY STAR Portfolio Manager. For help uploading data to Portfolio Manager, see the helpful links section on the benchmarking webpage.
8. Repeat steps for water data, if necessary.