

2025

SUSTAINABILITY

REPORT





**A LETTER FROM
JEFFREY A. HARRISON**
President & CEO, Citizens Energy Group

At Citizens Energy Group, sustainability is not a separate initiative—it is embedded in how we plan, invest, and operate as a public trust. Our responsibility is to deliver essential utility services reliably today while making decisions that protect the long-term well-being of our customers, communities, and natural resources. The 2025 Sustainability Report reflects that responsibility and the progress we continue to make across our environment, business, and community priorities.

This reporting period marks a defining moment for Central Indiana. With the completion of the DigIndy Tunnel System in 2025, Indianapolis has realized one of the most significant water quality improvements in its history. After decades of planning, construction, and coordination, this deep-rock tunnel system is now fully operational—capturing and treating billions of gallons of wastewater that would otherwise have entered local waterways. The result is a lasting improvement to the White River and its tributaries, benefiting public health, environmental recovery, and the vitality of our neighborhoods for generations to come.

At the same time, we continued to invest in the resilience of our water supply and infrastructure. From rehabilitating critical assets like the Central Canal Aqueduct to advancing regional solutions to better equip new partner communities, our work is focused on preparing Central Indiana for growth, changing weather patterns, and long-term reliability. These investments are guided by careful planning, collaboration with regional partners, and a commitment to affordability and service continuity.

Sustainability at Citizens also means strengthening the communities we serve. During this reporting period, we expanded customer assistance and energy efficiency programs; deepened community engagement through initiatives like the Neighborhood Ambassador Program; supported workforce development through various partnerships; and helped fill critical funding gaps for higher education for scholarship recipients through the Yvonne Perkins Legacy Fund. Our employees continue to play a vital role in this work—contributing thousands of volunteer hours, supporting neighborhood projects, and serving as ambassadors for the Trust in their own communities.

None of this progress happens in isolation. It is the result of dedicated employees, engaged partners, thoughtful leadership, and the trust placed in us by the people we serve. As a public trust utility, we are accountable not only for today’s performance, but for the legacy we leave behind.

Thank you for taking the time to review our 2025 Sustainability Report. I am proud of the work reflected in these pages and grateful for the opportunity to continue serving Central Indiana with integrity, stewardship, and a long-term perspective.

Sincerely,

Jeffrey A. Harrison

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Citizens Energy Group supports the Sustainable Development Goals.

In this report Citizens has aligned our “EBCs of Sustainability” to reflect the United Nations’ framework, pairing each Sustainable Development Goal (numbered throughout the report) within our broader categories of Environment, Business, and/or Community. We know there are many ways to categorize sustainability planning and action, but we hope that the framework used for this report will highlight how everyone can play a role in working toward a better world for all.

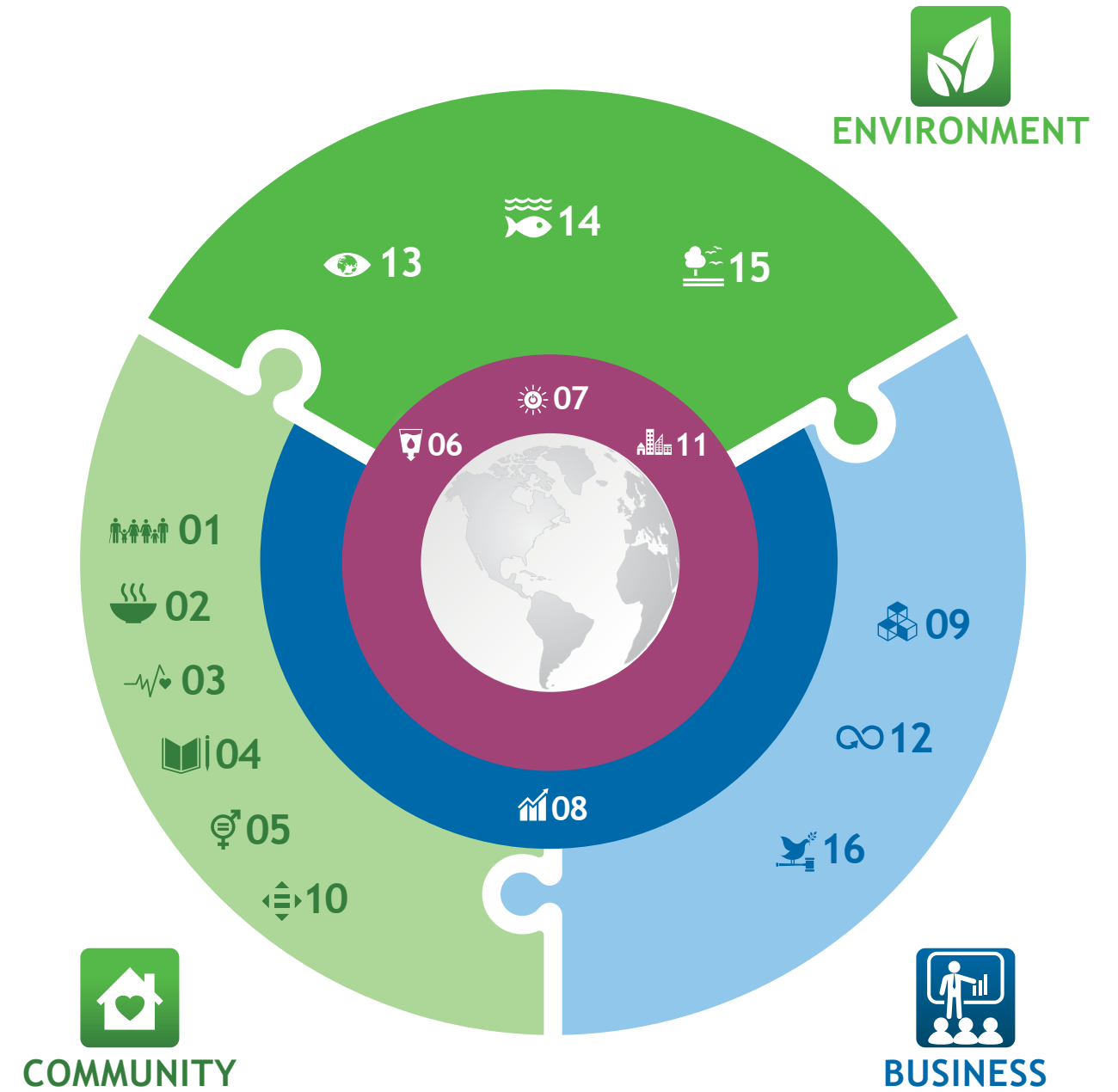


Learn more about the United Nations Sustainable Development Goals.



The Citizens Energy Group “EBCs of Sustainability”

Aligned with 16 UN Sustainable Development Goals



01 NO POVERTY	06 CLEAN WATER & SANITATION	12 RESPONSIBLE CONSUMPTION & PRODUCTION
02 ZERO HUNGER	07 AFFORDABLE & CLEAN ENERGY	13 CLIMATE ACTION
03 GOOD HEALTH & WELL-BEING	08 DECENT WORK & ECONOMIC GROWTH	14 LIFE BELOW WATER
04 QUALITY EDUCATION	09 INDUSTRY, INNOVATION & INFRASTRUCTURE	15 LIFE ON LAND
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E-ENVIRONMENT

(Aligned with SDGs 06, 07, 11, 13, 14, 15)

ENVIRONMENTAL STEWARDSHIP

(09, 11, 14, 15)

At Citizens Energy Group, the Environmental Stewardship team plays a key role in ensuring environmental responsibilities are thoughtfully integrated into day-to-day operations and long-term planning. The team likes to say that “compliance is a team support”, and this team supports compliance with environmental and natural resource requirements while reinforcing the Citizens commitment to responsible utility service and care for the communities it serves. This work is carried out in close coordination with colleagues across the enterprise, including Operations, Engineering, Corporate & Public Affairs, and Regulatory & External Affairs, creating shared accountability for environmental outcomes.

By working across disciplines, the Environmental Stewardship team helps ensure that environmental performance, risk awareness, and sustainability considerations remain visible in executive-level discussions and strategic decision-making. The team synthesizes information generated through operational monitoring with insights from Citizens Lean and Six Sigma (CLASS) quality and process-improvement efforts. This integrated approach allows Citizens to better understand system performance, identify opportunities for improvement, and make informed decisions that reduce environmental impacts while supporting reliable service for customers.

10 THOUSAND TREES INITIATIVE

(03, 09, 11, 12, 13, 15)

The 10 Thousand Trees initiative accompanying the DigIndy Tunnel System has successfully reached its goal, with all 10,000 trees planted as of April 2024. The milestone 10,000th tree was planted at Windsor Village Park during a community event featuring Citizens employees. Since its launch in 2017 as a partnership between Citizens, Keep Indianapolis Beautiful (KIB), and the Indianapolis Department of Public Works, the program has provided significant environmental benefits. Trees planted within the combined sewer area help manage stormwater, offering up to one million gallons of storage during rain events as a green complement to DigIndy’s infrastructure. To date, the initiative has sequestered more than 1,500 tons of carbon, with sequestration rates continuing to increase as trees mature. Citizens remains committed to collaborating with KIB on future opportunities to expand tree planting efforts across Indianapolis.



WASTEWATER TREATMENT PLANTS

(03, 06, 12, 14)

With more than 4.6 billion gallons of additional sewage treated (as of September 30, 2023) via DigIndy Tunnel System segments placed into operation, newly added treatment capabilities at the Belmont and Southport Advanced Wastewater Treatment Plants are being put to use. Both plants’ treatment capacity has doubled in recent years, each to more than 250 million gallons per day, and their work significantly contributes to the improved water quality of the nearby White River.

ENERGY EFFICIENCY

(07, 09, 11, 12, 13)

Citizens evaluates energy and operational savings across multiple efficiency initiatives, with a growing emphasis on data-driven decision-making. One example is our continued pursuit of building-level energy performance improvements through participation in the U.S. Environmental Protection Agency’s ENERGY STAR® for Buildings program. The General Office earned its most recent ENERGY STAR certification on October 7, 2025, a standard achieved since 2012, and participation has recently expanded to include the Langsdale Operations Center. Because ENERGY STAR certification is evaluated annually, staff routinely review building performance, identify opportunities for improvement, and submit applications as appropriate.

SUSTAINING OUR WATERWAYS

(06, 14)

Ongoing investment in Central Indiana’s waterways is reshaping how residents and visitors experience the White River and its tributaries. As water quality has steadily improved, the river has become a more active and visible community asset, supporting new recreational and commercial uses along its banks and reinforcing the river’s role as a centerpiece of downtown and nearby neighborhoods. Citizens continues to work alongside community partners to support these improvements by reducing the volume of combined sewer overflows entering local rivers and streams and by expanding opportunities for public engagement with the waterway.

In 2025, Citizens supported two large-scale Fall Creek and White River cleanup events held in the spring and fall, enabling volunteers and partner organizations to remove debris and improve habitat conditions along key stretches of the waterway. These efforts complement broader system improvements that help keep untreated wastewater out of area rivers during wet-weather events, accelerating ecological recovery and enhancing the overall health of the river system.

Beyond traditional waterways in 2025, the dredging of the Central Canal—while the canal itself is not a natural river—played an important role in supporting biodiversity and water movement within the Midtown Indianapolis area. Maintaining this corridor is critical to water supply operations, but it also helps improve aquatic conditions, supports urban wildlife, and contributes to the resilience of the surrounding neighborhood ecosystem.

REDUCING EMISSIONS

(03, 09, 11, 12, 13, 15)

Construction began in 2024 in the Martindale-Brightwood neighborhood on a federally funded program to replace 4.7 miles of legacy cast-iron natural gas piping. With completion anticipated in 2026, the upgrade is expected to cut methane emissions by roughly 13 metric tons annually, equivalent to 287 tons of carbon dioxide, reinforcing the Citizens commitment to safety, sustainability, and infrastructure reliability. Citizens was awarded the \$7.5 million federal grant through the Natural Gas Distribution Infrastructure Safety and Modernization (NGDISM) program to replace the last one percent of this kind of cast-iron piping in our 4,000-mile system. The work will ensure that our entire distribution network soon consists of corrosion-resistant plastic or protected steel pipe.

SEWER REHAB PROGRAM

(06, 09, 11, 14, 15)

Citizens continues to take a forward-looking approach to maintaining and renewing its sewer infrastructure, with more than \$155 million in projects now identified for completion over the next two decades. Annual investments of \$15-\$20 million are planned to strengthen the collection system, with priorities determined by risk level and informed by detailed inspection data. The program targets three tiers: pipes with severe structural defects requiring immediate attention, those recommended for rehabilitation, and those needing no action at present. Many of these assets date back to the 1800s, and rehabilitation efforts will extend their service life for another century or more. Citizens inspects over one million linear feet of sewer each year, and from 2015 through 2024, the utility has rehabilitated more than 87 miles of sewer lines and over 3,500 manholes.



SEPTIC TANK ELIMINATION PROGRAM (STEP)

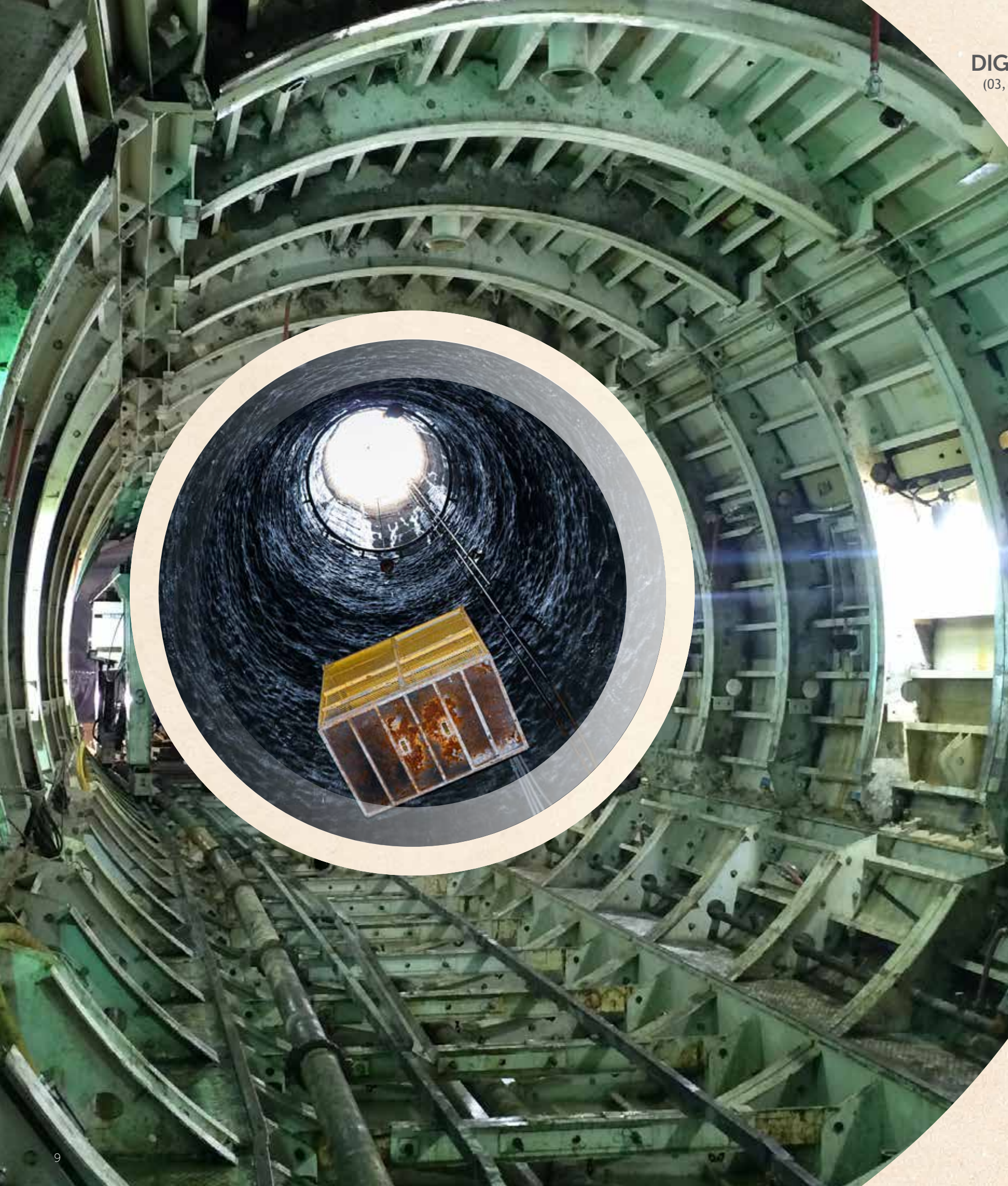
(06, 09, 11, 14, 15)

Citizens is making steady progress toward reducing reliance on aging private septic systems, which pose risks of contamination to yards, groundwater, and neighborhood waterways. Between October 2023 and September 2025, approximately 300 septic systems were eliminated, bringing the lifetime total of the program to more than 11,300. This is a significant reduction from the original 60,000 homes once dependent on septic service, marking a 19 percent decrease overall. This effort helps protect local streams and ditches from elevated E. coli levels, particularly during dry periods. Areas selected for the STEP program are prioritized based on factors such as septic system density, proximity to wells, and floodplain location. To make these upgrades affordable, Citizens continues to offer construction at an average cost below \$3,000, with zero-interest financing over five years added to the customer's utility bill.

CITIZENS VOLUNTEERS BUILD GREENHOUSE FOR LOCAL COMMUNITY

On October 17, 2023, Citizens Energy Group's Plant Engineering team completed a milestone service project for Indy Urban Acres (an initiative of The Parks Alliance of Indianapolis). Over the course of the day, 15 employees donated more than 130 hours of service to build a greenhouse donated by Ecologic in time to have it operational for the fall season. Indy Urban Acres estimates it will be able to grow more than 50,000 plants in its first season, all of which will feed people throughout the community who are experiencing food insecurity. The project changes the landscape (literally and figuratively) for Indy Urban Acres, allowing it to reach even more individuals during a season when access to fresh produce can become even more challenging





DIGINDY TUNNEL SYSTEM

(03, 06, 09, 10, 11, 12, 13)

With final construction completed in 2025, the DigIndy Tunnel System represents one of the most significant water quality investments ever made in Indianapolis. Extending more than 28 miles beneath the city and located approximately 250 feet below ground, the deep tunnel network fundamentally changes how wet-weather flows are managed, allowing billions of gallons of wastewater to be captured and treated rather than discharged to local waterways.

The DigIndy program fulfilled every requirement set forth in the federal Consent Decree, meeting all 64 established milestones, including the conclusion of tunnel mining activities that began in 2013. Constructed in bedrock and lined with reinforced concrete, the system was designed to provide long-term durability and safety while avoiding the widespread surface disruption associated with shallow sewer alternatives. Even before full program completion, operational tunnel segments had already prevented more than 7.7 billion gallons of sewage (by late 2025) from reaching Central Indiana rivers and streams.

As a fully integrated system, DigIndy improves how flows are distributed across two Citizens advanced wastewater treatment facilities, increasing system resilience during major rain events and supporting cleaner waterways throughout the region. The final two tunnel segments to be completed are as follows:

- Fall Creek Tunnel

Placed into service in late 2025, the 3.8-mile Fall Creek Tunnel captures up to 97 percent of combined sewer overflows in a typical year within the Fall Creek drainage basin. Extending from the Indiana State Fairgrounds to the confluence of Fall Creek and the White River, this segment nearly eliminates overflows along one of the city's most prominent urban waterways.

- Pleasant Run Tunnel

The 7.4-mile Pleasant Run Tunnel addresses more than 35 combined sewer discharge points along Pleasant Run on Indianapolis' southeast side. With construction completed in late 2025, this final segment marked the conclusion of the DigIndy Tunnel System and the end of major construction across the program.

Extensive work to communicate the impact of the DigIndy Tunnel System for generations of Central Indiana residents and visitors took place in the latter half of 2025. Learn more about the legacy of the DigIndy Tunnel System at the webpage linked here: <https://info.citizensenergygroup.com/digindy>



B - BUSINESS



(Aligned with SDGs 06, 07, 08, 09, 11, 12, 16)

STRATEGIC PLANNING

(09, 16)

The Citizens strategic planning framework is anchored in sustaining strong, resilient utility operations while delivering long-term value to the communities we serve. Recent planning efforts reinforce the idea that durable outcomes are achieved through deliberate, coordinated action across the enterprise. Each year, the Strategic Planning process renders initiatives which focus on strengthening customer satisfaction, employee engagement, financial integrity, and performance excellence. In 2024 and 2025, respectively, these initiatives put forward new initiatives for the following fiscal year, which included:

2025 Actions of the Strategic Plan

- Establish an outreach program that engages and supports diverse communities
- Develop and provide to all employees a Total Rewards Statement (TRS)
- Develop a sustainable and consistent process to close gaps in fee invoicing and collection
- Migrate to a predominantly electronic payment business model

2026 Actions of the Strategic Plan

- Develop a business plan to launch Citizens Foundation as an umbrella organization for utility assistance and community-based programs
- Implement employee experience journey mapping
- Create a new business to provide vacuum excavation and inlet cleaning services within the Trust
- Create a new technology platform for applying for new services

Taken together, the 2025 and 2026 actions demonstrate how Citizens translates strategic intent into measurable progress—linking operational excellence, innovation, and community benefit in a way that supports both near-term performance and long-term sustainability.

CITIZENS RESERVOIR

(06, 09, 12)

Citizens Reservoir, a relatively new addition to the water supply system, has proven to be a critical stabilizer. Between 2023 and 2025, it delivered 2.9 billion gallons of streamflow support during dry spells, preventing Morse and Geist Reservoirs (developed as drinking water reservoirs) from dropping several feet due to water supply for customers. Even at its lowest point—a 43-foot drawdown in 2024—the reservoir retained more than 70 percent of its volume, ensuring ample reserves for extended drought conditions while keeping Morse and Geist at full capacity.

WORKER SAFETY

(03, 08, 12)

Safety is the foundation of everything we do at Citizens, shaping decisions and guiding daily operations. To monitor and strengthen our safety culture, we track two key indicators: Days Away, Restricted or Transferred (DART) cases and vehicle-related incidents. While our safety framework is consistent across the organization, individual teams adapt elements to meet regulatory obligations from agencies such as PHMSA and incorporate best practices from industry groups like the American Gas Association and Indiana Energy Association. Each business unit is supported by a dedicated safety professional responsible for training, audits, hazard assessments, and overall compliance. Our approach to advancing safety includes rigorous facility maintenance, targeted capital investments, and active partnerships with the communities we serve.

PARTNERSHIP FOR SAFE WATER

(06, 08, 12, 16)

Citizens underscores its commitment to accountability and industry collaboration by voluntarily meeting the water quality optimization standards established by the Partnership for Safe Water. Sponsored by six national drinking water organizations and supported by more than 300 utilities, the Partnership works to enhance drinking water quality through operational excellence. Treatment plants undergo rigorous evaluations to earn recognition such as the Directors Award or the prestigious Presidents Award, both indicators of superior water quality for customers. In 2025, all four Citizens surface water treatment plants achieved the Presidents Award for Treatment Plant Optimization, reflecting our dedication to delivering exceptional water quality.



LOOKING BACK: THE 2024 U.S. OLYMPIC TEAM TRIALS

The 2024 U.S. Olympic Team Trials - Swimming has been taking place this month in downtown Indianapolis, hosted in Lucas Oil Stadium. But years of work have gone into the event planning, including the recent construction of two pools on the stadium floor. For our part, Citizens Energy Group supplied 2 million gallons of our water, meaning that the road to this year's Olympic Games in Paris - at least for the swimmers - is made of finely produced Citizens water.

Supporting major events in Central Indiana such the U.S. Olympic Team Trials - Swimming is a great way for Citizens to do what we do best—but with a national spotlight! Certainly, our employees know that supplying 2 million gallons is not a major hurdle, given that our system produces about 127 million gallons each day on average throughout the year. But the event is an opportunity to demonstrate our performance excellence, making sure both the supply of the water and the collection/treatment of the wastewater afterward are as seamless as possible.

CLASS AND PROCESS IMPROVEMENT

(08, 09, 12, 16)

The Citizens Lean and Six Sigma (CLASS) program drives continuous improvement by applying proven methodologies to streamline processes and enhance quality. Lean principles target waste—such as defects, delays, excess inventory, and unnecessary steps—while Six Sigma reduces variation and defects to improve output consistency. The approach follows five key phases: Define, Measure, Analyze, Improve, and Control. CLASS projects completed in fiscal years 2024 and 2025 are projected to save more than 7,200 work hours annually and deliver over \$2.3 million in combined financial benefits through cost savings and increased revenue.

RESILIENCE IN WATER SUPPLY - CAPITAL PROJECTS AND OPERATIONS

(06, 09, 11)

A key recent investment in water supply resilience is the rehabilitation of the Central Canal Aqueduct, a more than 100-year-old structure that carries the Central Canal over Fall Creek and remains a critical component of the Citizens raw water conveyance system. Completed in early 2024, the project extended the useful life of this historic asset through a comprehensive reconstruction of the aqueduct channel while keeping the canal in service throughout construction. An innovative flow-management approach allowed water to continue moving through the structure during rehabilitation, avoiding operational interruptions and reducing system risk. The work also improved long-term inspectability and maintainability of the aqueduct, positioning Citizens to manage this essential link in the water supply network with greater flexibility and minimal future disruption.

At a regional scale, Citizens is also advancing water supply resilience through the Citizens-Lebanon Water Supply Program, which expands infrastructure and interconnections across Central Indiana to meet long-term growth and water reliability needs. Launched in 2024, the program is designed to supply water to Lebanon Utilities as a wholesale customer by extending water mains, adding booster stations and storage, and expanding existing treatment facilities within the Citizens water system. Rather than relying on a single source, the program leverages the depth and diversity of the regional water system, strengthening redundancy and improving the ability to balance supply across multiple sources during periods of peak demand or drought. By increasing system connectivity and treatment capacity, the program helps ensure that Central Indiana is better prepared to population increases and community growth—in normal and drought conditions—while maintaining reliable service and safeguarding long-term water availability for existing customers.

Learn more about the Citizens-Lebanon Water Supply Program at the link here: <https://info.citizensenergygroup.com/clws>



SAFETY IN ENERGY OPERATIONS

(03, 08, 09, 12)

The Citizens energy operations team is on call 24/7 to maintain and repair the natural gas system and respond to emergencies, meeting all federal qualification standards. Advanced monitoring, alarms, and surveillance safeguard more than 4,000 miles of distribution mains and transmission pipelines—with more than an additional 4,000 miles if service lines are considered. Oversight comes from the Indiana Utility Regulatory Commission's Pipeline Safety Division, supplemented by third-party engineering audits that help reduce risk and improve reliability. Decades of investment—more than \$650 million—have transformed our system, earning top marks for leak prevention and operational performance. Fewer leaks mean safer, more efficient service for customers, and ongoing analysis of excavation-related and non-excavation leaks guides our improvement strategy. As a member of the Indiana Pipeline Awareness Association, Citizens promotes safety through statewide outreach and Indiana 811's "Know What's Below" program, helping prevent excavation damage and protect lives. Continued capital investments have driven a steady decline in non-excavation leaks, reinforcing our commitment to safety and system integrity.

EMERGENCY PREPAREDNESS AND MUTUAL AID

(10, 11, 16)

In August 2025, Citizens activated emergency interconnections with Carmel Utilities to supply water during a major transmission main failure with their utility, allowing six schools to remain open. These interconnections—nine in total with neighboring utilities—provide both routine and emergency support across Central Indiana. This is just one example of how Citizens works closely with our regional partners, including with police, fire, and EMT agencies, to align emergency response plans. The collaboration extends to training programs for natural gas safety with contractors and first responders. Recent improvements include a digital outage reporting tool and expanded information-sharing to more quickly detect issues. Through preparedness drills, risk assessments, and collaboration with regional partners, Citizens strengthens reliability and safety for customers and the community.

BELMONT HOSTS YOUNG PROFESSIONALS

On June 25, 2024, Citizens Energy Group hosted a tour of Belmont Advanced Wastewater Treatment Plant for young professionals from the Indiana Water Environment Association, the Indiana Section of the American Water Works Association, and the Citizens Capital Programs and Engineering (CP&E) summer internship program.



SUPPLIER ENGAGEMENT

(05, 08, 09, 10)

Citizens Energy Group improves our supply chain by partnering with local small businesses, including minority-, women-, and veteran-owned enterprises. In 2024 and 2025, 27.9 percent of our total addressable spend went to more than 160 small and diverse suppliers, reinforcing our dedication to community economic impact.

Our Building the Future Together (BTFT) initiative, launched in 2023, helps suppliers grow from subcontractors to prime contractors through structured support and collaboration. The first BTFT cohort graduated in 2025 after achieving impressive results: participants increased revenues by more than 38 percent and expanded their workforce by more than 18 percent. These gains were driven by targeted training, executive roundtables, and performance reviews designed to foster long-term partnerships. By investing in programs like BTFT, Citizens is creating pathways for sustainable growth and strengthening the communities we serve.



Participant Testimonial: "Participating in the BTFT program was a game-changer. We were given opportunities and the mentoring required to grow our company. With each successful task, we were challenged to explore expanding our competencies. Feedback sessions caught minor issues, which we were able to correct in order to improve deliverables...or before they became problematic. Each step of growth was met with support and enthusiasm. Using the advice given during the program, we are still expanding capabilities and continue to methodically grow...both within Citizens and outside the broader industry. Our company's growth is a direct result of the BTFT program."



STRATEGIC INCLUSION IN THE WORKFORCE

(05, 08, 09, 10)

Citizens Energy Group continues to advance its vision of a sustainable, inclusive, and future-ready workforce. In 2024, our commitment was recognized when we received the Choice Employer Award at the Mayor's Celebration of Diversity—an honor that underscores our dedication to creating a workplace where every employee can thrive.

Our approach to inclusion is multifaceted. We expanded our Internship Framework to deliver structured, high-impact learning experiences that connect emerging talent with meaningful career pathways. Through the Workplace Connections intranet module and in-person training, employees are gaining tools to build strong professional networks and develop inclusive leadership skills. We also strengthened engagement through intentional programming, including collaboration with the Sponsorship and Philanthropy Team and EMPOWER, a peer-led sub-team within our Diversity & Inclusion framework that fosters growth through networking, professional development, and service.

These initiatives reflect our holistic strategy for workforce development and cultural sustainability. By investing in talent pipelines, leadership training, and community partnerships, Citizens is ensuring we remain an employer of choice and a catalyst for positive change across the communities we serve.

C-COMMUNITY

(Aligned with SDGs 01, 02, 03, 04, 05, 06, 07, 08, 10, 11)

HELPING CUSTOMERS IN NEED

(01, 10, 11)

Citizens Energy Group continues to expand programs that make utility assistance and energy efficiency resources more accessible and impactful for customers. Through initiatives such as the Universal Service Program, Low Income Customer Assistance Program, and our Warm Heart Warm Home Foundation™, we provide critical financial support to households in need. Between October 2024 and September 2025, Warm Heart Warm Home Foundation™ assisted 6,461 customers with more than \$733,000 in utility bill relief, reinforcing our commitment to affordability and community support.

We also prioritize long-term savings and sustainability through home efficiency upgrades. From October 2023 to September 2025, Citizens sponsored weatherization for 80 homes (\$404,966), repaired or replaced furnaces for 108 customers (\$363,877), and completed water heater, water/sewer line, and toilet replacements for 719 households (\$1,026,213). As a conservation partner with Greater Indianapolis Habitat for Humanity, we invested \$190,000 to install efficient natural gas appliances in 38 homes. These efforts reflect our holistic approach to customer assistance—combining financial relief with energy-saving improvements to reduce costs and enhance quality of life.



FUNDRAISER FOR WARM HEART WARM HOME FOUNDATION™

Citizens Energy Group has hosted hundreds of guests from many partner companies for regular golf fundraisers benefitting Warm Heart Warm Home Foundation™. At one event in November 2023, all 34 bays at Topgolf were sold! The goal of the Warm Heart Warm Home Foundation™ is to help customers in need by identifying a path to get them through difficult situations. You can help a neighbor by making a one-time or recurring monthly donation. Gifts are tax deductible and will go directly to those who need them most. Learn how you can donate at www.citizensenergygroup.com/WHWH.

LEAD SERVICE LINE REPLACEMENT PROGRAM

(03, 06, 09, 11)

The Lead Service Line Replacement Program which Citizens is implementing is well underway, with a goal to eliminate all customer-owned lead service lines across Central Indiana. Although water leaving our treatment plants is lead-free, replacing these service lines—estimated at more than 70,000—guards against lead exposure within customer-owned service lines. Since the program's launch, approved by the Indiana Utility Regulatory Commission, Citizens has replaced approximately 4,500 lead service lines through September 2025. Work is prioritized based on health risk, neighborhood impact, and coordination with other infrastructure projects to minimize disruption and reduce costs. For example, in 2025, Citizens crews advanced replacements along Washington Street ahead of IndyGo's Blue Line construction, creating efficiencies and accelerating progress.

To maintain momentum, Citizens secured \$21 million in funding from the Indiana Finance Authority and expects to close on another \$5 million in early 2026. We continue to pursue grants and low-interest loans to speed up delivery of this multi-year initiative. Customer-owned lead lines are most common in homes built before 1950. By combining strategic planning, inter-agency collaboration, and targeted funding, Citizens is driving a program that safeguards public health and strengthens the reliability of our water system for generations to come.



CORPORATE PHILANTHROPY

(01, 02, 03, 04, 08, 10, 11, 12, 16)

Citizens continues to align its philanthropy strategy with the U.N. Sustainable Development Goals while maintaining annual contributions of more than \$1 million in both 2024 and 2025 to organizations that strengthen quality of life in Central Indiana. These funds support initiatives across key areas such as Basic Human Needs, Education, Economic Development, and Environmental Stewardship. Our commitment goes beyond financial contributions—Citizens employees actively participate in programs that make a tangible difference in the community.

Since late 2023, we have introduced new engagement opportunities that reflect this spirit of service. In November 2023, Citizens hosted its first veteran-focused volunteer event benefiting HVAF, now an annual tradition. In 2024 and 2025, employees partnered with SAWs (Servants at Work) to build six wheelchair ramps, improving accessibility for those in need. We also launched two employee-only fundraising events—the Citizens Clay Classic and Summer Bash—raising \$33,717 for the Warm Heart Warm Home Foundation while increasing awareness of its mission. These efforts, combined with our philanthropic investments, demonstrate our ongoing commitment to inclusion, accessibility, and community impact.

YVONNE PERKINS LEGACY FUND

(04, 08, 10)

In the 2024 and 2025 fiscal years, Yvonne Perkins Legacy Fund sustained steady growth in both fundraising and community impact. Its annual golf outing fundraiser has continued to generate tens of thousands of dollars each year, bringing together Citizens employees, partner organizations, and community supporters around shared workforce development goals. During this same period, the Fund awarded more than \$60,000 in scholarships to 20 students, supporting individuals pursuing college degrees, technical training, and apprenticeship pathways.

In addition to individual scholarships, the Yvonne Perkins Legacy Fund has provided support to several community-based organizations aligned with its mission. These include Indy Reads and its English Language Learning program, Indiana Plan, which prepares candidates for entry into skilled-trades apprenticeships, and Brookside Community Development Corporation. Since it was established in 2022, the Fund continues to build on a longstanding commitment to workforce development by expanding access to education, training, and career pathways—in honor of former Citizens Vice President Yvonne Perkins.

NEIGHBORHOOD AMBASSADOR PROGRAM & STRATEGIC INITIATIVE 81

(10, 11)

In the past two years, the Neighborhood Ambassador Program has continued to be a cornerstone of the utility's community-based engagement efforts. Launched in 2020, the program has sustained partnerships in King Commons, Martindale-Brightwood, and the South Indy area. The program has recently expanded into additional Indianapolis neighborhoods (Bean Creek and Garfield Park) as Citizens infrastructure work and community partnerships have evolved. These long-standing efforts provided a practical foundation for deeper, more coordinated engagement across the city.

Strategic Initiative 81—Deepening Our Community Engagement—has been introduced in 2025 as an integrated framework that builds upon and strengthens the Neighborhood Ambassador Program, providing a regular reporting schedule to leadership and a mechanism for evaluating where to prioritize engagement. The initiative helps align NAP with a broader, enterprise-wide approach to identifying communities, understanding engagement needs, and prioritizing sustained relationship-building. As part of this evolution, Citizens has piloted new engagement models, including a Near Eastside partnership that incorporates Citizens retirees as ambassadors, bringing experienced former employees with deep institutional knowledge back into community-facing roles.

EMPLOYEE VOLUNTEERISM

(03, 08)

Citizens continues to foster a strong culture of employee volunteerism by creating regular, organized opportunities for service while encouraging employees to engage independently with nonprofit organizations in their own communities. Between October 1, 2023, and September 30, 2025, employees participated in a wide range of volunteer activities across Central Indiana, supporting organizations focused on neighborhood revitalization, environmental stewardship, food security, youth development, and community well-being. To reinforce this commitment, Citizens provides financial support to nonprofit partners with whom employees collectively track at least 50 volunteer hours within a calendar year.

Employee participation during this period reflects both the scale and consistency of engagement. In calendar year 2024 alone, Citizens employees recorded a total of 4,755 volunteer hours, representing service at Citizens-organized events as well as volunteerism driven by individual employee initiative. These efforts underscore the role employees play as ambassadors for the Trust beyond their day-to-day responsibilities and reinforce Citizens' connection to the communities it serves.

- SHARING THE DREAM (11, 16, 17)

Sharing the Dream remains a signature employee volunteer event for Citizens and a longstanding way to honor the life and legacy of Dr. Martin Luther King, Jr. During the Sharing The Dream events in January 2024 and 2025, Citizens employees again turned out in large numbers to support annual Sharing the Dream projects at Indy Parks facilities, including Stanley Strader Park and at Municipal Gardens. Each event brought together more than 200 employee and contractor-partner volunteers, along with community partners, to complete hands-on improvements at neighborhood recreation and community centers.

- WHITE RIVER CLEANUP (06, 11, 16, 17)

Citizens has maintained its role as lead sponsor of the annual White River Cleanup organized by Friends of the White River throughout the reporting period. In addition to financial support, Citizens employees contribute planning assistance and volunteer alongside community members and partner organizations. Employee participation in recent cleanups reflects Citizens ongoing commitment to environmental stewardship and waterway health. Citizens also helps enable additional cleanup efforts along the White River and its tributaries throughout the year, amplifying the impact of each volunteer day beyond the event itself.

As a sponsor of Friends of the White River's annual downtown White River Cleanup, Citizens helps recruit volunteers to remove litter and illegally dumped debris from the banks of the White River. This year we had 71 total volunteers, 16 from Citizens. An estimated 115 tons of trash were removed during the cleanup. DPW provided a front-end loader and a boom truck with operators to remove large debris. Keep Indianapolis Beautiful, Inc. provided three 40-yard dumpsters and a packer truck with a DPW operator to facilitate trash removal.



COMMUNITY RESOURCE DAY AT CITIZENS GENERAL OFFICE

Community Resource Day is an opportunity for our neighbors to get access to community organizations, local businesses, healthcare providers, educational institutions, and more. The goal is to connect Central Indiana residents to the resources they need to thrive, and on October 4th, 2024, more than 1,000 visitors showed up. Visitors received vouchers to enjoy a free lunch with our vendors, including Allan's Extreme Nachos, Chef TLC, and That's My Flavor Popcorn. Thanks to an invaluable partnership with Indy Hygiene Hub, an organization built on community, stewardship, authenticity, compassion, and respect, Citizens distributed 100 backpacks filled with school supplies, including crayons, pencils, notebooks, and more. Visitors could also receive free hats and gloves, as well as hygiene kits and gently used clothes. Citizens staff were on hand to discuss utility assistance options available through the Warm Heart Warm Home Foundation, as well as to help attendees learn energy efficiency, and gas safety.

ICON LOANS FOR COMMUNITY DEVELOPMENT

(01, 08, 10, 11, 16)

In 2024 and 2025, Citizens Energy Group advanced affordable housing and neighborhood revitalization efforts through approximately \$900,000 in ICON loans supporting projects in the Near North, Westside, and Martindale-Brightwood neighborhoods of Indianapolis. These investments helped make possible the construction of more than two single-family homes and six townhomes, reinforcing long-term community stability. While our financial contribution was specific to those units, our partnership was recognized across the broader developments, which collectively are expected to deliver more than 15 new houses and 44 new townhomes in these neighborhoods.

For more than three decades, the Investment Collaboration on Neighborhoods (ICON) loan program has offered low-interest, short-term gap financing to nonprofit partners—often community development corporations—working on initiatives related to affordable housing and economic vitality. By complementing the work of organizations already embedded in their communities, ICON helps expand local capacity and accelerate new development efforts. The program also supports more efficient use of the utility’s natural gas, water, and wastewater infrastructure by encouraging reinvestment in areas impacted by vacancy or disinvestment. Like other Citizens corporate philanthropy efforts, ICON loans are not funded through customer rates.

PROMOTING CONSERVATION VIA OUTREACH

(10, 11)

Citizens continues to promote water and energy conservation through a coordinated mix of digital engagement, media relations, and community-facing campaigns. In this reporting period, Citizens used its social media platforms to regularly share seasonal conservation guidance, infrastructure-related context, and practical tips that help customers better understand how everyday choices—such as lawn irrigation timing and indoor water use—affect both household utility bills and system reliability. These messages were often reinforced through short-form video content, event-based posts, and collaborations that extended conservation education to new and diverse audiences.

Traditional broadcast and earned media also played a role in amplifying conservation education during this period. In 2025, Citizens representatives appeared in local television coverage encouraging residents to limit lawn irrigation and rely more heavily on Indiana’s natural rainfall patterns, helping contextualize conservation messaging with expert insight and region-specific guidance. These segments emphasized the relationship between outdoor water use, infrastructure strain, and long-term system sustainability, reinforcing broader stewardship priorities through trusted local media outlets.

Citizens also continued to leverage high-visibility partnerships to advance conservation awareness at scale. As the Official Conservation Partner of the Indianapolis Colts, Citizens integrated conservation messaging into fan-focused experiences and seasonal programming, pairing educational content with community engagement opportunities such as public events and reusable water initiatives.



IT PREPS MEALS FOR THOSE IN NEED

Information Technology team members Scott Miller, Cameron Patterson, Kenya Perkins, and Abby Robbins spent the morning of Wednesday, May 28, 2025 volunteering at Second Helpings. The team led a magnificent effort, making a staggering 1,192 sandwiches as well as 365 individual meals and 260 family-sized portions—a total of 1,557 meals prepared and ready to go before their shift ended at noon.



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