

Customer Spotlight on the Super Bowl

From zip lining on Capitol Avenue, to outdoor concerts and record crowds at the NFL Experience, Indy put on a show during Super Bowl XLVI that the world won't soon forget.

One of Citizens Thermal's largest customers, the JW Marriott, took center stage during the historic event. The hotel played host to celebrities, media, athletes, guests of the NFL and corporate sponsors; all 1005 of the hotel's guest rooms were sold out.

In addition to hosting guests, one of the JW Marriott's meeting rooms was transformed into a television studio for NBC Sports. The meeting room, a quaint 400 square feet, held a 400 amp electrical service to run lights and equipment. The JW Marriott's west lawn was covered with a protective turf so the NFL Network could drive 80,000 pound production trucks across the lawn without damaging it.

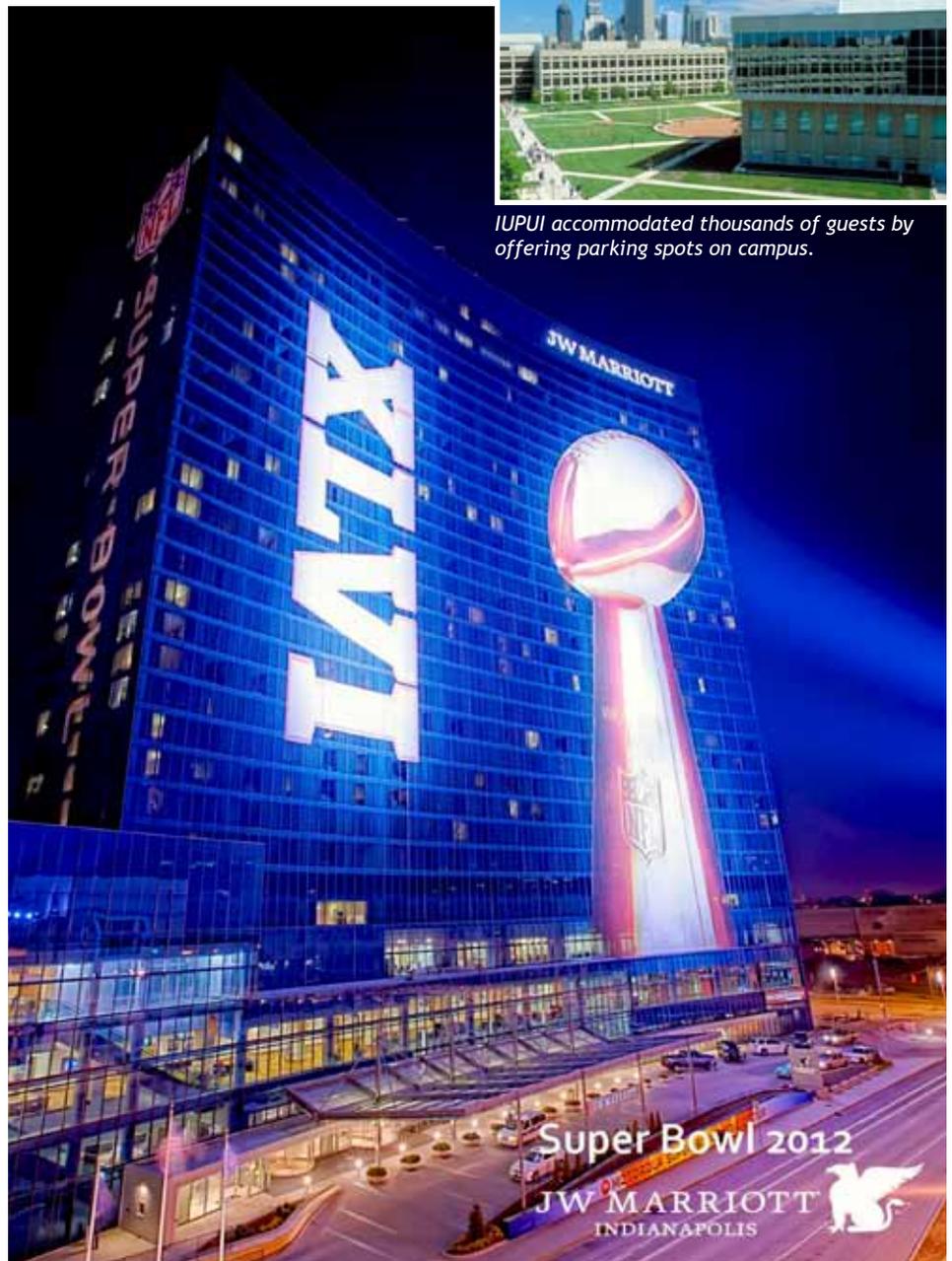
"The JW staff is very proud of "Big Blue" and how she took center stage leading up to the game," said Chris McComas, JW Marriott Director of Engineering and Facilities. "The graphic, which the NFL installed on our building and illuminated at night, was a beacon for Downtown."

IUPUI, another Citizens Thermal customer, also played a role in accommodating crowds during Super Bowl week. IUPUI Parking Services made nearly 4,000 campus parking spaces available for Super Bowl Park and Ride locations on the east side of the campus. IUPUI's campus hotel also hosted the Patriots players along with their family and friends.

Nearly 300 IUPUI alumni, students, faculty and staff were also part of the event. Those who helped wore various hats such as working for the city's Super Bowl committee, volunteering in the Super Bowl Village, staffing high-profile events such as the "Taste of the NFL" and manning booths at the NFL Experience.



IUPUI accommodated thousands of guests by offering parking spots on campus.



A giant-size banner of the Vince Lombardi Trophy adhered to the front of the JW Marriott and lit up at night.

"It was an honor to be close enough to downtown to play such an active role in the Super Bowl," said Jeff Plawecki, IUPUI Director of Facility Operations. "The positive results for the city corresponded with the campus and gave IUPUI great exposure during one of the city's biggest weeks."

Environmental Update

The Halon 1301 fire suppression system at the West Street Chilled Water Plant has been replaced with a more environmentally-friendly fire suppression system called SAPPHIRE. In the event of a fire at the West Street Chilled Water Plant, a system that extinguishes a fire without harming areas like the Chilled Water's main control room is needed. Both the new SAPPHIRE system and the Halon 1301 can extinguish fires, but the major difference between them is their environmental impact.

Halon 1301 is a chlorofluorocarbon (CFC) which has been attributed to chemical ozone depletion; ozone depletion increases ultraviolet exposure which can cause cancer. Unlike the Halon 1301, the chemicals used in SAPPHIRE have zero ozone depletion potential, and can successfully extinguish a fire without harming surrounding areas.

The Chilled Water EMS implementation team viewed the replacement of the Halon system as an opportunity to lessen their impact on the environment. The EMS team is always looking for ways to demonstrate Citizens' commitment to the environment. The new SAPPHIRE system is currently in place and all Chilled Water employees have been trained.



Newly installed SAPPHIRE system at Chilled Water plant

Tips for Shutting Down or Starting Up Steam Service

When shutting down and starting up your facility's steam service due to maintenance or repairs, Citizens recommends the following steps be completed:

Shut Down Steps

- Shut off the steam isolation valve inside your building.
- Tag and lock the steam service valve in the closed position.
- Open all drain valves to drain condensate from the steam system.
- Tag all drain valves in the open position.
- Verify all condensate has been drained from the steam system.

Caution: Traps and strainers should be checked for debris and cleaned prior to startup.

Start-up Steps

- Verify all drain valves are open.
- Remove lock and tag from the steam isolation valve.
- Crack open the steam isolation valve 1/8 turn (valve must be manned throughout startup).
- Verify steam flow is active (can be heard before being seen at drain valve opening).
- Monitor steam pressure gauges throughout this process.
- Visually verify that condensate is flowing from each drain line.



Tips for Starting Up Chilled Water Service

Many Citizens Thermal customers do not use chilled water during the winter heating season. Instead, they often shut-down and isolate their own system piping from the district system. This seasonal shut-down is appropriate and normal for customers who use this method of heating and cooling control. Now that spring has arrived, here are the recommended steps for bringing the chilled water cooling system back into service:

- Drain the residual water from your building's cooling system.
- Fill the system with clean city water and add a chemical-cleaning agent. Please contact Citizens before cleaning to make sure the chemicals are compatible with our water treatment chemicals.
- Circulate the cleaning solution through your building's cooling system. This will help flush contaminants from the system, and the cleaning agent will remove any bacteria, oils and greases, and reduce the risk of corrosion inside the piping.

- Check and clean air handler(s) and pump strainers before draining.
- Drain the cleaning solution from the system and refill with clean city water.
- Flush all coils, drains, and system blow downs until the water flowing from the drain piping is clear.

Call Citizens Thermal at 317-236-6700 before opening the isolation valves to re-connect the building to the Citizens Thermal district cooling system. Following these simple steps will help ensure your cooling system operates efficiently and effectively for many years. The pre-season cleaning and preparation steps will help reduce problems from dirty cooling coils, bacterial contamination, plugged cooling lines, and poor space conditioning. Citizens will provide onsite assistance during the start-up process at no cost to the customer. If you have any questions, or would like to take advantage of this service, please call us at 317-236-6700.



Community Outreach

As a pathway to the Trust's vision of service, volunteerism is part of the culture at Citizens. Citizens continues to promote volunteerism by providing opportunities for our employees to serve. Over the past six months, hundreds of employees have volunteered their time and talents in order to give back to the community.

In November, Citizens employees assisted in a fundraising effort at Douglas MacArthur Elementary School. Students and faculty at the school were presented a Mission Flag by Lieutenant Colonel John Newman of the Indiana National Guard in recognition of the school's efforts to raise money for blankets and school supplies for the Afghani community. Citizens not only helped with fundraising but also paid to ship the blankets and supplies.

In late November, Citizens provided volunteers for a student council led project at Douglas MacArthur. The project was focused on increasing community awareness about childhood hunger. Students organized a family fun night filled with food, games and education. Citizens volunteers helped set up, clean and the serve food, allowing parents and staff the opportunity to enjoy the evening. The event was a great success with several hundred people in attendance.

In January, Citizens volunteers judged the annual science fair at IPS Center for Inquiry School 84. This year marked the 3rd consecutive year that Citizens supported the event. Also in January, Citizens and partnering contractors contributed more than \$100,000

in materials and hundreds of volunteer hours to refurbish Eagle Creek Park's Hide-A-Way. This activity was part of Citizens' 4th Annual "Sharing the Dream" service project which honors the life and legacy of Dr. Martin Luther King Jr. The event recognizes the holiday named in honor of Dr. King and also emulates his commitment to serving others. The Hide-A-Way, which was at one time a private home, sits on 34 acres of sloping wooded terrain in Eagle Creek Park and is the perfect facility for group retreats and weddings.



Citizens volunteers paint, clean and revitalize the Hide-A-Way at Eagle Creek Park.

Employee Spotlight – Troy Robb

Maintenance Technician Troy Robb has been working with the Chilled Water Operation for 26 years, the last 12 years as an employee of Citizens. However, his experience in chilled water started 14 years prior when he worked at Indianapolis Power and Light (IPL); Citizens acquired IPL in 2000.

"From rebuilding a steam turbine, to operating the maintenance management system and even designing a system to install a new



Troy preparing Mallory's car for the Masters Division



chemical meter, I like that every day at Citizens poses new challenges," said Troy.

When he's not working, Troy enjoys golfing, scuba diving and soapbox car racing. Troy has been on numerous soapbox car racing boards including the National Derby Rallies. Troy's daughters, Tara, Noelle and Mallory, share his love for racing and have competed and placed at several national competitions. Troy is currently building a Masters Division car for Mallory.

Steam and Chilled Water Service Telephone Numbers

John Eddington,
Superintendent, Facility Operations
317-236-6710 (office)
317-695-0688 (cell)

Bob Purdue,
Director, Thermal Operations
317-693-8701 (office)
317-695-0512 (cell)

Bob Asher,
Manager Customer Services & Distribution
317-693-8704 (office)
317-225-9602 (cell)

David Stewart,
Marketing Sales Assistant
317-261-8794

Bob Taber, Foreman,
Customer Service & Metering
317-693-8883 (office)
317-27-1608 (cell)

Toll Free Number - Customer Service & Billing
877-313-2467

Bob Anderson,
Manager Operations & Maintenance
317-693-8753 (office)
812-946-6373 (cell)

Todd Fuller, Facilities Manager
(Chilled Water Operations)
317-236-6702 (office)
317-695-2099 (cell)

Joe Ray,
Operations Supervisor
Chilled Water Operations
317-236-6703 (office)
317-431-2541 (cell)

Other telephone numbers: Marketing - Steam and Chilled Water

Bill Petty,
Manager Market Development
317-927-4742 (office)
317-431-3358 (cell)

Steam and Chilled Water Service Emergency Contacts
In the event of a steam or chilled water emergency, Citizens Thermal can be reached at the following numbers:

Steam Plant Operations Emergency 24-Hour Number (Steam Operations Control Room)
317-261-8804

Shift Supervisor's Office
317-261-8819

Ron Pinkins,
Operations Supervisor
317-693-8807 (office)
317-431-4414 (cell)

Chris Braun,
Vice President, Energy Operations
317-927-4604 (office)
317-508-1188 (cell)

Chilled Water Plant Operations Emergency 24-Hour Number (Chilled Water Control Room)
317-236-6700