

citizensthermalupdate

A Member of Citizens Energy Group

Summer, 2010 Volume 8, Issue 2

Citizens Hosts IDEA Annual Conference

Citizens Thermal was proud to be a platinum sponsor of the 101st International District Energy Association (IDEA) Annual Conference this past June in Indianapolis. IDEA is a non-profit trade association founded in 1909 to facilitate the exchange of information among district energy professionals, and is governed by a 20-member, all-volunteer board of directors. IDEA and Citizens Thermal hosted over 475 conference attendees at the Indiana Convention Center, where 90 exhibitors displayed their district energy and combined heat and power (CHP)-related products.

Throughout the four-day conference, the technical program included a variety of district energy related topics including how communities and development can help create an energy efficient future, creating an efficient energy future - one community at a time, CHP and carbon strategies, community energy planning and master planning. Other topics included system expansion and infrastructure renewal, managing loads, system optimization and efficiency, system innovations, district energy and Leadership in Energy and Environmental Design (LEED).

Congratulations to Citizens Thermal General Manager Dave Toombs, who was elected to the



Citizens Thermal General Manager Dave Toombs (left) is congratulated by Juan Ontiveros during his induction as the new chairman of the IDEA Board of Directors. Ontiveros is the out-going chairman.



Mark Vogler (right) receives an IDEA award in recognition of his work as Technical Director of the Distribution Workshop.

position of Chairman of the Board of Directors for IDEA. Toombs' role as Chairman will last for one year, and underscores his commitment to the future of district energy.

Among the many distinguished speakers at the conference were Citizens employees Jamie Dillard and Ann McIver, both of whom presented information on topics relating to large scale district cooling systems and Environmental Protection Agency (EPA) boiler maximum achievable control technology (MACT) emissions compliance.

Highlights of the conference included tours of Brown County, White River State Park and Indianapolis Motor Speedway. Sunday's welcome dinner was held at Lucas Oil Stadium, and the final event was the Chairman's Banquet with musical entertainment provided by local jazz artist, Everett Green.

This year's IDEA Conference was a huge success, thanks to all of the Citizens employees who supported the event from inception through completion. Special thanks to Mark Vogler, Todd Fuller and Bob Purdue for planning and organizing the technical tours of Citizens Thermal's Perry K Steam and West Street Chilled Water facilities for our guests.

Citizens Thermal Supports IPS Schools 302 & 384 Science Fair

Eight years ago, Citizens Thermal General Manager Dave Toombs established the company as a community business partner with the Center for Inquiry (CFI) at Indianapolis Public School 302, and School 384 two years ago. The CFI is an award-winning K-8 Magnet Option School, and is physically located at both schools. CFI focuses on inquiry-based learning, and is home of the first authorized International Baccalaureate Primary and Middle Years Programs in Indiana.

Over the years, Citizens Thermal has been an active participant in activities for both schools, including Career Day. In addition, Jeff Hansen, a Facility Manager for Citizens, supports both Schools 302 and 384 by serving on the Site Based Decision Making Board and the Community Council that help guide both schools.

Recently, Citizens Thermal was asked to recruit volunteers to assist the CFI in judging their school-wide science fair for grades 4-6 and 7-8. Thanks to the coordination support of Hansen, a number of Citizens employees were positioned to help judge several science projects. "It was gratifying to see the time and effort the students had given to complete their projects," said Toombs. "Some of the themes ranged from creating environmental initiatives by composting to monitoring reliability and efficiency. Overall, more than 120 student projects were judged and the event proved to be very successful."

Thanks to the following employee volunteers for representing Citizens at the Center for Inquiry Science Fair for IPS Schools 302 and 384:

Robert Anderson, Sam Barnett, David Berty, Jason Dillon, John Eddington, Todd Fuller, Jami Hanley, Jeff Hansen, Dan Koiro, Robert Purdue, Jennifer Stansberry, Dave Toombs, and Tom Wheeler

Photos: Mike Powell

For additional information about the Center for Inquiry, visit www.302.ips.k12.in.us/.



Dave Toombs and a student share an enthusiastic moment at CFI Science Fair for IPS Schools 302 and 384.

Chilled Water Sets New Record In Response to Intense Heat Wave

As summer 2010 winds down, August will be remembered as one of the hottest and most humid months Indianapolis has experienced in several years. In response to the extreme heat this summer, Citizens Thermal's West Street Chilled Water (WSCW) facility set some all-time service records while keeping our customers' facilities as cool and comfortable as possible.

With temperatures soaring into the 90's on August 3, WSCW provided customers an hourly production rate of 46,307 tons of

chilled water. This eclipsed the previous peak load of 46,047 tons which was set in August 2007. On August 4, 2010, WSCW also set an all-time 24-hour production record of 957,110 ton-hours compared with the previous maximum of 910,530 ton-hours, also set in August 2007. (Ton-hours - a unit of energy measurement used for chilled water billing; 1 ton-hour = 12,000 British thermal units (BTUs) or about 3.5 kilowatt-hours.)

During the month of July 2010, WSCW experienced the highest monthly ton-hour

production ever with 21,490,660 ton-hours, which outpaced the previous high of 19,972,859 ton-hours in August 2007. WSCW's fiscal 2010 ton-hour total is projected to reach 127,000,000, which will eclipse the previous high by 6,000,000 ton-hours.

"These new record performances reinforce Citizens Thermal's commitment to meet and exceed the critical needs of our chilled water customers in response to peak days of intense heat and humidity," said Bill Tracy, Citizens Energy Group's Senior Vice President, Operations. "I am extremely grateful and proud of our people for their consistent commitment to providing the highest possible level of service to our customers and community. More than 60 local commercial, industrial and institutional buildings, including hospitals and other healthcare facilities, depend on Citizens for chilled water to keep them cool and operational. In most cases, cooling is absolutely essential to their operations."



German Exchange Student Completes Internship at Citizens Thermal

Earlier this year, Citizens Thermal was privileged to provide valuable work experience for Michael Pawlowicz, a student intern from IUPUI's German-American Internship Exchange Program. Michael successfully completed an eight-week internship session with Thermal Engineering at Citizens in March. He is currently majoring in project engineering/electrotechnics at Baden-Württemberg Cooperative State University in Mannheim, BW, West Germany and plans to graduate next year.

During his time with Citizens, Michael completed an evaluation and developed a comprehensive tabular summary of the company's chilled water (CHW) distribution system, performed hydraulic analysis of a potential new CHW customer, and was involved in the front-end of a structural remediation project at Citizens' Perry K steam plant. In addition, Michael was able to tour Citizens' facilities within the Indianapolis area and observe design, construction and project management activities for several different types of projects throughout the company.

Now back in Germany, Michael has returned to the classroom for a semester before returning to work for his German employer. However, as a result of his experiences here in the U.S., including Citizens, and his exposure to various aspects of project engineering, he feels he is much better equipped to meet his future challenges.



Don't Miss This Year's October Customer Meeting

Date: Wednesday, October 20, 2010

Location: Omni Severin Hotel
Severin Ballroom
40 West Jackson Place
317-634-6664

Time: 11:15 a.m. - 1:00 p.m.
Registration: 11:15 a.m. - Noon
Lunch: 11:30 a.m. - Noon
Presentation: Noon - 1:00 p.m.

Presentation: Update on the 2012 Indianapolis Super Bowl

Keynote Speaker: Mel Raines, Vice President of Event Operations, 2012 Indianapolis Super Bowl Host Committee



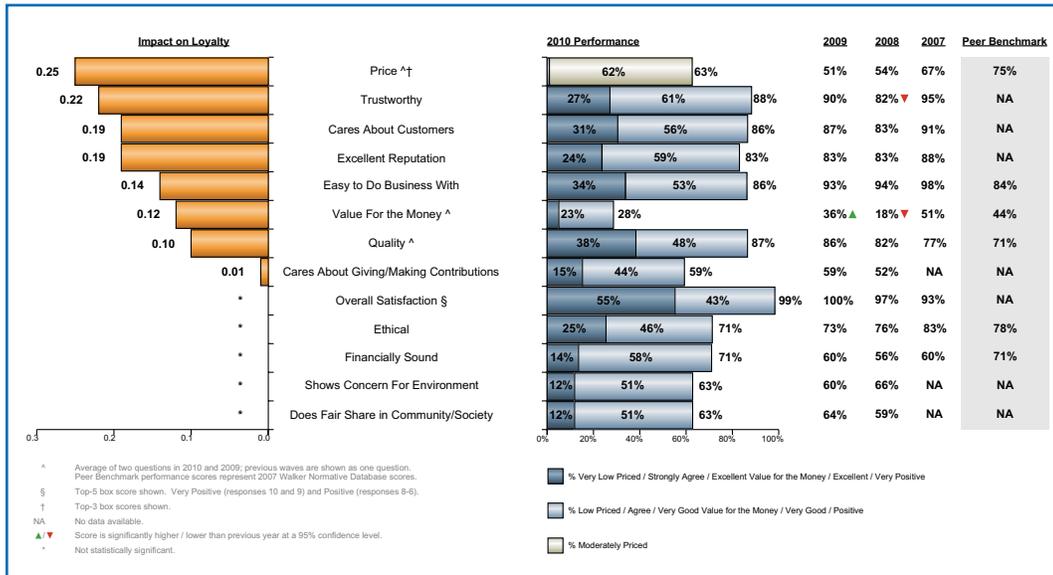
Citizens Thermal Continues to Score High in Customer Satisfaction and Loyalty

Citizens Thermal is pleased to report our 2010 Customer Loyalty Survey indicates an exceptionally high level of overall customer satisfaction for the second straight year with a rating of 99 percent. This performance is nearly on par with last year's all-time customer satisfaction level of 100 percent.

Additionally, the survey says 61 percent of our customers can be classified as "Truly Loyal" which is consistent with our 2009 year results. The chart below shows the factors that have the greatest impact on Citizens' 2010 performance ratings.

Overall, the feedback we received is positive. However, key areas for improvement have been identified. Two such improvement areas are Account Service & Support, and Technical/Engineering Support & Consultation. To help address these enhancement opportunities, Citizens Thermal plans to meet with each of our customers over the next six months. A representative of our company will be contacting you to schedule a convenient time to meet and acquire your input. Our ultimate goal is to assist you in maximizing your everyday operations.

Citizens Thermal appreciates the time our customers took to complete the survey. Should you have any questions about the survey, please contact Bill Petty at 927-4742.



Steam and Chilled Water Service Telephone Numbers

Dave Toombs,
Thermal General Manager,
317-693-8805 (office)
317-727-1342 (cell)

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

Bob Purdue, Plant Manager
(Steam Operations)
317-693-8701 (office)
317-695-0512 (cell)

Bob Asher,
Manager Customer Services
& Distribution
317-693-8704 (office)
317-517-0688 (cell)

Sharon Connell,
Customer Service & Billing
Representative
317-261-8794

Bob Taber, Foreman,
Customer Service & Metering
317-693-8883 (office)
317-695-7924 (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)

Lindsay Lindgren,
Vice President, Gas & Steam Operations
317-927-6001 (office)
317-696-6377 (cell)

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

Employee Spotlight - James Haley

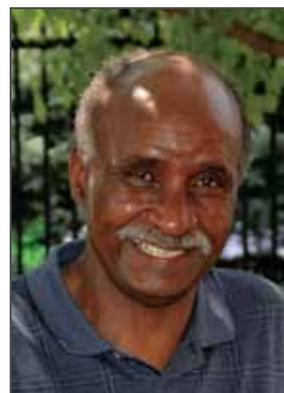
What is your job title?
Electrical Millwright Repairman

What is your favorite part of the job?
Repairing equipment

How long have you worked at Citizens?
40 years. I have never missed a day of work in 40 years.

What did you do before coming to Citizens Thermal?
I was a repairman for Citizens Gas & Coke until the coke plant closed.

What are your hobbies outside of work?
I enjoy collecting model trains, visiting museums and browsing at flea markets.



James Haley