

## Citizens Thermal Customer Offers One-Stop Shop for Patients



The ever-changing downtown Indianapolis skyline has yet another unique building drawing attention to the city's northeast side. The 270,000 square foot, 6-story Indiana University Health Neuroscience Center of Excellence opened in June. Located directly off I-65, the facility's unique design is bound to cause motorists coming to and from Indianapolis to take notice.

The Neuroscience Center of Excellence was designed by Chicago-based Cannon Design and was developed and now managed and owned by Milwaukee-based Landmark Healthcare Facilities, LLC. The building's architecture is intended to emulate what patients may experience during a visit. Zigzagged glass along the building's exterior replicates brain waves; multi-colored glass represents color variance in brain scans; the building's west side has

an abstract look to illustrate multiple ways of thinking.

"The building draws new attention to an established campus and attracts prominent attention from the highway," said Stuart Armstrong, Senior Project Manager for Landmark Healthcare Facilities, LLC. "It reaches out to one of Indianapolis' main north/south thoroughfares."

The facility that took 17 months to construct, serves as a "one-stop shop" for patients with neurological disorders ranging from Alzheimer's disease and brain tumors, to spine problems, seizures and stroke. Creating connectivity was a crucial part of the building's design which is why a pedestrian walkway connects patients to the People Mover and to Methodist Hospital.

"In order to create the most cutting edge neurological facility, we wanted to

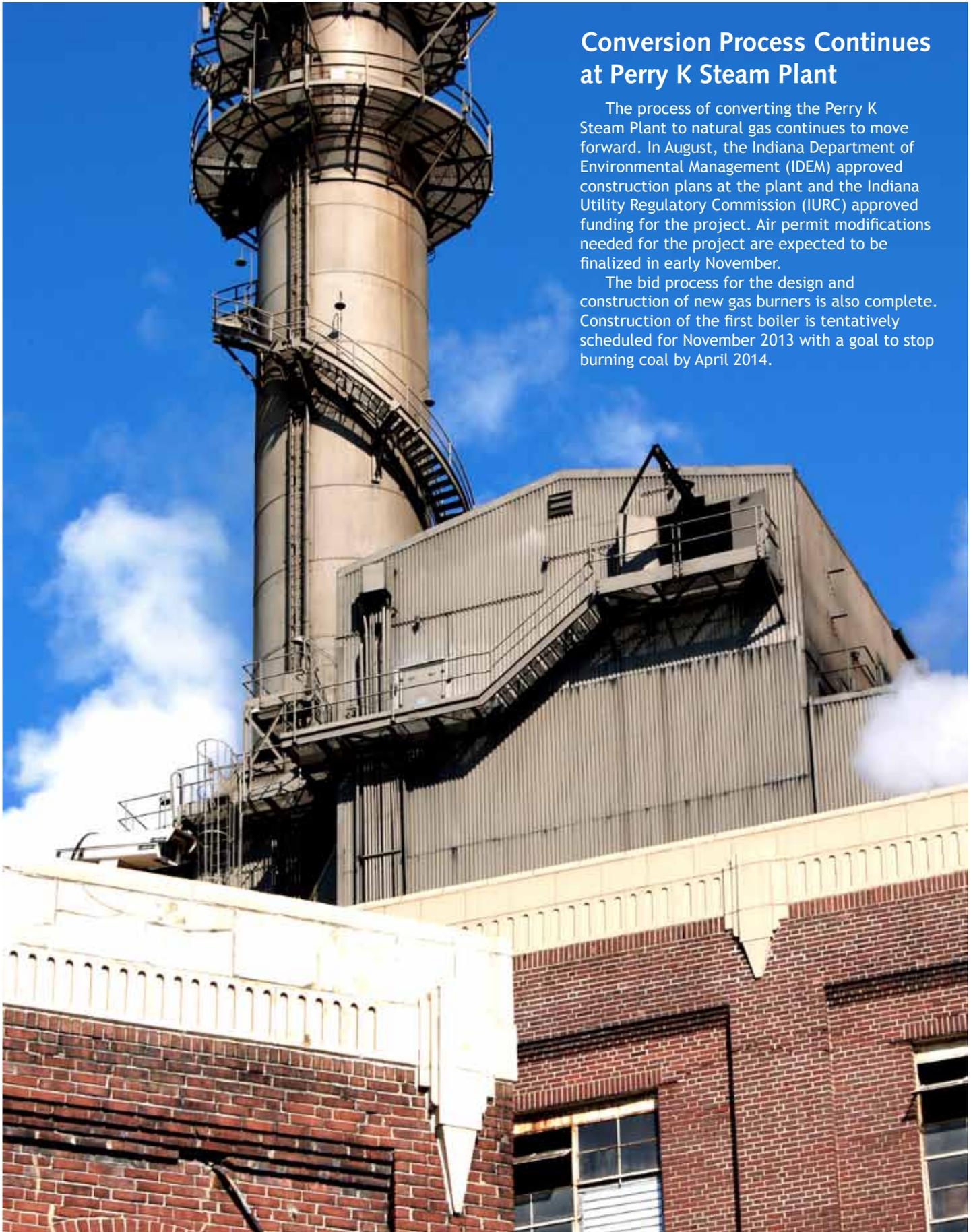
bring a collaborative design that was an attractive destination location for people with neurological disorders," said Armstrong.

By 2014 the Neuroscience Center of Excellence building will be joined to another new building, the IUPUI Psych Research Building. This building will provide IU School of Medicine scientists, including researchers from the Institute of Psychiatric Research and the Stark Neurosciences Research Institute, with state-of-the-art facilities in which to conduct a broad range of neuroscience research in fields such as neurotrauma, dementias, addiction, epilepsy and pain. In addition, the facility will play a key role in the research opportunities available under the newly launched neuroscience undergraduate degree program at the School of Science at IUPUI.

## Conversion Process Continues at Perry K Steam Plant

The process of converting the Perry K Steam Plant to natural gas continues to move forward. In August, the Indiana Department of Environmental Management (IDEM) approved construction plans at the plant and the Indiana Utility Regulatory Commission (IURC) approved funding for the project. Air permit modifications needed for the project are expected to be finalized in early November.

The bid process for the design and construction of new gas burners is also complete. Construction of the first boiler is tentatively scheduled for November 2013 with a goal to stop burning coal by April 2014.



## Seasonal Reminder

Winter weather is around the corner and many Citizens customers are re-energizing their steam heating systems. Citizens encourages people to take precautions before beginning the start-up process.

As you open your steam valve, it is possible to encounter a phenomenon known as water hammer. As steam enters a cold piping system, it condenses to water (condensate), and if not properly drained, a condition for condensate induced water hammer can quickly develop. In severe cases, this condition can cause valves and pipes to rupture, causing damage and perhaps personal injury. Steam traps are located throughout buildings to remove condensate and air from steam systems during normal operations. If the traps are not working properly, water hammer may occur. Citizens encourages everyone to have their traps checked for proper operation on at least an annual basis by your maintenance staff or a qualified contractor. The fall start-up is a perfect time to inspect the building's traps and steam system components.

Before energizing your steam system, first ensure that all condensate is drained from it. Then open the

steam valve slightly to begin a very gradual warm-up. Continue to open the valve slowly until the valve is fully open. This process can take several hours (depending on the size of your building) to get the system up to normal temperature and the valve fully open. If you encounter excessive amounts of condensate or hammering noises during this process, do not continue to energize the system. Immediately isolate the steam source and remove any accumulated condensate. Once the condensate has been removed, the system can then be re-energized.

The fall heating system start-up is an excellent time to make a visual inspection of your steam system. Look for areas of insulation that may need repair or leaks that need to be addressed. Keeping your heating system well insulated and in good operating condition can result in significant savings in your building heating costs.

If you have questions or concerns related to a fall start-up of your steam system, please call our Citizens Thermal Energy Customer Service Department at 317-261-8794. If requested and at no charge, Citizens Thermal Energy will provide assistance to customers with this seasonal start-up process.



## Thanks for Your Help During the Drought



This past summer's heat brought with it the worst drought Indianapolis has seen in 56 years. Not only did triple digit temperatures and dry conditions make it uncomfortable to spend time outside, they also put great stress on the city's water supply. By mid-July, Citizens was experiencing all-time record levels of water use. These usage levels put pressure on the water distribution system, causing numerous main breaks. The drought also drew down area reservoirs to alarmingly low levels. While the city was never in danger of running out of water, area water supplies were stressed to the point that there was concern about recharging supplies for 2013.

On July 13, in partnership with Mayor Greg Ballard, a water shortage warning was issued. The water shortage warning prohibited most outdoor watering activities including lawn irrigation. The water use restrictions were lifted 59 days later after heavy rain including Tropical Storm Isaac. Since then, wetter than normal conditions have brought the green back to lawns and returned reservoirs to normal levels.

At Citizens, we realize the water use restrictions created hardship for residents and businesses, especially those that depend heavily on water. We would like to thank all of our customers for their tremendous cooperation during this historic drought. By complying with our requests to conserve water, Citizens was able to save millions of gallons of water every day and prevent many costly water main breaks.

### Emergency Contact Information

In the event of an emergency, please call the following numbers. Both Control rooms are staffed 24 hours a day 7 days per week.

- Steam Control Room- 317-261-8804 or 317-261-8819
- Chilled Water Control Room: 317-236-6700

## Employee Spotlight — James Townsend



James Townsend

James Townsend is an instrumentation and electrical technician at Citizens Energy Group. James has been working at Citizens for five years and says his favorite part of his job is completing a difficult task and taking pride that the job was done right. When James isn't working he enjoys drag racing, traveling, camping and waterskiing.



### 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