

Cooling Tower Water Safety



With the recent news stories out of New York regarding the outbreak of Legionnaires disease and the apparent link to cooling tower operations, Citizens Energy Group wants to remind our customers of the practices used to treat, test and clean of all of the cooling towers that serve the downtown chilled water system.

At Citizens, we stress the need for continuous improvement in everything we do. Our core values are Safety, Integrity, Diversity, Teamwork and Quality. We approach each task with safety in the forefront of our minds. Safety is an intrinsic element in the way we do business and the safety of our employees, customers and the general public is paramount every day.

How Citizens Keeps Cooling Towers Safe

- **Dedicated Personnel:** The first step to keeping cooling towers safe is to have a staff of dedicated professionals taking pride in operating and maintaining the towers to the highest standards. The chilled water staff at Citizens continuously monitors the cooling tower water chemistry and makes adjustments as necessary to keep the systems running as safely, reliably and efficiently as possible.
- **Regular Maintenance:** Citizens' staff performs regular inspections and maintenance to ensure equipment is in good working order. Twice a year, each tower is drained and cleaned and hardware is replaced as needed.
- **Water Treatment:** Citizens continuously monitors water chemistry and treats our systems to control microbiological activity, scale and corrosion. We employ a water treatment consultant who performs weekly tests to verify our program is working. As a part of that function, weekly samples are taken to test for bacteria. We utilize multiple biocides to protect against microbiological growth in accordance with standards set forth by the Cooling Technology Institute (CTI).

- **Detailed Water Management Plan:** Citizens began periodic testing for legionella in the early 1990's. In 2011, Citizens implemented a detailed Water Management Plan with the goal of protecting against the dangers associated with legionella bacteria through a program of independent testing, validation and record keeping. As a part of this plan, Citizens performs legionella testing on all of our systems on a quarterly basis. Two independent testing firms are used to verify the results. This plan was developed to comply with the ANSI/ASHRAE Standard 188 "Legionellosis: Risk Management for Building Water Systems" that at the time was being drafted and was recently published in June 26, 2015.

As you can see, Citizens does not take the threat of the legionella bacteria lightly and we have measures in place to ensure we meet the highest standards of safe operation on all of our systems.

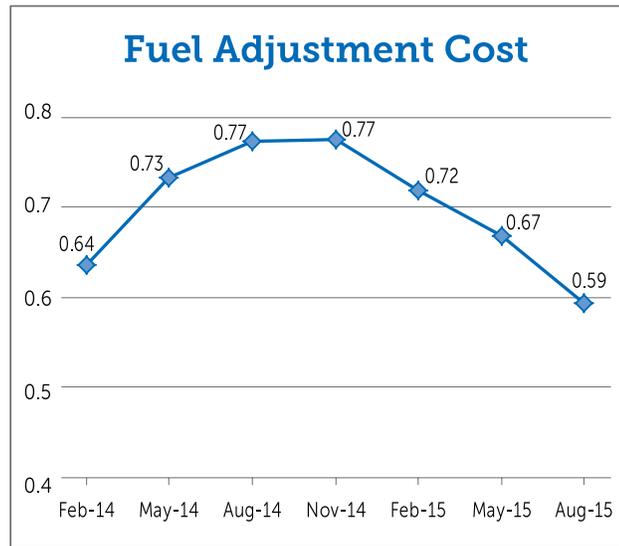
We Need Your Feedback

Citizens is constantly looking for ways to provide greater value to you, our customer. Your candid feedback and input regarding various aspects of Citizens thermal business is a key part of this process. If you haven't already responded to the individual email invitation sent September 2, please take a few minutes to visit us at <https://www.citizensenergygroup.com/thermal-survey> to share your feedback. We appreciate your time and value your input.

Fuel Adjustment Cost (FAC) for 2014/2015

Citizens continues to see favorable trends in the 2015 Fuel Adjustment Cost (FAC). As the chart illustrates, fuel costs rose during 2014 and since have dropped dramatically. The higher cost was partially tied to the conversion of coal to natural gas at our Perry K Steam Plant. After the conversion, Citizens worked through one-time cost write-offs like, rail cars and engines, coal handling equipment, etc. With the extremely cold weather last winter, Citizens was also forced to buy more natural gas on the spot market resulting in an increased cost.

Since November of 2014, however, Citizens' ability to burn solely natural gas at Perry K combined with the steady supply of natural gas is resulting in lower costs. Going forward, Citizens has developed a purchasing strategy that allows us to take advantage of low-cost natural gas and enables us to keep the FAC affordable for our customers.



Citizens Welcomes New President and CEO



Jeff Harrison

On July 1, Citizens welcomed its new President and Chief Executive Officer, **Jeff Harrison**.

Harrison replaced Carey Lykins as Citizens' 10th President and CEO. Harrison joined Citizens in 2003 as Director of Market Development, and has progressed through positions of increasing responsibility

including Vice President, Manufacturing in 2006 and Senior Vice President, Capital Programs & Engineering in 2011.

"I am honored and humbled to begin this new role at Citizens," said Harrison. "As President and CEO, I will work hard every day to ensure our team is fulfilling the Trust's mission to serve customers and the community with unparalleled excellence and integrity."

Prior to joining Citizens, Harrison spent 13 years at Indianapolis Power & Light Company. Harrison has a bachelor's of science in electrical engineering from Rose-Hulman Institute of Technology and an MBA from Indiana University.

Harrison's volunteer endeavors include board memberships for the United Way of Central Indiana, Center for Leadership Development, the Indianapolis Zoo, Goodwill Education Initiatives Inc., Marian University, YMCA, Rose-Hulman Institute of Technology and the Indiana Energy Association among others. Harrison is a graduate of the Stanley K. Lacy Executive Leadership Program, the Hoosier Fellows Program and the Diversity Leadership Academy of Greater Indianapolis.

Employee Spotlight



Val Dalton

Val Dalton is a Key Account Coordinator at Citizens. She has been with the Trust for 25 and her favorite part of the job is being in the field and meeting with customers. Val is also enjoying learning even more about

the daily operations of Citizens as she explores her new position. When Val's not working, she enjoys camping, sports and music.



Diane Ashlock

Diane Ashlock is also a Key Account Coordinator in Citizens' Sales and Market Development Department. She has worked at Citizens for two and half years. Diane's favorite part of the job is meeting and interacting with customers. She enjoys learning about the individual businesses Citizens provides service to and thinks maintaining those relationship is a vital component to providing excellent customer service.

When she's not working, Diane enjoys relaxing on the beach and spending time with family. Diane and her husband have four children. They love to spend time outside, travel and play golf.

Steam and Chilled Water Service Telephone Numbers

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

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

Del Morris,
Manager Customer Services & Distribution
317-927-4501 (office)
317-431-8016 (cell)

Valorie Dalton,
Key Account Coordinator
317-927-4583 (office)

Diane Ashlock,
Key Account Coordinator
317-927-4315 (office)

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

Jeff Sinclair,
Manager Market Development
317-927-4744 (office)
317-605-3890 (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

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