

Citizens Continues to Share the Dream with Indy Parks in 2010

Citizens Energy Group was privileged to join Indy Parks in celebrating the life and legacy of Dr. Martin Luther King in January while conducting its Sharing the Dream service projects for 2010. Citizens and partnering contractors contributed more than \$110,000 in in-kind work and hundreds of hours of employee volunteer service to renovate the Martin Luther King Park swimming pool bathhouse on the Near-Northside of Indianapolis and Pride Park Community Center on the city's Eastside.

At Martin Luther King Park, Citizens provided contractors and volunteers to replace the roof; paint the floors, ceilings, benches and walls; repair wooden beams; install new fixtures, shower curtains and bathroom stall doors; and create wall murals. At Pride Park Community Center, contractors and volunteers remodeled the bathrooms and kitchen; constructed a half wall to create a recreation area in the one-room center; renovated the office and storage areas; replaced fixtures; installed new ceiling tiles; and decorated, painted and supplied new appliances. Industrial contractor Marksmen Construction Services provided in-kind contributions to the projects that totaled \$36,000. C.E. Reeve Roofing and Firestone Building Products provided a combined \$25,000 in work and materials, and local interior/architecture firm Mitsch Design also contributed \$2,500 in services.

Sharing the Dream 2010 marks Citizens' second service project with Indy Parks. The company's first Sharing the Dream project in January 2009 resulted in more than \$50,000 worth of improvements to the city's Brookside Park Family Center.

"With Sharing the Dream, Citizens Energy Group reaffirms its commitment to helping the City of Indianapolis create a world-class parks system," said Mayor Greg Ballard. "This very generous donation of time, energy and resources by Citizens Energy Group's staff and leadership showcases the community spirit of this corporate entity and exemplifies the kind of public-private partnerships we seek to support our assets for decades to come."

The Martin Luther King Park pool bathhouse serves Indy Parks patrons who recreate at the outdoor pool, a popular summertime destination. The Pride Park Community Center provides after-school opportunities and summer day camp programs to area children and teenagers.

"Through Sharing the Dream 2010, Citizens Energy Group is proud to continue our tradition of honoring Dr. King and his tremendous service to humanity by supporting the renovations at Martin Luther King Park and Pride Park," said Carey Lykins, president and CEO of Citizens Energy Group. "We are privileged to work with Indy Parks while reinforcing our commitment to neighborhood redevelopment and enhancing the quality of life in our community."



Citizens employee volunteers apply a fresh coat of paint at the Pride Park Community Center.



Enjoying a tour of the refurbished Martin Luther King Park bathhouse are (left to right) Stuart Lowry, director, Indy Parks and Recreation; Carey Lykins, president and CEO, Citizens Energy Group; Indianapolis Mayor Greg Ballard; and Jan Diggins, manager, community redevelopment, Citizens Energy Group.

Tips to Remember When Shutting Down or Starting Up Your 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 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: We further recommend steam traps and strainers 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.

- Once steam begins to emit from drain lines, slowly close drain valves.
- Slowly open steam isolation valve to 1/2 turn.
- Verify steam traps are functioning properly.

Note: If any steam traps have failed to operate properly, shut steam isolation valve and repair/replace steam trap.

- After all condensate has been expelled, slowly open steam isolation valve to bring steam system to normal operating pressure.
- At normal operating pressure, ensure all steam traps are functioning properly, drain valves are closed (tags removed) and steam supply valve is opened fully.

If we can be of assistance with your shutdown (including seasonal shutdown), please call our Citizens Thermal Customer Service number at 317-261-8794.



Citizens Thermal Industrial Steam Meter Man Jeff Sietsma shuts off the steam isolation valve at a customer's facility.

Chilled Water Seasonal Start-up Assistance Available

Citizens Thermal has a number of chilled water customers that do not need or cannot use chilled water during the winter heating season. In this situation, they often shut-down and isolate their own system piping from the district system. This seasonal shut-down is appropriate and normal for customers that use this method of heating and cooling control. The following are the recommended steps for bringing the chilled water cooling system back into service after the winter shut-down:

- Drain the residual water from the 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 the 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 the Citizens Thermal control room at 317-236-6700 before opening the isolation valves to re-connect the building to the Citizens Thermal district cooling system.

Following this simple procedure will help ensure that a cooling system operates efficiently and effectively for many years. The pre-season cleaning and preparation steps will help reduce problems from dirty cooling coils, bacteria 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.

Chilled Water Delta T Control – Why is it Important?

What is Delta T?

In a chilled water system, Delta T is simply the difference in temperature between the chilled water supply and the chilled water return. The Citizens Thermal chilled water system is designed to operate most efficiently with a Delta T of 12° F.

Low Delta T Means Higher Energy Usage

Operating with a Delta T less than design causes higher energy usage in two ways:

- The rate of cooling or heat transfer is a function of the volumetric flow rate in gallons per minute (gpm) and the Delta T. Therefore, for a given rate of cooling, as the Delta T decreases the flow must increase. This higher flow rate results in higher pumping energy being expended which equates to higher energy costs.
- As the overall system flow increases for a given cooling rate, the amount or number of chillers needed to satisfy the system load may also increase which also means more energy. If this situation should occur at peak cooling periods, the effective capacity of the chiller plant can be reduced resulting in a loss of cooling to some users.

Impact on Chilled Water Customers

As mentioned above, a lower than design Delta T results in higher flow requirements. For buildings that utilize variable speed pumps, this means higher electric charges. Additionally, the reduced capacity scenario mentioned in the second example can result in elevated chilled water temperatures which can lead to a loss of cooling ability.

How Do I Maintain Proper Delta T?

Your building's chilled water system is equipped with one or more Temperature Control Valves (TCV) designed to keep the Delta T within specifications. To ensure proper operation of your TCV and all of its associated components, periodic maintenance is required. Citizens Thermal's chilled water staff is available to assist with any questions you may have regarding Delta T control or optimizing the operation of your chilled water system. Please contact us at 317-236-6700 for assistance.



Citizens Supports Indianapolis Sustainability Awards



sustainindy
Mayor Gregory A. Ballard • City of Indianapolis

Citizens Energy Group was privileged to sponsor the Sustainability Award in the category of "Air" that was recently presented to Celadon Trucking Services, Inc. at the first-ever Indianapolis Sustainability Awards for 2009. Celadon, a trucking and logistics services company serving North America, received the award from the City of Indianapolis as a result of developing a comprehensive and innovative program to improve fuel efficiency, reduce air emissions and educate employees on the importance of improving environmental performance and sustainability.

One of five winners chosen from more than 70 applicants, Celadon's Idle/Emission Reduction Project involves a comprehensive strategy to improve fuel efficiency and reduce idling-related air emissions from its over-the-road tractor fleet. Idling by over-the-road

drivers is done primarily to provide comfort heat while drivers are stopped for Department of Transportation (DOT) required breaks. In an effort to eliminate the need for idling, fuel operated heaters are utilized to provide comfort heat without operating the tractor's main drive engine while temporarily parked.

Announced at a luncheon hosted by the Greater Indianapolis Chamber of Commerce on February 9, Celadon was selected from three finalists in the air category.

Here is a list of all five winning organizations and their respective Sustainability Award categories:

- Celadon Trucking Services, Inc. (Air)
- Daubenspeck Community Nature Park (Land)
- The Nature Conservancy, Indiana (Water)
- Browning Day Mullins Dierdorf (Energy)
- Green Piece Indy (Reduce, Reuse, Recycle)

"I applaud today's winners and all of our 2009 applicants for their outstanding work toward making Indianapolis one of the most sustainable cities in the Midwest," said Indianapolis Mayor Greg Ballard. "We're partners with business and non-profit communities in this effort, and we look forward to continuing to work together to make Indianapolis truly sustainable for future generations."

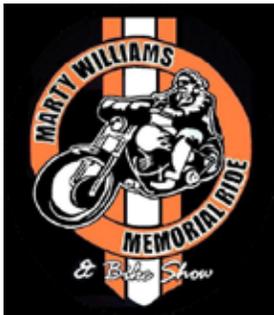
The Indianapolis Sustainability Awards are designed to inspire innovation, showcase impact, reward leadership and promote education around the principles of sustainability.

Source: *businesswire.com*

Citizens to Host International Conference

Citizens Thermal will host the International District Energy Association's (IDEA) 101st annual Conference and Trade Show on June 13-16, 2010 at the Westin Downtown and the Indiana Convention Center. This annual event will bring over 500 energy leaders from around the world to Indianapolis to share ideas and discuss how district energy can help create an efficient energy future. The conference was last held in Indianapolis in 1995 and Citizens is excited to have the opportunity to showcase our city to the delegates and their families. Indianapolis has the second largest district steam system in the U.S. along with one of the fastest growing district chilled water systems. For more information about IDEA and the conference, please visit www.districtenergy.org.

2009 Marty Williams Memorial Ride Continues Tradition of Honoring Beloved Citizens Employee



The Seventh Annual Marty Williams Memorial Ride and Bike Show was conducted on October 10, 2009 at the Longacre Bar and Grill. The event is a combined ride,

bike show and dinner, and is held in loving memory of Marty J. Williams, a Citizens Thermal employee who lost his life while at work on October 11, 2002.

The annual event serves as a fundraiser for the families of burn victims at the Richard M. Fairbanks Burn Center at Wishard Memorial Hospital in Indianapolis. The day's festivities began with an Inaugural Open Car Show conducted earlier that morning.

Don't Miss Citizens' Annual Chilled Water Appreciation Lunch and Learn

Date: Tuesday, April 20, 2010
Time: 11:15 a.m. - 1:00 p.m.

Registration: 11:15 a.m. - 11:30 a.m.
Lunch: 11:30 a.m. - 12:00 p.m.
Presentation: 12:00 p.m. - 1:00 p.m.

Place: Conrad Indianapolis
50 West Washington Street
Indianapolis, IN 46204

Special Guest Speaker: Don Welsh,
President & CEO, Indianapolis Convention
and Visitors Association

Please RSVP by Wednesday, April 14 at
citizensthermal.com/lunch.

If you have questions contact Lacy Wooden at
927-4305 or lwooden@citizensenergygroup.com.

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 - Mark Wild

What is your job title?
Thermal Project Manager

What is your favorite part of the job?
Seeing a new utility system progress from an initial request all the way through design, procurement, construction, and start-up. I really like having something to look at when I'm done.

What did you do before coming to Thermal?
I was a project engineer for IPL for 15 years. I worked in their power plant design group, the Perry K Steam Plant, and the Harding Street Station. I also spent two years working for Enron on the Lilly utility outsourcing contract as a utility engineer and operations & maintenance manager prior to joining Citizens in 2003.

What are your hobbies outside of work?
I like to go sailing and riding around in my little convertible with my wife. I also enjoy playing with computers and dabbling in genealogy.



Mark Wild