

## Three New Prominent Citizens Thermal Customers Open for Business

In early 2011, three new Citizens Thermal Steam and Chilled Water customers opened for business. The new customers are the newly expanded Indiana Convention Center, the Riley Hospital for Children Simon Family Tower at Indiana University Health, and the JW Marriott Hotel.

Citizens Thermal provides steam for heat and chilled water for cooling purposes to all three facilities, and continues to serve as an engine for the ongoing growth and development of Downtown Indianapolis. The addition of these customers increases Citizens' peak chilled water system load by 5,700 tons or about 10 percent and its peak steam system load by over 50,000 pounds per hour or about 3.5 percent.

Across the growing downtown area, more than 200 commercial buildings and industries depend on steam for heat, and more than 50 utilize chilled water for cooling from Citizens.

"It is highly unusual to have three facilities of this magnitude open for operations within such a short period of time," said Bill Petty, Citizens' Manager of Market Development - Customer Relationships. "Their respective openings represent an exciting period for our community and company, and provide us opportunities to help heat and cool a combined total of over

two million additional square feet of business space."

The following information provides some additional insight about Citizens' new customers:

### JW Marriott Indianapolis

The JW Marriott Indianapolis is the city's newest hotel, and is part of the \$450 million Marriott Place, consisting of five Marriott hotels all connected to the Indiana Convention Center. With its modern, blue façade, the 34-story hotel is the largest JW Marriott hotel in the world, and is 376 feet tall; making it the seventh tallest building in Indianapolis, and the tallest hotel in Indiana.

The JW Marriott is owned and managed by White Lodging, and has 1,005 guest rooms, including 637 double rooms, 343 "lavish king rooms" and 25 luxury suites. The hotel features 53 meeting rooms totaling 104,000 square feet, three restaurants and the largest ballroom of any hotel in the Midwest, and also one of the largest Marriott ballrooms in the world.

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New Citizens Thermal Customers, like the towering JW Marriott Hotel, have significantly altered the Indianapolis skyline.

## Indiana Convention Center Expansion

The Indiana Convention Center Expansion adds 254,000 square feet of exhibit space, 63,000 square feet of meeting rooms and 103,000 square feet of pre-function space. With the expansion, the Convention Center now offers 566,600 square feet of exhibit space, 113,302 square feet of meeting rooms and 62,173 square feet of ballroom spaces.

An indoor climate-controlled street level and underground connector link the Convention Center to Lucas Oil Stadium. Additionally, the Convention Center is connected by skywalks to the Circle Centre Mall and 4,700 hotel rooms -- more than any other convention center in the nation. Combined with Lucas Oil Stadium, the entire amount of space for conventions and meetings is now more than 1.2 million square feet (nearly doubling the Convention Center's previous size). The expansion moves the city from 32nd to 16th place among America's major convention cities in exhibit space available, and now allows the Indianapolis to compete with cities including Chicago, Denver, Washington, D.C. and Orlando.

## Riley Hospital for Children Simon Family Tower

Riley Hospital for Children at Indiana University Health is the state's leader in pediatric care and experienced an historic milestone with the opening of the first phase of its Simon Family Tower. The 10-story, 675,000 square-foot addition was designed to boost capacity at Riley, as well as increase efficiency and enhance patient satisfaction.

The Riley Simon Family Tower at IU Health functions as a home away from home, putting family care and comfort at the forefront. Highlights of the new building include:

- Private patient rooms - each with its own bath and a dedicated family area for rest and relaxation.
- Family-centered amenities on each inpatient floor (e.g., family lounges, kitchens, business centers, showers, laundry facilities, breast pumping rooms).
- Inpatient floors identical in design and grouped according to specialty, making it easier to navigate.
- An ecosystem design theme (e.g., tropical rainforests,



*The Indiana Convention Center expansion adds a new dimension to the view along Capitol Avenue.*



*The new Simon Family Tower is a major addition to the Riley Hospital for Children at Indiana University Health complex.*

beaches, oceans, forests, mountains) - each with colors, textures, furniture and art to match - to boost spirits and provide an escape from the anxiety of illness.

- Photos for Health™, a unique art initiative dedicated to health and well-being. Staff, patients, families and photography enthusiasts were invited to submit their original photographs of animals and nature for display.

Work on the \$475 million project began in the summer of 2006. In November 2007, the Simon family announced a \$40 million gift toward the completion of the project. Economic conditions temporarily halted the project in early 2009 and work re-started in early 2010. The Riley Simon Family Tower at IU Health will continue to open in phases until its completion in December 2013.

Sources: Indiana Convention Center, Indiana University Health ([iuhealth.org](http://iuhealth.org)), JW Marriott Indianapolis ([www.marriott.com](http://www.marriott.com)), Wikipedia.

## Citizens Presents the “Catching Excellence” Award to Douglas MacArthur Elementary School

Citizens Thermal recently presented Douglas MacArthur Elementary School the “Catching Excellence” Award for the 2010-2011 school year. John Eddington, Citizens Thermal’s Director of Facility Operations, spoke with students and staff members to recognize their pledge of support for various service learning projects for this school year. Because of their level of commitment, Douglas MacArthur and Citizens successfully developed a community partnership for the purpose of honoring members of the U.S. military and veterans.

The “Catching Excellence” Award is inspired from a quote by legendary Green Bay Packer coach Vince Lombardi, who once said, “Perfection is unattainable, but if we chase perfection, we can catch excellence.” The award recognizes the pursuit to be our best in our workplace, community and school, which sets an example and tells the story of excellence each of us can aspire towards. Douglas MacArthur was the first community recipient of this award.

As a result of their efforts in raising over \$1,100, students and staff members supported the peace keeping efforts in Afghanistan by supplying blankets, school supplies and soccer balls to soldiers overseas. In addition, \$1,500 was raised last year by the combined efforts of the Douglas MacArthur Bracelet Sale and donations from employees of Citizens and Terry Lee Honda.

“Citizens was both privileged and honored to present the ‘Catching Excellence’ Award to the Douglas MacArthur

Elementary School community for their response and completion of some very valuable service learning projects,” said Eddington. “By striving to be their best, the students, faculty and staff members captured the spirit and essence of this award, and have made our world a better place.



(L to R) Citizens employees Jennifer Stansberry and John Eddington hold checks representing money raised by Douglas Mac Arthur Elementary School students at the “Catching Excellence” Award presentation, as teachers Susan Becker and Tiffany Maddox look on.

## Citizens Continues to Share the Dream at Municipal Gardens

Citizens Energy Group and partnering contractors recently contributed more than \$100,000 of in-kind work and hundreds of hours of employee volunteer service to refurbish the old gym at Indy Parks’ Municipal Gardens as part of a “Sharing the Dream” service project to honor the life and legacy of Dr. Martin Luther King Jr.

“Sharing the Dream” is also intended to emulate Dr. King’s commitment to human rights and service to others.

*“Everybody can be great... because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and verb agree to serve. You only need a heart full of grace. A soul generated by love.”*

*Dr. Martin Luther King Jr.*

Municipal Gardens, located on the City’s Westside, has a rich history and sense of community which Citizens Energy Group will help to restore. For years the gym served as a dance hall with many notable entertainers but was later transformed into a recreational hub for basketball and other sports. Today, Municipal Gardens offers after-school programming, recreational opportunities and arts activities. With the improvements to the old gym, Indy Parks will utilize the area for rental opportunities and social activities and continue its mission to create fun, safe, engaging and sustainable parks that enhance the quality of life for individuals, neighborhoods and communities.

With the help of partners Marksmen Construction Services, Musset, Nicholas and Associates, and Mitsch Design, Citizens Energy Group provided resources and volunteers to paint the walls, entryway and stairwell, install lighting, refurbish the gym floor, renovate the kitchen with new cabinets and appliances, install carpet tiles and clean the entire area. In addition, Kroger supplied meals for the volunteer workers and Energy Plus Credit Union provided drinks and refreshments.

“Over the past three years, Citizens Energy Group has been privileged to foster a relationship with Indy Parks that further reinforces our commitment to enhance the quality of life in our community,” said Carey Lykins, president and CEO of Citizens Energy Group. “We are both proud and appreciative of our employee volunteers who so generously pledge their time and energy to make a difference for Indy Parks and our city’s residents.”

This year’s Sharing the Dream event marks Citizens Energy Group’s third such project with Indy Parks and the Indianapolis Parks Foundation whose mission is to enhance the recreational, educational and cultural life of the Indianapolis community by fostering support and private funding.



Citizens Energy Group employee volunteers join (Left to right, in the middle) Indy Parks Director Stuart Lowry, Indianapolis Mayor Greg Ballard, Citizens President and CEO Carey Lykins, and other volunteers at the Sharing the Dream event at Municipal Gardens.

## Citizens Thermal Can Assist Your Chilled Water Seasonal Start-up

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.

## Employee Spotlight Article - Troy Robb

### Chilled Water Maintenance Technician

#### What is your favorite part of the job?

Watching the West Street Chilled Water Plant run all out (at a high capacity) on a hot humid day after we had all of the chillers in pieces during the winter.

#### How long have you worked at Citizens?

I have been with Citizens since November 2000 when Citizens purchased Chill Water from Indianapolis Power & Light Company. However, I have worked at the Chill Water Plant since June 1998.

#### What did you do before coming to Thermal?

I worked at the Indiana Boys School in the power house.

#### What are your hobbies outside of work?

I enjoy playing golf, scuba diving and building soapbox race cars for my youngest daughter.



Troy Robb

#### 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)  
317-225-9602 (cell)

**Sharon Connell,**  
Customer Service & Billing  
Representative  
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)

**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