

Citizens Thermal Continues to Provide Comfortable Environments for War Memorial and Soldiers & Sailors Monument

The Indiana War Memorial, located at 431 North Meridian Street, is the iconic centerpiece of the Indiana War Memorial Plaza in Downtown Indianapolis. The Plaza, which contains two museums and 24 acres of parks, monuments, sculptures, statues and fountains, is one of the best kept secrets in Indiana. No other city maintains as many acres dedicated to honoring veterans, and only Washington, D.C. has more veteran's monuments.

Citizens Thermal has provided steam service to the War Memorial since 1929 and chilled water service since 1999. "Thanks to the services Citizens Thermal provides, the War Memorial Building has experienced operational cost savings that provide both short and long-term benefits," said Brigadier General J. Stewart Goodwin, Executive Director of the Indiana War Memorials Commission. "Our partnership with Citizens ensures we have the precise climate-controlled environment we need to protect and preserve our museum's historical artifacts."

The Indiana World War Memorial Military Museum (located inside the War Memorial), provides a chronological account of our nation's military history from the Revolutionary War through our current conflicts. The museum is open Wednesday through Sunday from 9:00 a.m. to 5:00 p.m. and the admission is free.

Goodwin also emphasized that most people in Central Indiana are probably not aware the War Memorial is available to the public for weddings, funerals, meetings and other engagements at a nominal fee. "Over 400 events are conducted annually at this facility, and Hoosier veterans can have their funerals conducted here at no charge," said Goodwin.

As a result of the War Memorial's environment enhancements and cost savings, Citizens' chilled water services were expanded in 2004 to the American Legion National Headquarters on the northern end of the World War Memorial Plaza. The plaza also features monuments that commemorate Vietnam, Korea and World War II; and also feature beautiful fountains and statuary.

The following inscription carved in stone above the main entrance to the War Memorial:

"To commemorate the valor and sacrifice of the land, sea and air forces of the United States and all who rendered faithful and loyal service at home and overseas in the World War; to inculcate a true understanding and appreciation of the privileges of American citizenship; to inspire patriotism and respect for the

laws to the end that peace may prevail, justice be administered, public order maintained and liberty perpetuated."

In 2006, Citizens' chilled water services were also expanded to the Soldiers and Sailors Monument on Monument Circle, which has been a steam customer since 1924. The monument honors Indiana's Civil War veterans, and also honors the valor of Indiana's military men and women in all wars prior to World War I.

War Memorials and the American Legion National Headquarters at a Glance:

Indiana War Memorial Building – First piece of Indiana limestone was laid on July 4, 1927 by General John J. "Black Jack" Pershing. The memorial's design is based upon the Mausoleum of Halicarnassus, which was one of the Seven Wonders of the Ancient World. At 210 feet tall, the building is approximately seventy-five feet taller than the original Mausoleum. The structure is the home of the Indiana World War Memorial Military Museum, which in addition to firearms, features a full-size Cobra helicopter and the USS Indiana's commission plate. Over 400 military flags are housed in the museum, of which more than 300 are from the American Civil War. Indiana's Liberty Bell replica is located in the museum. A bell was given to each state by the federal government in 1950 to encourage the purchase of savings bonds. The War Memorial's Grand Foyer features the 500-seat Pershing Auditorium, built and decorated with materials donated from several states and World War I allies. The memorial also has three meeting rooms on the main level.



The Indiana War Memorial's design is based upon the Mausoleum of Halicarnassus, which was one of the Seven Wonders of the World.

Indiana Soldiers and Sailors Monument – Originally intended to honor Indiana’s Civil War veterans, it now commemorates the valor of Indiana’s military men and women in all wars prior to World War I. Located on Monument Circle in the geographic center of Indianapolis and the state of Indiana, this neoclassical structure is the largest Civil War monument in America dedicated to ordinary soldiers and sailors. Reaching 284 feet, 6 inches in height, the Indiana Soldiers and Sailors Monument is also the tallest monument in the U.S. that commemorates the Civil War. Also, when completed and formally dedicated in 1902, the Monument was the second, only to the Washington Monument, as the tallest monument of any kind in the United States. The cost to build the monument was \$598,318, and the estimated cost to build a similar structure today would be more than five hundred million dollars. The lower level of the monument houses the Colonel Eli Lilly Civil War Museum. The museum portrays Indiana’s contributions to the American Civil War, which saved the union from being separated into two nations, preserved states’ rights, and ended the institution of slavery. The Indiana Soldiers and Sailors Monument is only 15 feet shorter than the Statue of Liberty.

American Legion National Headquarters – The facility, which opened in 1950, is leased to the Legion for \$1 per year under the original agreement that brought the national Legion headquarters to Indianapolis. The facility is comprised of two auxiliary buildings, both of which were constructed from Indiana limestone (as were the War Memorial Building and Soldiers and Sailors Monument) in neoclassical style. The east building at Meridian and St. Clair, designated building B on the original plan, houses the Indiana Department of the American Legion, the American Legion Auxiliary, and the National Forty and Eight. The larger west building at Pennsylvania and St. Clair, building C, serves as the Legion’s national headquarters. The headquarters deals with the mail, archives and other internal administrative functions of the Legion; the lobbying efforts of the Legion are based in its Washington, D.C. office.



This full-size Cobra Attack Helicopter is featured in the North Hall section of the Indiana War Memorial Museum.

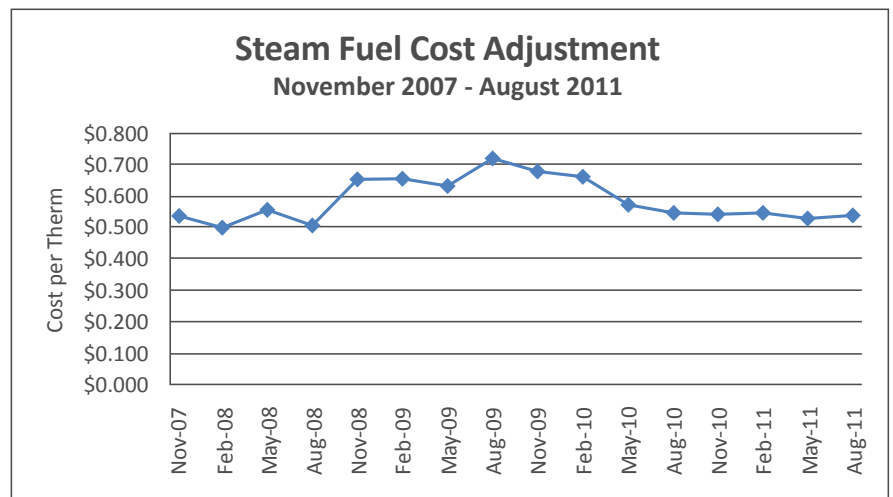
More Consistent Fuel Costs for Citizens’ Steam Customers

Since the closure of its Indianapolis Coke Manufacturing Plant in 2007, Citizens Energy Group has worked diligently to provide consistent fuel costs for its steam customers.

Citizens is now pleased to announce fuel costs have stabilized over the past year as a result of a series of developments. Before closing, the coke plant was a major supplier of the coke oven gas needed by Citizens’ Perry K Steam Plant to produce steam. (Steam is used for developing heat and hot water for large buildings and industries throughout downtown Indianapolis.) However, once the coke plant ceased operations, the steam plant had to start burning more coal and supplemental natural gas to produce steam.

“Since the steam plant’s coal-fired boilers had been used as back-up boilers to the coke oven gas boilers, some of the equipment was not prepared to operate at full load for periods of time,” said Bob Purdue, Citizens’ Director of Steam Operations. “Since 2007, Citizens has either replaced or upgraded some of the equipment on the coal-fired boilers, which allows them to run more consistently. In addition, Covanta Energy, which annually

supplies 45 percent of the steam to Citizens’ customers, performed some major upgrades to their 20-year-old equipment to help improve their reliability. The end result of these initiatives by both Citizens and Covanta is a more consistent fuel cost for Citizens’ customers.”



This Fuel Adjustment Cost graph helps illustrate how fuel costs have stabilized over the last year for Citizens’ steam customers.

Citizens Adds a Third School to its Community Business Partner Program

This coming Fall, Citizens will add Charity Dye Elementary School 27 to its community business partner program. Over the last nine years, Citizens Thermal has been privileged to serve as a community business partner for Schools 2 and 84 (also known as Schools 302 and 384) within the Indianapolis Public Schools district. As a community business partner, Citizens has helped the schools with festivities such as Career Day, Site Clean-up Day, and made donations to support their athletic and health programs.

Although Citizens will officially become a community business partner with School 27 in the fall, the company has already taken steps to provide support that will benefit the school's students and community neighbors. Citizens recently served as a "Funding Partner" through the KaBoom! challenge grant program, and provided a \$5,000 grant and voluntary manpower to help build a new playground for the school. (KaBoom! is a national non-profit organization dedicated to saving play for America's children. Their mission is to create play spaces through the participation and leadership of communities.)

"We were happy to be of help because the old equipment was similar to what a homeowner would have in their backyard," said Jeff Hansen, Citizens' Facilities Management. "Thanks to our volunteers, we were able to assist with unloading all of the new equipment; as well as sorting hardware and cutting wood for the playground equipment, outdoor classroom stage, hobby tables, picnic tables and several sitting benches."

School 27 is located at 545 E. 19th Street, and borders on Dr. Martin Luther King Jr. Park and the Landmark for Peace Memorial.

In addition, Hansen supports Schools 2 and 84 by serving on the Site Based Decision Making Board and the Community Council that helps guide both schools.

Schools 2 and 84 are also locations for the Center for Inquiry, which is an award winning K-8 Magnet Option School, focuses on inquiry-based learning, and is home of the first authorized International Baccalaureate (IB) Primary and Middle Years Programmes in Indiana. As in past years, Citizens recently provided employees to help judge the Center of Inquiry's Science Fair projects for grades 4 through 8.



Volunteer workers put the finishing touches on IPS School 27's new playground.

Coal Combustion By-Products Reuse Now Providing Environmental Benefits

Indiana coal is the primary fuel for generating steam at the Citizens Thermal Perry K facility, which provides steam for heat and hot water to many large buildings and industries throughout Downtown Indianapolis.

Except for municipal waste, coal is the most economical fuel available. Unlike alternative and more expensive fuels such as natural gas and oil, coal leaves behind bottom ash and fly ash after combustion. Citizens Thermal collects these by-products through a wet vacuum system and stores them in enclosed silos. In the past, these by-products were disposed in either an ash pond or at a regulated landfill. However, now, as a result of the ingenuity of Hoosier farmers and industry, and the oversight of environmental regulators, these by-products are beneficially reused.

The mineral rich bottom ash is mixed with Indiana native clay, sand, waste wood chips, and treated municipal sewage sludge. Various proportions of these ingredients are used to create different soil products that include “Golf Supreme”, “Turf Supreme”, “Landscape’s Dream”, and “Screened Topsoil”. These soils are sold all around Indiana to improve planting conditions and are used for landscape projects, property developments, and highway restoration projects. Over 6,000 tons of bottom ash has been turned into high grade top soil since the fall of 2010.

“Citizens Thermal is now using fly ash to stabilize wet waste from other industries at a local landfill,” said **Ann McIver**, Citizens’ Director of Environmental Stewardship. “The fly ash absorbs water in these wastes so that it can



be land filled in a manner that maintains landfill stability. Citizens has also successfully tested fly ash as an ingredient to produce cement. The fly ash delivers residual energy and valuable mineral content to the cement production. If the fly ash was not present, the cement kiln (oven) operator would have to add more limestone and coal to the process. Citizens is looking for opportunities to utilize the fly ash in cement kilns. Currently, Citizens beneficially reuses filter cake (a lime by-product from water softening) in the cement kiln.”

Furthermore, the beneficial reuse of bottom ash, fly ash and filter cake reduces the consumption of valuable natural resources and prolongs the life of landfills for materials that cannot be beneficially reused.

Employee Spotlight Article – Sarah Page

Environmental Coordinator

What is your favorite part of the job?

I enjoy the diversity of my job. I get to assist all of Citizens operating areas with environmental matters, while keeping up with new science and regulations in the ever changing environmental field. Needless to say, everyday is different.

How long have you worked at Citizens?

I’ve been with Citizens for two years.

What did you do before coming to Thermal?

I worked for the State of Indiana as an environmental manager for a military training facility in southern Indiana.

What are your hobbies outside of work?

I love to garden, and enjoy cooking with produce that I’ve grown. It is such a good feeling to make a meal that has been growing under my watch in my backyard. I look forward to trying my hand at canning this year.



Sarah Page

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