

CitizensThermalUpdate

A Division of Citizens Gas & Coke Utility

Spring, 2005 Volume 3, Issue 1

Cooler Capitol

CTE Expands Chilled Water Service to Capitol and State Library

Lawmakers and visitors to the Indiana State Capitol and adjacent State Library will be more comfortable this summer thanks to new chilled water service being provided by Citizens Thermal Energy.

Faced with expensive upgrades to chillers that had not been able to fully cool the Capitol Building, especially the Rotunda, government officials looked to Citizens Thermal for solutions.

"We were looking at having to rebuild the two chillers serving the Capitol Building and replace the rooftop chiller on the State Library. This would have been very expensive because it would have involved changing out the refrigerant to comply with environmental regulations. We also didn't have enough cooling capacity in the



The Indiana Statehouse will be cooler this summer thanks to new chilled water service from Citizens Thermal Energy.

Capitol Building. Utilizing additional chilled water service from Citizens Thermal was the most cost-effective way to add capacity and get us out of the chiller business," said John White, Director of Facility Management for the Indiana State Government Center.

Although tight state budgets made cost a big factor in choosing the chilled water expansion, it wasn't the only reason government officials chose additional service from CTE.

"We've received excellent steam and chilled water service from Citizens Thermal for the Government South and North Buildings. We've had no service problems with Citizens Thermal and our monthly invoices give us good information to help us manage our monthly energy costs," White added.

White concluded that the expanded chilled water service should also improve temperature

and humidity control throughout the Capitol and State Library, which is critical for not only comfort, but the storage of sensitive documents.

Expanding chilled water service to the Capitol and State Library added 2.5 million square feet to CTE's cooling load. CTE now provides steam and chilled water service to about 4.3 million square feet of space in the Capitol, State Library and State Government North and South buildings.

By utilizing CTE, state government also was able to eliminate three wells used as condensers, energy used to run the chillers, and water treatment for the chillers.

Expanding chilled water service to the Capitol and State Library not only involved heavy construction outside the buildings, but also extensive pipe installations in the tunnels below the government complex. Since these tunnels are heavily used

by state employees, keeping the project on time was critical.

"Getting the two 12-inch chilled water pipes from the existing system to the tie-in point in the Capitol building was no simple task. After exploring a half dozen or so possible routes, a route was chosen that involved installing the piping above a bank, a cafeteria, a loading dock and an emergency generator room just to name a few. As a result all work had to be performed at night to minimize the impact on the day-to-day operations of these areas," said Todd Fuller, Assistant Engineer - Chilled Water (CTE).

Fuller added that the project was smoothly completed ahead of schedule because of close coordination between Bill Valentine, Facilities Services Director for the Indiana Government Center, and the project's experienced general contractor, NewJac, Inc.



John White

New Chilled Water Plant To Accommodate Growth



Crews install a new chilled water line along Illinois Street near the location of a new chilled water plant to be built this spring by Citizens Thermal.

System Being Expanded Throughout Downtown

Citizens Thermal Energy will soon begin construction of a new chilled water plant at 821 N. Illinois Street to provide process cooling and air conditioning to new and expanding buildings in the Downtown Indianapolis area.

The new plant, which will initially have 4,000 tons of cooling capacity, is part of a more than \$7 million chilled water system expansion project that has been under way for the past several months in the Downtown area. The new cooling plant is needed to serve growth throughout Downtown, especially the new Clarian Clinical Laboratory Building and Indiana University Medical Information Sciences Building, which are both under construction on the northwest side of Downtown.

"Our central chilled water plant on West Street has been running near capacity in recent years. The new chilled water plant is part of our ongoing commitment to provide the reliable and effective energy infrastructure necessary to accommodate



Citizens Thermal recently installed new chilled water and steam lines to accommodate the new Conrad Hotel on Washington Street in the heart of Downtown Indianapolis. The Conrad Hotel will be one of only three of the hotel's luxury brand hotels located in the United States.

growth throughout the thriving Downtown area," said Bill Tracy, Vice President of Market Development for Citizens Gas & Coke Utility.

In addition to growth from the life sciences industry and the expanding Indiana University-Purdue University campus, Citizens Thermal recently expanded chilled water service for the Indiana Statehouse, the Indiana War Memorial and American Legion headquarters on North Meridian Street. Citizens Thermal also recently installed facilities that will eventually provide steam and chilled water for the new Conrad Hotel under construction on Washington Street.

"Facilities managers of new and expanding buildings throughout the Downtown area are finding that steam and chilled water service from Citizens Thermal Energy is a reliable and efficient way to heat and cool their facilities. Besides being cost-effective, using Citizens Thermal eliminates capital investments for energy equipment, reduces ongoing maintenance needs and permits customers to focus on their particular mission, rather than on being in the energy business," Tracy concluded.




The new Clarian Laboratory facility on 10th Street will utilize steam and chilled water service from Citizens Thermal.

Rate 2 Steam Bill Explanation

How to Read Your Rate 2 Citizens Thermal Energy Steam Bill

- 1 Your Customer Account Number, which uniquely identifies your steam service.
- 2 When your payment is due in our office.
- 3 Mailing address of your steam bill.
- 4 Address where steam service is located.
- 5 We billed you on this date.
- 6 Previous balance; payment received.
- 7 **Fuel Charge** is adjusted based on the prior year's cost of fuel for Citizens Thermal to produce steam.
Energy Charge is calculated on a fixed rate of \$.323 This Rate was last adjusted January 13, 1997.
Demand Charge is the maximum average steam demand for a thirty-minute period, measured in therms per hour. Steam Demands are charged at 100% for the month when set and no less than 75% for the preceding 11 months. Typically steam demands are set during the winter months on Monday mornings between the hours of 6am – 9am.
- 8 Account balance to date.
- 9 Number of therms delivered through your meter. (1) Therm equals 100,000 BTU's
- 10 Previous meter reading and date meter was read.
- 11 Current meter reading and date meter was read.
- 12 Number of the meter assigned to the address where service is located.
- 13 Next time your steam meter is scheduled to be read.
- 14 Please return this part of your bill with payment. Having this stub helps us process your payment more quickly and accurately.



a division of Citizens Gas & Coke Utility
P.O. Box 6231
Indianapolis, IN 46206-6231

<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> CUSTOMER 345678-111 </div> <div style="margin-top: 10px;"> STEAM CUSTOMER 123 ELM STREET INDIANAPOLIS IN 46204 </div> </div>	<div style="border: 1px solid black; padding: 5px;"> <div style="text-align: center; font-weight: bold;">STEAM</div> <div style="display: flex; justify-content: space-between;"> Date: 12/13/2005 </div> <div style="display: flex; justify-content: space-between;"> Due Date: 12/30/2005 </div> <div style="display: flex; justify-content: space-between;"> Terms: NET17 </div> <div style="margin-top: 5px;"> Citizens Contact: Sharon Connell (317) 261-8794 </div> </div>
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Previous Balance	Payments	Unpaid Balance	Current Charges	State Tax	Total Acct Balance
\$6,000.00	\$6,000.00	\$0.00	\$7,621.66	\$457.30	\$8,078.96


Customer NBR: 345678-111

REF NBR	DESCRIPTION	CHARGES																
	STEAM																	
	Service Address: 123 Elm Street INDIANAPOLIS IN 46204-																	
	Rate R2 Demand RATE SERVICE																	
	Next Reading Date 01/04/2005																	
	Billing Period from 11/07/2005 to 12/07/2005																	
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th>Meter Number</th> <th>Read Date</th> <th>From</th> <th>To</th> <th>Meter Previous</th> <th>Readings Present</th> <th>Billing Constant</th> <th>Therm Usage</th> </tr> <tr> <td>123456</td> <td>11/07</td> <td>12/07</td> <td>281800</td> <td>719314</td> <td>0.0128130</td> <td>5605.86</td> <td>5605.86</td> </tr> </table>	Meter Number	Read Date	From	To	Meter Previous	Readings Present	Billing Constant	Therm Usage	123456	11/07	12/07	281800	719314	0.0128130	5605.86	5605.86	
Meter Number	Read Date	From	To	Meter Previous	Readings Present	Billing Constant	Therm Usage											
123456	11/07	12/07	281800	719314	0.0128130	5605.86	5605.86											
	Adjustments	0.00																
	Total Billed Therms	5605.86																
	BILLING SUMMARY																	
	Fuel Charge:	5605.86 Therms x \$0.10551																
	Energy Charge:	5605.86 Therms x \$.323																
	Demand Charge:	50 x \$104.39																
		\$591.47 \$1,810.69 \$5,219.50																

PLEASE RETURN BOTTOM PORTION WITH YOUR PAYMENT

STEAM CUSTOMER NUMBER: 345678-111				
DUE DATE	AMOUNT DUE	LATE FEE AFTER DUE DATE	TOTAL AFTER DUE DATE	AMOUNT PAID
12/30/2005	\$8,078.96	\$228.86	\$8,307.82	\$

Please make payment to Citizens Thermal Energy.



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Seasonal Start-up Assistance Available

Citizens Thermal Energy (CTE) 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.

Citizens Thermal Energy will assist customers in this situation with the spring start-up of their system, if they so desire. The following is our recommended steps for bringing the chilled water cooling system back into service after the winter shut-down:

1. Drain the residual water from the building's cooling system.
2. Fill the system with clean city water and add a chemical-cleaning agent. *Citizens Thermal Energy would like to review your cleaning product data information to make sure that it is compatible with CTE water treatment chemicals before the system is cleaned.*
3. 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.
4. Check and clean air handler(s) and pump strainers before draining.
5. Drain the cleaning solution from the system and refill with clean city water.
6. Flush all coils, drains, and system blowdowns until the water flowing from the drain piping is clear.
7. Call the Citizens Thermal Energy Plant control room (317-236-6700) before opening the building system to CTE system. Open the isolation valves to re-connect the building to the Citizens Thermal Energy district cooling system.

Following this simple procedure will help insure 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.

For those building owners and operators that go through a seasonal shut-down, Citizens Thermal Energy will be happy to provide on-site assistance and chemical cleaning materials at no additional charge to the customer. We can add our expertise to the process and eliminate the need for purchasing your own cleaning chemicals.

If you have any questions, or would like to take advantage of this service, please do not hesitate to call us at 317-236-6700.

Employee Spotlight - Sharon Connell

One of the keys to keeping you and all of our customers happy is to provide the finest service possible. A big portion of that responsibility falls on the shoulders of Sharon Connell, Customer Service and Billing Representative. She answers customer calls for steam and chilled water, does steam billing, and directs steam system issues to the correct department. In her role, she works closely with the distribution and metering departments so the customers are well taken care of.

Sharon has 25 years experience in the steam business. She worked at IPL then came to Thermal in its inception. She loves talking with customers and getting familiar with their steam services. Sharon is looking forward to visiting her customers face to face in addition to over the phone. Away from work, Sharon likes working on her home, taking long walks, playing golf and traveling. She has a son who lives in Chicago whom she visits often.



Sharon Connell always strives to meet customers' needs.

Steam and Chilled Water Service Telephone Numbers

Dave Toombs,
Thermal General Manager,
317-927-4356 (office)
317-727-1342 (cell)

Jamie Dillard,
Assistant General Manager
317-927-4360 (office)

Sharon Connell,
Customer Service & Billing
Representative
317-261-8794

Toll Free Number - Customer Service & Billing
877-313-2467

Jeff Hansen, Facilities Manager
(Chilled Water Operations)
317-693-8704 (office)
317-695-2019 (cell)

Bob Purdue,
Plant Manager (Steam Operations)
317-693-8701 (office)
317-695-0512 (cell)

Bob Taber, Foreman,
Customer Service & Metering
317-693-8883 (office)
317-695-7924 (cell)

**Other telephone numbers:
Marketing - Steam and Chilled Water**

Bill Tracy, Vice President,
Market Development
317-927-4534 (office)

Bill Petty, Director,
Market Development
317-927-4742 (office)

Lane Dunagin,
Industrial Sales Consultant
317-927-4347 (office)
317-694-2776 (cell)

Steam and Chilled Water Service Emergency Contacts

In the event of a steam or chilled water emergency, Citizens Thermal Energy 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)

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