

Seasonal Shut Down/Startup of Steam Service

Spring is almost here and aside from thinking about warmer weather, you may want to think about shutting down your facility's steam service. Failing to properly shut down steam service can cause corrosion and ultimately may reduce the life of your steam system. When shutting down and starting service, Citizens Energy Group recommends the following steps be taken:

Shut Down Steps

- Always wear personal protective equipment (PPE) such as leather gloves, long sleeves and eye protection while working on or around steam systems.
- Shut off the steam isolation valve inside your building.
- Tag and lock the steam service valve in the closed position.
- Open all drain valves to remove condensate from the steam system.
- Open available vent line valves to promote system drainage.
- Tag all drain valves in the open position.

Startup Steps

- Traps and strainers should be checked for debris and cleaned prior to startup.
- Verify all drain valves are open.
- Remove lock and tag from the steam isolation valve.
- Crack open the steam isolation valve 1/8 turn from the fully closed position (valve should be manned throughout the 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.
- Drain valves can be partially closed once water is seen draining and fully closed when steam is observed exiting the drain line.



System Still Reliable Despite Steam Leak

On December 18, 2014, a steam leak occurred at the intersection of Illinois Street and Washington Street. The leak caused problems for both vehicles and pedestrians as IPD and IFD were forced to close lanes at Maryland Street, Illinois Street, Pennsylvania Street and Washington Streets. Citizens' thermal steam distribution employees responded and determined an immediate shutdown of a small portion of the steam system was required in order to fix the leak. Several customers on this steam line segment were notified of the outage. The system was isolated and repairs took about six hours.

Steam leaks like this one are very rare, happening less than once a year. When a leak does happen, however, Citizens responds immediately and to ensure the system is safe and reliable. Citizens greatly appreciates the patience of our customers and commuters during these repairs.



Citizens Completes Recent Upgrade to Chilled Water Infrastructure

Compared to some portions of Citizens' infrastructure which are more than 100-years-old, the Citizens Thermal Chilled Water System is still in relative infancy, with the oldest portions of the system at roughly the same age as the Colts All-Pro quarterback, Andrew Luck. Even though our city's chilled water piping network is in great shape, much like #12, it still needs off-season conditioning in order to perform its best.

One area of our system in need of attention was a set of 36-inch diameter valves in North Pennsylvania Street. This section of the system was installed in 1993 and it was determined the valves just to the north of Washington Street were no longer operable. As a result, a plan was developed to install two new valves. The valves function as a means to isolate portions of the system in case of a leak or for maintenance with minimal impact to customers.

Planning for this work began in 2012 when the condition of the existing valves was discovered. Work was originally scheduled to occur during winter of 2013/2014, but due to weather and other circumstances, the project was delayed until January 2015.

This particular system outage impacted 13 chilled water customers including hotels, restaurants, banks, condominiums, offices and a manufacturing facility. The outage began at 6:00 a.m. on Sunday, January 25 and the system was fully restored at around 10:00 a.m. on Monday the 26. The completion of this project will allow future maintenance activities to be performed with much less of an impact on our customers. Citizens thanks those impacted customers for their patience and cooperation during this outage.

Check Out the New Features Added to Our Website

Citizens Energy Group launched a new website last fall and we have already received positive feedback from many of you about its easy-to-use features like the personalized dashboard. As promised, we've continued to add self-service options and are excited to share them with you now!

- Historical Usage** – The Historical Usage page displays your natural gas and water consumption for the previous 24-months. Charts like the ones below help you better understand and manage your gas and water usage.
- Budget Billing** – You can now get an instant quote online and enroll in budget billing. Budget billing eliminates seasonal fluctuations in utility bills and allows you to pay the same amount each month. The budget amount is determined using the average bill amount over the past 13 months along with projected usage. You pay that amount each billing period regardless of the actual amount owed. Budget billing enrollment is open now.
- Payment Arrangements and Short-Term Extensions** – If you are having trouble paying your bill, payment arrangements and short-term extensions can now be requested online. You can see your payment arrangement amount, set your billing frequency and choose the date to start your payments. You will also be able to view your payment arrangement schedule once it's established.

Please note, these new features only impact gas, water and wastewater customers. Check out these new convenient options and much more by visiting CitizensEnergyGroup.com or scanning the QR code below.



Citizens Employees Volunteer to Restore Local Park

Nearly 300 Citizens Energy Group employees partnered with Indy Parks, the Indianapolis Parks Foundation, Marksmen Construction Services and Mitsch Design to restore Krannert Park during Citizens' seventh annual Sharing the Dream event in honor of Dr. Martin Luther King, Jr. Krannert Park is located on the west side of Indianapolis and offers water aerobics, swimming lessons, Zumba classes and more.

To prepare for Sharing the Dream, Marksmen Construction Services and Mitsch Design donated services upfront by installing a new ceiling in the park's main room and new flooring in the multipurpose room, weight room and the gymnasium. They also added a sound system and TVs to the weight room. During the event, Citizens employees spent time painting, cleaning and making the park a more inviting place. Nearly \$200,000 was donated to restore Krannert Park, which is double the budget of previous Sharing the Dream events.

"Hundreds of our employees give back to the community by volunteering their time outside of work to organizations of their choosing," said Carey Lykins, President and CEO of Citizens Energy Group. "Our annual Sharing the Dream event is unique because it gives our employees an opportunity to work together on a project that benefits the entire community."



Employee Spotlight – Bill Tracy



Bill Tracy

After 14 years at Citizens Energy Group, Bill Tracy, Senior Vice President and Chief Operation Officer, retired in December of 2014. Before coming to Citizens, Bill spent 33 years at Indianapolis Power & Light (IPL). At Citizens, Bill's favorite parts of his job were preparing future leaders, interacting with customers and helping Citizens prepare for change. Bill credits his career success to his coworkers who were willing to share their wisdom. "I had a terrific career that I owe to many wonderful people. It was quite a ride," said Bill.

Now that he is retired, Bill is excited about having more time to pursue his hobbies of photography, golf and reading. He is also looking forward to spending more time with his grandchildren by attending their events at school and watching them grow. Bill's Citizens family wishes him all the best during this next adventure!

Emergency Contact Information

In the event of an emergency, please call the following numbers. Both Control rooms are staffed 24 hours a day 7 days per week.

- Steam Control Room: 317-261-8804 or 317-261-8819
- Chilled Water Control Room: 317-236-6700

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)

David Stewart,
Marketing Sales Assistant
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

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