

Prepared to Lead



Harrisburg's public, private sectors coordinate efforts

THOSE OF US who live or work near a river know what it's like to experience a major flood. Just a few years ago, NRG Energy Center Harrisburg employees used a canoe to navigate the area around our plant when the rain kept coming. But we were prepared for that situation and "weathered" it well—we continued serving our customers without interruption.

It's a lesson well-learned: Preparedness training works. That's why we're pleased to be a part of a downtown Harrisburg working group that gathers several times a year to build relationships between the private and public sectors. The goal is to help all of us better respond and coordinate our efforts during a natural or manmade disaster.

In May 2013, the group conducted an

exercise on how to handle a cyber/social media attack, simulated with realistic challenges including the spreading of malicious misinformation, and local unrest. Bryan Gembusia, IT Security Consultant, led the session that included presentations by Dan Quinn, NRG Harrisburg's Plant Manager, and Art Kaplan, Project Manager, South Central Task Force Mass Evacuation. The Dauphin County Emergency Management Agency, South Central Task Force Incident Management Team and several local businesses also participated.

As shown through live demonstrations, such an attack could shut down Harrisburg and have a significant economic impact on the area—even if the attack lasted just for one day. The exercise was an excellent opportunity to discuss how such an attack can be avoided and how it could be handled if it ever occurs.

The working group also met in May 2012, when Dan Quinn walked participants through a scenario in which many participants would respond in the event of a steam line rupture caused by a City water leak. Dan provided extensive instructions for organizations that would be affected by the incident.

"It's never pleasant to think about disasters," says Dan, "but the fact is that we have to be ready for almost anything. This downtown working group has been a great way to establish rapport among everyone involved and help us understand each other's needs and challenges in an emergency. It may be tough to do, but the people of Harrisburg are better off for it. Kudos to everyone involved for stepping up to the plate and acknowledging the importance of these sessions."



Paxton Plant Now Even Cleaner, Greener

MOST OF YOU have heard of catalytic converters—likely as they relate to lowering greenhouse gas emissions from automobiles. But other types of catalytic converters are also used in power plant engines, jet engines and more.

In fact, we recently installed two oxidizing catalysts—similar to catalytic converters—at NRG Energy Center Paxton, a 12 megawatt (MW) cogeneration plant adjacent to our Bruce Mangione Steam Plant. Set in the exhaust streams of NRG Paxton's two 6 MW Cooper Bessemer diesel generators, the catalysts will reduce each engine's carbon monoxide emissions by 70%.

"These units will help NRG Energy Center Harrisburg become an even more environmentally responsible source of steam for central business district customers," says Bard Rupp, CEM, Plant Engineer/Project Manager at NRG Harrisburg.

In service since 1986, NRG Paxton not only supplies thermal energy to the Harrisburg steam system but also electricity for sale into the PJM regional power grid. Over the years, the NRG Paxton cogeneration plant has provided many thousands of pounds of steam and millions of BTUs of hot water to NRG Harrisburg, helping keep our customers' steam costs low.

NRG Paxton will serve as a peaking plant operated and maintained by NRG Harrisburg employees.

Existing equipment had to be removed before the new oxidizing catalysts were installed at the 12 MW NRG Energy Center Paxton cogeneration plant.



Check Out These Steam Startup Tips

FALL HAS ARRIVED and along with it, colder weather. That means that many of you are starting up your heating systems. Here are a few safety tips to ensure a smooth start of this year's steam service.

Check your steam supply valves to be sure they are open to the areas you want steam to go. The steam pipes have been off all summer, so there could be cold condensate (water) lying in the pipe. Open drain valves to remove water, then reclose drain valves. Open your steam supply valve to heat up the line slowly, pushing any remaining condensate out of the system. Once the system is hot, you may open the valve further.

Some banging might occur in the pipes as condensate is pushed out and the pipes

expand. If you experience loud banging that does not stop, you should reclose the steam valve. Recheck any lines by slowly cracking open the drain valves to remove any water, then reclosing the valves. Retry opening your steam supply valve; if banging persists, call NRG Energy Center Harrisburg at 717.234.4600 or your maintenance company to inspect the system and help turn it on.

During the heating season, an NRG Harrisburg employee (normally Dan Davis) will come to your home or facility to read the meter. For his safety, please ensure that he has a safe path to the meter and that items are not stacked in front of it.

One of our former meter readers, Ray Neidinger, has decided to hang up his hard



hat and retire. Please join us in wishing him a relaxing retirement.

If you have any questions about steam startup or metering, please contact us at 717.234.4600. We are ready to serve you.

Helping Kids With Cancer

Thank you, Children's Cancer Recovery Foundation

CANCER TOUCHES so many lives. Sometimes it's hard to know what to do to help. But NRG Energy Center Harrisburg is grateful that the Children's Cancer Recovery

Foundation has found a way to make a difference. They are helping kids with cancer smile by bringing them toys and games that take their minds off their treatment.

In fact, the Children's Cancer Recovery Foundation is the largest distributor of gifts to children with cancer in North America—and NRG Harrisburg is honored to be able to help.

For the past several years, NRG Harrisburg employees have collected and donated toys to support the foundation's efforts. Our employees also help sort the gifts collected and send them off to 200 different hospitals.

We always look forward to our toy drives and our time at the foundation's warehouse. It's just one way to help brighten the lives of children facing a very difficult time. For more information, visit www.childrenscancerrecovery.org



Courtesy Children's Cancer Recovery Foundation.

In March 2013, eight people from NRG Harrisburg volunteered at the Children's Cancer Recovery Foundation's warehouse to sort and distribute gifts for kids with cancer. Back row, from left to right: Joe McGovern, Dan Davis, Mike Elicker and Dan Quinn. Front row, from left to right: Wendy Kauffman (spouse), Tim Kauffman, Cindy Schmidt and Patty Smith.

Showing We Care

Dan Quinn



Louis Wegrzyniak and Dayton Holmes were two of nine NRG Harrisburg employees who freshened up Diakon Wilderness Center facilities.

Lending a hand at Daikon Wilderness Center

THE DIAKON WILDERNESS CENTER has long been a leader in helping at-risk children and youths in Pennsylvania stabilize their lives and get on track for success. Located in Boiling Springs, the center was established in the 1980s and offers a variety of treatment, service, and training and mentoring programs—including a 30-day "wilderness challenge" designed to promote personal growth.

On September 6, as part of the United Way of the Capital Region's (UWCR) Day of Caring, NRG Energy Center Harrisburg lent a hand to refurbish Diakon Wilderness Center's facilities.

Nine NRG Harrisburg volunteers—Patty Smith, Mike Elicker, Louis Wegrzyniak, Tim Kauffman, Stacy Elicker, Joe McGovern, Cindy Schmidt, Dayton Holmes and Dan Quinn—tackled tasks including marking trails, building

walls along the trails and painting benches and decks. Other Day of Caring volunteers at the center created a path next to the Alpine Tower and high ropes course and helped prepare for the upcoming 5K-trail race fundraiser.

Giving back to the community is one of our parent company's—NRG Energy, Inc.'s—corporate goals. Each year, more than 1,000 employees of the company and its subsidiaries across the nation perform volunteer work locally as part of NRG Global Giving Day.

Whether as part of that effort or Day of Caring activities, NRG Harrisburg employees regularly step forward to help out. "Building, painting, cleaning, landscaping—our crew pitches in on a variety of projects for different organizations each year," says Dan Quinn, NRG Harrisburg's econrg Coordinator and Plant Manager and UWCR Day of Caring committee member. "All of us look forward to these opportunities to make a difference."



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FROM THE GENERAL MANAGER

PUC Approves Steam Rate Increase



EARLIER THIS YEAR, NRG Energy Center Harrisburg filed with the Pennsylvania Public Utility Commission (PUC) for an increase in base steam rates. After several months of review, the PUC and customer

advocates approved the increase, which will go into effect this month. We work diligently to hold the line on our steam rates, and this increase was necessary because of an unavoidable rise in operational fixed costs.

Many of you are already aware that a steam bill has two components: fixed costs and fuel costs. The fixed component pays for equipment maintenance, new capital improvements, vehicles, chemicals, supplies, wages and other routine costs. The fuel component reflects NRG Harrisburg's direct wholesale cost of fuel and water—with no markup. If we pay \$5 million for fuel, for example, then we can only collect that same

amount from customers. This is audited annually by the PUC.

Historically, fuel costs have risen and fallen based on the world marketplace. That will continue to be the case.

It's different with fixed costs. Even though we pay more fixed costs every year, we have kept the fixed cost component of our customers' steam rate largely the same. In fact, there have only been two fixed rate increases in the past 25 years.

There have only been two fixed rate increases in the past 25 years—in 1996 and 2008.

Because NRG Harrisburg is a regulated company, we can't simply raise rates at our discretion. Instead, we must prepare and file a base rate case that is reviewed by the PUC and several advocate groups. After exchanging information, all parties settle on an equitable steam price. NRG Harrisburg

Supporting Our Parks

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NRG Energy Center Harrisburg recently donated \$1,000 to the Friends

of Wildwood and Wildwood Park. The organization funds Wildwood Park and The Benjamin Olewine III Nature Center, which are operated by Dauphin County. Thousands of visitors enjoy the park and nature center each year. Learn more at www.wildwoodlake.org.

recently completed this rate-setting process for the upcoming heating season.

The new rate has to last for several years. Therefore, you will be seeing a higher fixed rate this year, but it will not change for many years to come.

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