

## Hilton Harrisburg

### Serving Guests and the Community

STEVEN SPIELBERG stayed there last fall when his daughter was in the Pennsylvania National Horse Show. Dave Matthews makes reservations whenever he's got a gig in town. Presidential candidates, news anchors, beauty pageant contestants and other high-profile people have been guests as well—at the Hilton Harrisburg. This elegant property, an NRG Energy Center Harrisburg customer, is not only a favorite of tourists and convention-goers, but it's an active member of the downtown community too.

Located three blocks from the State Capitol and Harrisburg Riverfront Complex, the Hilton is the city's largest hotel. It hosts many of Harrisburg's major meetings and conferences, offering 341 guest rooms, more than 38,000 square feet of "column-free" meeting space and banquet seating for 950.

General Manager Joe Massaro has been with the Hilton Harrisburg for 21 years. Starting as Director of Catering, he also served as the Director of Sales and Hotel Manager before taking his current position six years ago.

Massaro has played a key role in putting the hotel on the map for its upscale offerings and excellent service. "We never stop training," he explains. Hilton Harrisburg employees receive frequent coaching and training to master what he calls "the art of customer

Hilton Harrisburg's on-site amenities include an indoor pool and fitness center, a self-service business center, plus four dining and entertainment venues, including The Golden Sheaf, the city's only Four Diamond restaurant.



Courtesy Hilton Harrisburg

service." New hires learn hospitality basics at a two-week orientation, and then return in 30 days to review and fill in any knowledge gaps. Sixty days later, they reconvene for additional in-depth service training. A special employee committee is also dedicated to ensuring guest needs are met.

To help build visitor traffic to the downtown area, Massaro works closely with both the Hershey Harrisburg Regional Visitors Bureau and the Harrisburg Downtown Improvement District. He has served on both organizations' boards of directors, including as president. The Hilton is also among the producers of Harrisburg's New Year's Eve celebration, with its midnight strawberry drop right at the hotel. "We're proud to be an integral part of what

happens in Harrisburg," Massaro says.

This year, the Hilton Harrisburg marks its 22nd anniversary. Over the years, the hotel has undergone several renovations, with guest rooms and other spaces set for remodeling later this year. Improvements have included energy-efficiency upgrades. Last year, energy-saving light fixtures were installed as well as an energy management system that turns off heating and air conditioning when not needed.

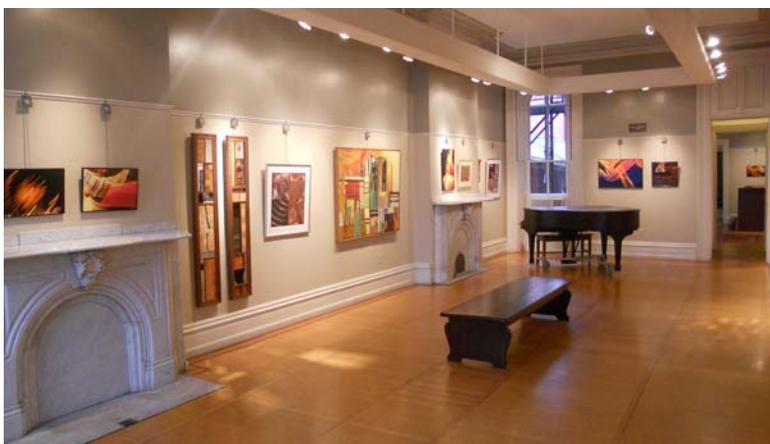
The hotel demonstrates wise energy use through its choice of district heating. Since it was built, the Hilton has received steam from NRG Harrisburg for heating, domestic hot water and laundry. We're proud to serve such an important fixture of our downtown hospitality scene.

## Art Association of Harrisburg: Promoting Visual Arts

WHETHER IT'S A masked ball in February, an artist seminar in April or a gallery walk in September, The Art Association of Harrisburg (AAH) fosters the visual arts and brings together artists and the Harrisburg community.

Chartered in 1926, AAH is the city's oldest cultural organization and has been housed in the city's historic Gov. Findlay mansion since 1964. The mansion was constructed in 1810 for the grandson of Harrisburg founder John Harris and has been home to Govs. William Findlay and Joseph Heister and other residents over the decades. The building is connected to NRG Energy Center Harrisburg's steam system.

Besides housing rotating art exhibits, the AAH gallery space is often used for weddings, small parties, receptions and other events.



Courtesy Art Association of Harrisburg

"We're a gathering place for artists and people who love art," explains AAH President and Chief Executive Officer Carrie Wissler-Thomas. With 800 members from Central Pennsylvania and across the country, the AAH showcases the works of new local, regional or national artists every five weeks. AAH inspires art students of all ages through on-site class offerings in several different artistic media.

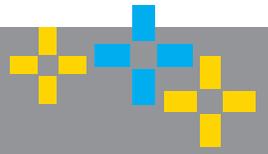
Each year, the association hosts an international juried exhibition and spearheads the fall Harrisburg Gallery Walk. It also helps artists find audiences for their creations by making pieces available for sale and also placing them in homes

and businesses. To pay for its projects and operations, the AAH raises funds with an annual masked ball and "Summer Soirees" hosted by board members and patrons in their homes.

Since she has worked in the Findlay mansion even longer than she has lived in each of her homes, Wissler-Thomas says she knows every square inch of it—and what it takes behind the scenes to keep it running. "We've always had excellent rapport with the folks at the NRG steam system," says Wissler-Thomas. "We know they're there for us if we have questions or need repairs. They've also supported our mission by serving as a program sponsor. NRG Harrisburg's Keith Li attends our receptions and presents prizes to the winning artists. Not all sponsors do that. This personal commitment from NRG Harrisburg means a lot to us and the arts community."

Wissler-Thomas, an artist herself, invites everyone to visit the gallery. "It's not intimidating, it's welcoming!" she emphasizes. "Admission is free, and we're open seven days a week. You just might fall in love with some of the art or sign up for a class and find out you can draw or throw pottery." NRG Harrisburg is pleased to support the arts community.

For more information on AAH, visit [www.artassocofhbg.com](http://www.artassocofhbg.com).



# Meet Lori Pritchett



ON ANY GIVEN DAY, Lori Pritchett might be providing information for NRG Energy Center Harrisburg customers, doing company payroll or helping management with special projects. In

short, Lori is an invaluable "jack of all trades." With NRG Harrisburg since 2001, Lori brings to her job 23 years of diverse business experience that has prepared her well for her current multitasking responsibilities. Before joining NRG Harrisburg, Lori handled

corporate billings for a health insurance company. She has also worked in the manufacturing, airline, retail, food service and banking industries. While her varied experience is invaluable, Lori also earned an Associate's Degree from Harrisburg Area Community College.

Lori began work at NRG Harrisburg as an accounting assistant. Now, as administrative assistant, her duties include steam and chilled-water billing, payables, payroll and end-of-month reconciliations as well as serving as the liaison between customers and our service or metering staff. "If customers have any billing questions or need a history of their usage, I'm the one who

handles that," she explains.

What Lori enjoys most about her job is her fellow employees at NRG Harrisburg. "There's a strong sense of teamwork here," she says. "People go out of their way to help each other, both personally and professionally."

Raised in the Harrisburg area, Lori and her firefighter husband have three children—two in college and one recent college graduate. She likes to spend time visiting her kids, playing with her dogs, reading, vacationing at the beach and working around the house. Her latest project? She and her husband are trying to adapt to life as empty nesters!



FROM THE GENERAL MANAGER

## Consolidation Project Update



ONE OF NRG ENERGY CENTER Harrisburg's key priorities is to maximize steam system efficiency. That's an ongoing task. As announced last year, our latest efficiency project

involves consolidating some of our underused steam lines. We are working with customers served by those lines to replace their steam service with independent, in-building boilers. This will help ensure the continued delivery of cost-effective steam service within our core service area. The first phase of this consolidation project is progressing in preparation for the 2012-2013 heating season.

NRG Harrisburg recently reached an agreement with the Pennsylvania Public Utility Commission, the Office of Consumer Advocate and several customers on a cost-sharing formula that will be used to determine how much NRG Harrisburg will contribute toward each customer's conversion.

Several customers on the steam lines initially selected for closure have already completed their conversions using the newly de-

finied cost-sharing formula; all other customers on those first-phase lines have plans underway to install new boilers in their respective properties. As a result of the new pipeline configuration—and the greater steam system efficiency it affords—steam system customers can already expect to see lower costs next winter.

The entire consolidation project will be completed over the next few years. Each summer, a new portion of the steam network will be chosen for closure. NRG Harrisburg

will work with affected customers to convert them to a new heating system before the next heating season begins.

We'll provide future project updates in this newsletter. In the meantime, please direct any questions you may have to Keith Li, 717.920.8261, Keith.Li@nrgenergy.com.

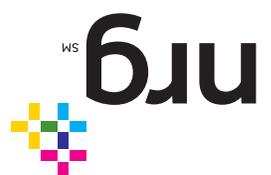
Jan Sockel, General Manager  
Jan.Sockel@nrgenergy.com

NRG Energy Center Harrisburg serves the core of downtown Pittsburgh and the Capitol Complex.



Courtesy: Hershey/Harrisburg Regional Visitors Bureau

NRG Energy Center Harrisburg LLC  
100 North 10th St.  
Harrisburg, PA 17101  
www.nrgthermal.com/harrisburg.htm  
717.234.4600  
harrisburginfo@nrgenergy.com



Energy Center  
Harrisburg