

Operations Personnel

An integral part of our system.

WHETHER IT'S THE FOURTH OF JULY, Thanksgiving Day or New Year's Eve, the operations crew at NRG Energy Center Harrisburg is on the job to ensure that customers receive reliable steam and chilled-water service.

The operations department is a significant part of our system reliability. Our crew is dedicated and highly trained to operate all three of our plants around the clock—the Bruce Mangione Steam Plant, the Paxton Creek Cogeneration Plant and the chilled-water plant.

Two operators are on duty at all times, carefully watching monitors and controls at each plant and handling customer calls and inquiries. The crews work 12-hour shifts on a schedule specially designed to optimize circadian rhythms. They're on duty for 2-1/2 12-hour days, then off for 2-1/2 days. Then they're on for 4-1/2 12-hour days and off for 4-1/2 days. One month they work the night shift and the next month, the day shift.

"We've carefully researched shift scheduling," says Dan Quinn, Plant Manager. "Getting the right schedule in place is vital to keeping our operators working at high-performance levels. The guys like it, and it becomes a natural way of life for them."

When operators first come on board, they receive extensive training and need to pass

stringent tests to move from one operating level to the next. It can take up to six months for new employees to reach the first level, as they must be well-versed in operating all three plants.

"These are complex, highly responsible jobs, and we hire the best people out there," says Dan. "They're up to the challenge, and we're proud of our crews. We couldn't do it without them!"



Photo: Dan Quinn

Senior Operator George Proch checks a boiler as part of his steam plant operation duties. It can take up to six months to train in a new operator.

Lead Operator Marks 20 Years on the Job

WHEN SHAWN FIEBIG completed his submarine tours in the U.S. Navy, he knew where he wanted to live: near Harrisburg. Shawn had lived in the area until he was 11 and still called it home.

He looked for a job where he could apply his submarine power plant experience, and landed at NRG Energy Center Harrisburg—where he's been for 20 years now. It's a good fit.

Currently serving as lead operator, Shawn still enjoys his job. "The work never gets old," says Shawn. "Although some tasks are routine, every day is different. There are always new challenges. And because we provide both steam and chilled water, we don't have a slow time of year."

Shawn oversees operation of all three plants, including vital water chemistry testing. He also handles administrative duties related to coordinating vacations and schedules and updating operating instructions. Plus he's in charge of training new operators.

"I think one of the most important qualifications someone can have for this job is a commitment to safety," he says. "It's something you learn fast aboard a submarine, and NRG Harrisburg is excellent when it comes to safety awareness and procedures. I appreciate that."

Shawn also likes the tight-knit community offered by his work at NRG Harrisburg, just as

he did in the Navy.

Shawn lives with his wife and two kids in Lebanon County and enjoys hunting, fishing and coaching Little League baseball.

Congratulations, Shawn, on 20 years of service!

Shawn Fiebig, Lead Operator



Photo: Dan Quinn

Steam Rate Update: Winter 2012-2013

Your steam bill this winter will be lower than it was last year. NRG Energy Center Harrisburg annually files a new Steam Cost Rate (SCR) for approval by the Pennsylvania Public Utility Commission. This year's approved fuel rate, before reconciliation adjustments, is \$10.08 per thousand pounds of steam (Mlb), a \$4.00 decrease from last year's rate of \$14.19 per Mlb.

The SCR is the fuel component of your bill; it changes based on NRG Harrisburg's cost of natural gas, oil and water. This cost is a direct pass-through to the customer with no markup. In addition, the PUC annually audits our fuel purchases and SCR billing to confirm that NRG Harrisburg is charging what the SCR tariff requires.

Your total steam bill is the sum of the fuel component (SCR) plus a fixed-cost component, which is also subject to approval by the PUC.

If you have any questions about steam rates, please contact Keith Li, 717.920.8261, keith.li@nrgenergy.com.

Reaching Out

OFFICIALLY FOUNDED IN 1845, Harrisburg Cemetery was named to the National Register of Historic Places in 1985. It is the final resting place for Civil War soldiers and many notable Harrisburg area citizens.

The 35-acre cemetery, located at 13th and Liberty streets, is under the care of the Harrisburg Cemetery Association, which is reaching out to other organizations to help maintain the property. This year eight employees from NRG Harrisburg helped plant trees and perennials, cut down overgrown areas, clean up the Civil War gravesites and hang new birdhouses made of recycled wood. NRG Harrisburg also helped out at the cemetery in 2011, when it planted 26 trees and removed two large storm-damaged trees, all in one day.

This year's effort was one of many employee-led efforts across the U.S. that are part of NRG Global Giving Day, now in its fifth year. This year alone, NRG Global Giving Day projects involved more than 1,000 employees. NRG Energy Center Harrisburg LLC is a wholly-owned subsidiary of NRG Thermal LLC, an NRG Energy Inc. company.



Photo: Dan Quinn

Mike Bostian and Cindy Schmidt were two of eight people from NRG Harrisburg who volunteered to help spruce up Harrisburg Cemetery for NRG's Global Giving Day.



FROM THE GENERAL MANAGER

Consolidation Project On Schedule



DURING ITS SEPTEMBER meeting, the Pennsylvania Public Utility Commission (PUC) approved NRG Harrisburg's filing for abandonment of several steam lines located in uptown Harrisburg. All affected customers had been previously notified of this action so they could take steps to replace their steam service with independent, in-building boilers.

After a year of negotiations among NRG Harrisburg, our customers, the Office of Consumer Advocate (OCA) and the PUC, an agreement was reached to have NRG Harrisburg share conversion costs, and most of the affected customers have installed new gas-fired boiler systems.

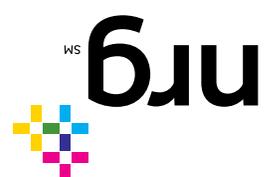
Consolidating underused steam lines will reduce steam losses and result in a more efficient system that benefits remaining customers. In addition to fuel savings from reduced losses, customers also benefit from reduced

maintenance costs.

NRG Harrisburg's consolidation program will continue as other high-loss steam lines are identified. Affected customers will be notified and offered the same conversion-sharing plan established as part of the recent OCA settlement. Please direct any questions you may have to Keith Li, 717.920.8261, Keith.Li@nrgenergy.com.

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