

Weathering the Storm

Steam, chilled water flow in spite of flood

HARRISBURG HAS HAD its wettest year ever, setting a new annual rainfall record with more of the year left to go. In spite of torrential rains and rising river waters, NRG Energy Center Harrisburg continued steam and chilled-water service to all of its customers.

Along with the rest of the city, we watched as the rainy aftermath of Tropical Storm Lee caused flooding in Pennsylvania in early September, with predictions that the Susquehanna River would swell to 29 feet in Harrisburg. Located on the banks of the Susquehanna, NRG Harrisburg was ready to respond, enacting the flood plan the company has had in place and updated annually since 1986.

In the days before the river crested, our employees prepared for what would be the worst flooding the city has seen since Hurricane Agnes in 1972. "According to plan, we rented extra dewatering pumps and removed all non-essential electric motors and electronic devices from low areas of the plant," says Plant Manager Dan Quinn. "We cleared out equipment



NRG Harrisburg's Rick Kessler and Josh Spotts used a canoe to deliver a flag with the new logo to the plant's front gate.

Photo Dan Quinn

and vehicles from our main garage and moved everything to higher ground, setting up remote parking and an alternate access to the plant. It was an intense but orderly process."

As the river rose—ultimately peaking at more than 25 feet—our front gate area and neighboring streets flooded, and water seeped into the plant basement and network tunnels. But with all hands on

deck, NRG Harrisburg kept the floodwaters at bay and the steam and chilled water flowing.

The year has been a challenging one for the Harrisburg area, but residents and businesses have pulled together during recovery efforts. NRG Harrisburg is honored to serve such a generous and resilient community

Delay Doesn't Deter Caring Crew

AS RAIN AND FLOODWATERS inundated the area, the United Way of the Capital Region (UWCR) was forced to cancel its annual Day of Caring, set this year for Sept. 9. The event mobilizes more than 1,500 volunteers to help nonprofits in three counties with scores of separate projects.

NRG Energy Center Harrisburg was not to be defeated by Mother Nature, howev-

er. NRG Harrisburg has been a regular Day of Caring participant and its employees were still determined to volunteer—this year at Keystone Human Services.

After a second date for the project was rained out, the third time was the charm as eight NRG staffers gave their time on Sept. 29 doing maintenance work on a housing unit that Keystone operates locally for people with special needs. Committed to creating an environment where all people can grow, be valued and contribute to society, Keystone has 500 such houses in three states. The home in Harrisburg currently has three residents supported by on-site staff 24 hours a day.

NRG Harrisburg employees rolled up their sleeves to put a new roof on the home's adjacent shed, give it a good cleaning and haul away the refuse. They also sanded and painted a porch railing, cleaned and waxed a wood floor and trimmed trees in the home's front yard.

The ability to make a difference through

projects like these is what motivates NRG Harrisburg employees to volunteer for the annual Day of Caring. "Every year we help out at a different location," explains Dan Quinn, NRG Harrisburg's econrg Coordinator and Plant Manager, as well as UWCR Day of Caring committee member. "Because we have mechanical and construction skills, we're able to help with some of the more complex projects that others might not be able to handle. Day of Caring has given us the chance to learn so much about many great organizations over the years. We may give of our time, but we get a lot in return."



Keystone provided the materials and NRG Harrisburg provided the labor to reroof a shed adjacent to a home for people with special needs.

Photo Dan Quinn



NRG Harrisburg's Day of Caring crew wasn't deterred by soggy conditions. From left to right are Dan Quinn, Eric Fedder, Mike Elicker, Rich Pugh, Cindy Schmidt, Tim Kauffman, Patty Smith and Joe McGovern.

Part of the Family: Rick Kessler

THE TV SHOW *FRIENDS* debuted in 1994, the same year Rick Kessler began work at Harrisburg's district heating plant. Now, *Friends* may be in reruns, but Rick is still going strong as a Mechanic and Welder for NRG Energy Center Harrisburg. He plays an important role in ensuring the reliable delivery of the company's steam and chilled-water services.

Each day can bring a different project for Rick, who handles jobs at NRG Harrisburg's three plants as well as the system's seven miles of steam pipe and 724 trench feet of chilled-water piping. His responsibilities include maintaining the distribution lines, replacing metal parts and doing repairs. Rick also is training to qualify as an operator, which will make him even more versatile.

After joining the company as a handyman, Rick progressed to mechanic and then became a welder in 2000. In addition to the variety in his job, he especially likes the people he works with. "I can't say enough about them," he explains. "When employees come to NRG Harrisburg, they tend not to leave. It's a great place to work. Some have been with the system for 25 years. It feels like an extended family here."

Rick has staying power on the job and is firmly rooted in the Harrisburg area. He grew up in the city and, though he worked

down south for a time, still lives here—just a few miles from the plant. Pennsylvania's change of seasons helped draw Rick back to the area. An outdoor enthusiast, he enjoys spending time with his two young daughters, hunting, and vacationing in the Outer Banks.



Photo: Dan Quinn



FROM THE GENERAL MANAGER

New Logo, Continued Community Commitment



THE DISTRICT HEATING and cooling system that serves the Harrisburg area has been wholly owned and operated by NRG Energy Center Harrisburg since 2000. As we near

the end of 2011 and look ahead to 2012, it is an especially exciting time to be a part of the NRG family. With this issue of our newsletter, we are introducing NRG's new logo, a symbol of NRG's commitment to offer the most innovative energy solutions to our customers.

Over the past few years, NRG has become a very different kind of energy company. While electric power

generation is the foundation of the company's business, it has added products and capabilities in clean energy technology, electric vehicle (EV) charging infrastructure and selling renewable power directly to customers.

NRG is leading the way in changing how people think about and use energy. Its retail brands—Reliant Energy and Green Mountain Energy Company—offer customers ways to leverage smart energy and power from renewable sources. It is building out the charging network so that EV drivers, through eVgo, have confidence they will not run out of power. It has also become the nation's leading developer of solar energy, building large solar fields in

the Southwest and installing solar panels on commercial rooftops and at schools and sports stadiums nationwide.

The company is committed to delivering more energy choices and cleaner energy solutions that enhance lives, improve businesses and communities, and build a sustainable future. NRG Harrisburg does this by providing reliable, energy-efficient district heating and cooling services; serving as an avenue for you to access NRG's many energy-saving technologies; and giving back to the community it serves.

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