

The Detroit Thermal VOICE

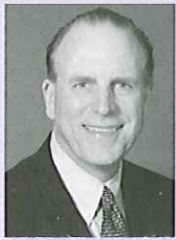
FALL 2009



DETROIT THERMAL, LLC IS A THERMAL VENTURES II, LP COMPANY

WELCOME

Progress and development begin with collaboration



Vic Koppang
President,
Detroit Thermal, LLC

I was privileged to attend the annual Detroit Regional Chamber of Commerce Mackinac Policy Conference in May. Not only did it give me an opportunity to meet with policymakers and business leaders from throughout our region, it also reinforced one of the principles that guide our business philosophy: Collaboration is a key to success.

Our business depends to a large extent on the health of other businesses in our service area. Our growth is affected by the development, construction or renovation of facilities throughout the downtown area.

We also know that in these difficult economic times, no organization – be it public or private – can make a difference on its own. I agree with Edsel Ford II, who told conference attendees that we need to break out of “stubborn silos” to recreate our region. The message was reinforced by Mary Sue Coleman, president of the University of Michigan, who stressed that “collaboration is critical.”

At Detroit Thermal we know that the
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From left: Detroit Thermal Distribution Manager Paul Razo and President Vic Koppang accept awards on behalf of the company from Robert P. Thornton at the 100th annual conference of the International District Energy Association.

Detroit Thermal wins national recognition at energy conference

Detroit Thermal's emphasis on growth and retention is drawing national attention, as evidenced by the two North American Bronze Awards the company received at the 100th Annual Conference of the International District Energy Association.

More than 700 people from 15 countries attended the event, which was held this summer in Crystal City, Va./Washington, D.C.

In presenting the awards, Robert P. Thornton, association president, cited Detroit Thermal's outstanding achievements in 2008. The first

award recognized the large increase in the number of square feet committed; the second was based on the number of new buildings committed to the Detroit Thermal system. These commitments – more than three million square feet in nine buildings – were signed last year but extend well into the future.

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CUSTOMER NEWS

Two Thermal customers win "Building of the Year"

You already know Oscar, Emmy and Tony. Now meet TOBY.

TOBY is another important award given by members of an industry in recognition of outstanding quality in that field. Two Detroit Thermal customers recently received The Office Building of the Year (TOBY) awards for 2008-2009 from the Building Owners and Managers Association of Metropolitan Detroit.

The Patrick V. McNamara Federal Building, located at 477 Michigan Ave., received the TOBY in the Government Building category. The building – which has 27 floors – was built in 1976; it is owned and operated by the U.S. General Services Administration.

One Detroit Center, at 500 Woodward Ave., won the TOBY award in the 500,000-one million square feet category. The 43-story tower, which was completed in 1993, is the tallest office building in Michigan and the second-tallest building of any kind in the state (at 70 stories, the Renaissance Center is taller). One Detroit Center is owned by 500 Woodward, LLC, and operated by Portfolio Property Management of Michigan, LLC.

TOBY awards recognize excellence in office building management and operations. According to the Building Owners and Managers Association, all facets of a building's operations are evaluated during the judging process, including energy management systems.

Congratulations to the owners and operators of the McNamara Building and One Detroit Center on receiving these prestigious awards. ■



One Detroit Center.

Detroit Thermal wins national recognition at energy conference

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REWARDS RECOGNIZE TEAM EFFORT

"I am very proud of our whole staff," said Vic Koppang, president of Detroit Thermal, LLC. "These awards are a tribute to their dedication to growth and retention. The awards also reflect the confidence our customers have in our company and in our company's future."

The conference theme, "Local Energy, Global Solution," focused on the important role that district energy systems – such as Detroit Thermal – play in addressing national and international energy

issues. District energy is universally recognized as an efficient, environmentally responsible method of heating and cooling buildings. U.S. Commerce Secretary Gary Locke told conference attendees that district energy technology is a key method of optimizing U.S. energy efficiency.

DISTRICT ENERGY USE INCREASING

According to data submitted by members and aggregated by the International District Energy Association (IDEA), the industry is experiencing accelerated growth.

From 1990 to 2000, district energy use grew by nearly 197 million square feet. Between 2000 and the end of 2008, roughly 372 million square feet of space was committed to district energy use.

Founded in 1909, IDEA now has more than 1,200 members from 25 countries. The core mission of the association is to support the growth and utilization of district energy as a means of conserving fuel and increasing energy efficiency to improve the global environment. ■

Progress and development begin with collaboration

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success of our business is closely tied to the health of southeastern Michigan, and particularly the health of downtown Detroit. That's one of the reasons that we actively participate in groups such as the Chamber, the Detroit Entertainment

District Association and an array of local charitable organizations.

We cannot change the business dynamic of our region, but we can work with others to make a difference. We can and do support

many groups that are seeking to build a dynamic new future for downtown Detroit. ■


Vic Koppang
President, Detroit Thermal, LLC

EFFICIENCY

Early-season maintenance helps avoid problems, cut costs

Giving your steam system some extra attention early in the heating season can pay off when the extreme cold weather settles in. Catching problems and making adjustments early will help avoid bigger problems and reduce energy costs.

In fact, preventive maintenance should begin even before the steam system is fully up and running.

"If you had a problem in the spring when you turned off the system, it is going to be there in the fall when the steam goes back on," said Tom Munro, Detroit Thermal supervisor of steam metering and service. "It's easy to forget about issues that arose at the end of the heating season, but it's crucial to get them taken care of before the worst of the winter places strong demands on your system."

SYSTEM CHECKLIST

Even if no problems existed, Munro recommends a series of actions that will help ensure a trouble-free heating season.

- Check traps – "As soon as the system is turned on, make sure all the traps are working properly," Munro said. If the line downstream from a trap is steam-hot, the trap is not working properly. A heat gun aimed at the outlet of a trap should read between 120 and 130 degrees.
- Check controls – Make sure the thermostat shows the correct temperature and is properly calibrated.
- Check the pressure regulator – Steam should enter a trap at a pressure of 15 psi. If the pressure regulator is not working and steam enters the trap at a higher pressure, it will blow through the trap and into the condensate return system.

- Remove items from tops of radiators – "Sometimes, people use the radiators as shelves during the summer and pile things on top of them. Make sure they are all free and clear," Munro said.
- Clean air filters – If your system includes air-handling units, make sure the air filters in them are clean.

BUILDING CHECKLIST

- Seal leaks – Leaks around windows and doors are a major source of heat loss. That drives up steam consumption – and bills.
- Check air seals on top, bottom and sides of revolving doors. Cracked or worn seals let a lot of cold air in and warm air out.

"Broken traps, malfunctioning controls and leaks are big energy hogs," Munro explained. "Catch them early, make the repairs and enjoy a comfortable, efficient heating season." ■

MAKE RESTART APPOINTMENT NOW

Customers who took advantage of Detroit Thermal's seasonal shutdown-restart service in the spring should call 313.963.3844 now to schedule a restart visit. A steam service representative will visit your facility, turn on the steam and read the meter. Customers who participate in the service are not charged for any steam that may have registered on the meter during the shutdown period.

UPDATE

CLEARER BILLS = BETTER SERVICE

Detroit Thermal customers recently began receiving bills in a new, easier-to-read format. "We have initiated a new billing system that allows us to provide statements in a more timely, easier-to-follow format," said Richard Dilley, Detroit Thermal controller.

The new system gives Detroit Thermal personnel an opportunity to review the bills before they are distributed to customers.

"By checking charges against historic data and current heating and cooling degree days, we can identify usages that are out of line. That may help identify problems in a customer's system before they develop into major difficulties," Dilley said.

BARR JOINS DETROIT THERMAL



Scott Barr has joined Detroit Thermal as senior account executive. Barr comes to the company with five years of experience in sales, marketing and corporate image consulting in the

chemical, graphics and construction industries. Previously, he served as territory manager for Occidental Chemical Corporation handling sales in Michigan, Ohio and Indiana.

"I am pleased to be part of the Detroit Thermal team," Barr said. "I am excited about the long-term prospects of the company and the important contribution it can make to the redevelopment of downtown Detroit."

Barr lives with his wife and four children in Troy.

SIMPSON MOVES TO CUSTOMER SERVICE

Kathy Simpson has been appointed Executive Assistant/Customer Service. Simpson has served Detroit Thermal as an accounting specialist since she joined the company in August 2006. She has approximately 15 years of accounting experience. In her new position Simpson serves as a liaison to customers, helping them stay abreast of company developments and assisting in resolving billing and other issues.

COMMUNITY



Construction begins at RIM

Construction began in August on a new pipe installation that will connect the Rehabilitation Institute of Michigan to a large underground line that feeds steam to other Detroit Medical Center facilities. The project is part of the new \$80 million, ten-year contract The DMC recently signed with Detroit Thermal. About 350 feet of pipe will run from the feeder line into the building.

Giant display livens up downtown gateway

The bright lights of a giant video board are adding excitement to Detroit's entertainment district – and at the same time conveying important messages to the public.

The huge (14 ft. X 48 ft.) electronic sign on the east wall of the Music Hall Center for the Performing Arts greets area visitors with an ever-changing series of visuals and music.

"It is a very Times Square-ish gateway to the district," said Amy Grambeau, manager of corporate sponsorship and marketing for the Music Hall.

One of the sign's messages features a series of footprints running across the screen and urges viewers to "reduce your carbon footprint" by using Detroit Thermal district energy. Detroit Thermal is one of 10 organizations

using the sign to convey its message and support the Music Hall.

"The sign is an innovative way to help raise funds for the Music Hall, which is a not-for-profit performing arts organization," Grambeau said. "We are grateful to Detroit Thermal and other businesses that are actively supporting the arts and entertainment in Detroit in these difficult times." ■

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