

Citizens Energy Group Commitment to Sustainability Indianapolis, Indiana





Commitment to Sustainability



Environment

- Demonstrating Conservation and Stewardship of Natural Resources
- Implementing Projects to Support Beneficial Reuse of Byproducts
- Developing Future Supplies in an Environmentally Conscious Manner



Business

- Delivering Unparalleled Customer Service
- Seeking Innovative Solutions to Tomorrow's Problems
- Committing to Operational Excellence
- Ensuring Safe & Reliable Utility Services
- Establishing Competitive Rates and Costs for Utility Services



Community

- Contributing to Improved Quality of Life
- Supporting Creation of Safe Neighborhoods
- Providing Consumer Education on Conservation and Wise Use of Resources
- Promoting Economic Development in the Communities We Serve



Commitment to the Environment

Support for Community Clean Up Events

- White River Clean-Up
- 2016 Zionsville Creek Fest
- 2016 Geist R Clean-Up

Education & Outreach

- JCC Community Earth Day
- Earth Day Indiana

Host site for solar energy at Belmont and LNG North

DigIndy and STEP program addresses water quality impairment



DIG  INDY



Commitment to our Business



National Environmental Achievement Award Winning Projects

- Southport AWT plant capacity expansion
- Combined Sewer Overflow Public Education



Capital improvement projects at the T.W. Moses and Fall Creek

- Enhance recycling of supernatant from residuals process
- Over the 12-month period ending in June 2016, these projects resulted in the recovery of 48 million gallons of water



Commitment to our Business

- Energy Efficiency studies at Water have identified projects that will save energy as well as lower incidents of water main breaks in the future
- Energy Efficiency studies at Wastewater are identifying projects that have good potential for reducing energy use at Belmont
- Energy Efficiency studies have been completed in Thermal plants

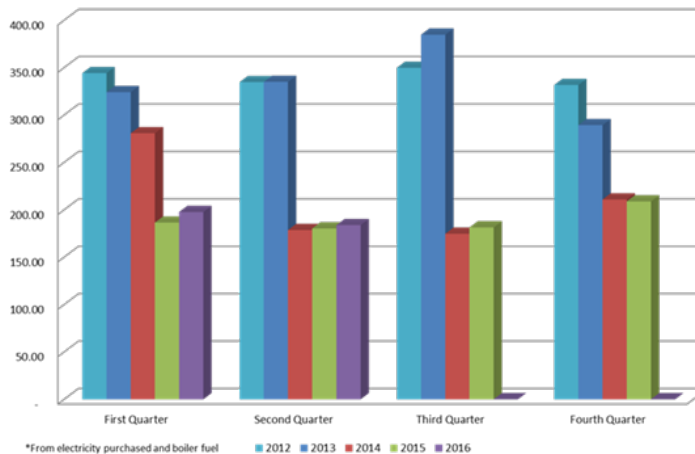




Commitment to our Business



Perry K CO₂e Tons of CO₂e per Decatherm Steam Output*
Comparison by Quarter



*From electricity purchased and boiler fuel combustion

■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016

- With the gas conversion, Perry K
 - has reduced emissions of greenhouse gases by approximately 30%
 - has reduced purchased electricity consumption to historic lows and
 - is often sending more electricity out than is being purchased
- Steam from Covanta is produced with municipal solid waste, considered a renewable energy resource
 - Provides 50% of the of the steam delivered to district steam customers
 - Provides energy for approximately 50% of the chilled water capacity in the district system



Commitment to our Business

Citizens' Partnership for Excellence in Research & Learning

- Encourage graduating students to remain in Indiana and the Indianapolis area after graduation to fulfill the workforce needs of Citizens and its supporting businesses;
- Create more professional development opportunities for students as emerging talent and future business leaders; and
- Create an improved exchange of industry and collegiate data that will better address research, technology, and industry challenges - ultimately resulting in more valuable, efficient, and sustainable business and community solutions.



Sponsored by



Leveraging *PERL* for Sustainability

- Energy efficiency project at TW Moses treatment plant
- Electricity generation from moving water in pipes, at dams, and from steam pressure equipment
- Internal water reuse and reduction of discharges
- Beneficial Reuse of process byproducts

Commitment to Sustainability

CLASS encourages innovative thinking about our businesses to achieve positive results



- Innovation achieves benefits that align with Sustainability
 - ✓ Process efficiencies that reduce operating costs
 - ✓ Improvements to the natural environment
 - ✓ Enhanced connections to our community





Commitment to the Community



Five Cities Plus Conference Proceeds Support Non-profits

- \$12,000 donation to Indianapolis Zoo
- \$12,000 donation to Keep Indianapolis Beautiful (KIB)

Partnership with White River Alliance included role as presenting sponsor for the 2016 Stewardship Celebration and supporter of their Clear Choices campaign

10,000 Trees program in partnership with City of Indianapolis and KIB will enhance storm water retention and rebuild the tree canopy in Indianapolis





10 thousand
TREES

To help keep Indy's Waterways Clean!

Citizens Energy Group, in partnership with Keep Indianapolis Beautiful and the City of Indianapolis



Commitment to the Community

The Children's Museum ScienceWorks Exhibit

- Citizens supporting nearly 11,000 square foot permanent exhibit space in the watershed area
- Highlights to visitors the complexity of providing something as simple as drinking clean water
- Demonstrates the interactive work of hydrologists, chemists, engineers, and scientists through hands-on interactive and interpretative programs creating fun ways for families to learn
- Sponsorship supporting free field trips for more than 17,500 school children to experience the wonders of science



PERL



Commitment to the Community

Celebrate Earth Day Every Day at
Citizens Energy Group



Fostering an Employee Commitment to Sustainability

iTrust site established to support information sharing on
sustainability program implementation

Earth Day tips provided to employees reinforce
connections between individual choices and
environmental impacts

Earth Day Every Day in April
“Environmental Tip of the Day”

Participation in events to support community
engagement



Commitment to the Community

Fostering an Employee Commitment to Sustainability

Sustainability Advisory Committee provides collaboration across Citizens' operations and functional areas:

- Supports generative discussions
- Brings diverse experiences and ideas
- Allows for learning and knowledge transfer

Volunteer opportunities at community events

- Clean-up events along White River, Eagle Creek, and Geist Reservoir
- Earth Day Indiana and JCC Community Earth Day



QUESTIONS?