

# in the Loop

## Through the Looking Glass: Customer Information Now Online

A new door has opened at Hartford Steam: Customers now have an online portal that increases their access to valuable information about their steam and chilled-water service and helps them further increase their operating efficiencies.

Data is now at their fingertips, thanks to a program that rolled out in November 2010. We started by providing our customers with real-time plant operating data related to steam pressures and chilled-water temperatures at various locations throughout the system. Customers use the data to adjust their own building operations for optimal tenant comfort, particularly during periods of extreme hot or cold weather. It also helps our customers more quickly identify

**Customer Steam and Chilled-Water information available here:**  
<http://client.hartfordsteam.com>

malfuncions if they observe a difference between what our system is providing and

what they are experiencing in their facilities.

While this was a beginning, customers indicated they would appreciate information specific to their buildings as well. So we developed a program that allows us to share customer data through a secure Web site portal. That feature debuted in October 2011.

Now customers can log in through our Web site and select from a series of energy-related building charts, including steam usage, chilled-water usage, degree-days, consumption per degree-day and more. Data is available for the prior three years and can be viewed in both chart and table form. The data refreshes at the end of each business day, providing customers with timely information. Data also can be downloaded into an Excel spreadsheet for further analysis.

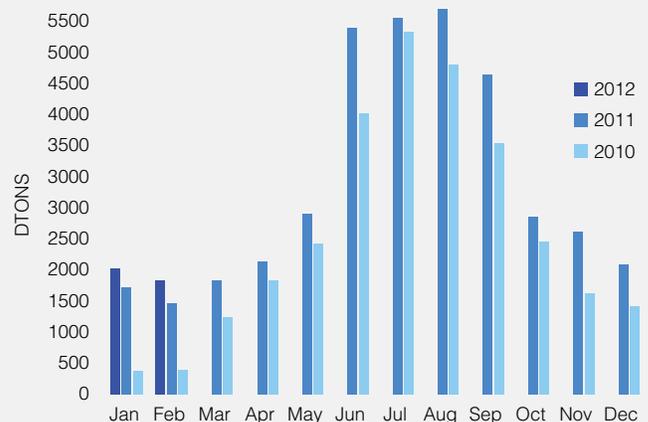
Nearly six months after the program's launch, customer feedback continues to be positive. We regularly receive comments such as "very helpful," "very useful for historic trending on how our building has used energy," and "providing a good base to increase building efficiency."

The program's newest phase, which will be launched shortly, provides our customers with electronic access to PDF files of their current and past invoices. Customers can log in, select the invoice they would like to view and download the PDF(s).

We're excited about these developments and thank our customers who helped pave the way by letting us know what information would be the most helpful to them. Our thanks

*(continued on page 3)*

### Chilled Water Consumption (DTONS)



**This sample screen from Hartford Steam's customer Web portal shows the type of chilled-water consumption information customers may access any time of day or night.**

# Old State House: Engaging Citizens Since 1796

Courtesy Connecticut Public Affairs Network.



Built in 1796 in the Federal style, Connecticut's Old State House was the first state capitol building erected in the U. S. after the U. S. Constitution was signed.

The Old State House in downtown Hartford has been a gathering place for citizens for more than 200 years – and is still very much “the people’s house” today. The building, a Hartford Steam Co. customer, offers visitors an exciting look at Connecticut’s past and the chance to participate in a full roster of ongoing civic and cultural activities.

Tours showcase the building’s restored legislative chambers, executive branch offices and courtroom. Permanent attractions include, for example, the 6,800-square-foot multimedia exhibit *History Is All Around Us*, which traces 300 years of Hartford’s history. The Joseph Steward Museum of Oddities

and *Curiosities* features a re-creation of an original natural history displays and curiosities – including a two-headed calf – that occupied the building from 1797 until 1808.

School groups can partake of many educational programs offered at the Old State House. “Knowledge of history is an important step toward good citizenship,” points out Sally Whipple, director of the Old State House for the Connecticut Public Affairs Network (CPAN). A Hartford-based nonprofit organization, CPAN develops civics education and outreach initiatives for a variety of audiences. It now manages the Old State House for the Connecticut General Assembly, who in 2008 signed a 99-year lease with the city to operate the building.

Besides touring the historic building and its exhibits, teachers can select from a variety of school programs that meet their curriculum needs. These include interactive programs that enable students to explore the three branches of government, Connecticut’s role in the Civil War, the Amistad incident, and more.

The Old State House also co-sponsors “History Day in Connecticut” with the Connecticut Historical Society and the Connecticut Humanities Council. Each year, around 1,000 middle and high school students submit historical research projects as part of Connecticut’s History Day, an affiliate of National History Day.

## FIVE REASONS TO VISIT THE OLD STATE HOUSE

1. You haven’t stopped in since your grade school field trip.
2. Mark Twain’s own big-wheel bicycle is on display.
3. Former Gov. Lowell Weicker Jr., who founded A Connecticut Party, established the state income tax and served on the Watergate Committee as a U.S. senator, will be the lunchtime lecture speaker on June 12.
4. In the summer, you can pick up some fresh Connecticut-grown fruits and vegetables from the farmer’s market on your way home from work.
5. Where else can you see an alligator in downtown Hartford?



Actors in period costumes bring history alive at the Old State House.

Whipple and her staff of six coordinate the educational events as well as outdoor summer concerts, monthly lunchtime lectures and the state’s oldest farmer’s market (dating to 1643), held at the Old State House. “We believe in what we do and are working hard to serve the community even more effectively,” she explains. “Our mission is to reawaken civic engagement and to teach citizenship not just from the standpoint of the past but also for today and tomorrow.”

The Old State House has been a Hartford Steam Co. district heating customer since 1984, and it began receiving our chilled-water service in 1993. We’re proud to serving such a living piece of Hartford history!

For more information on what the Old State House has to offer, visit [www.ctosh.org](http://www.ctosh.org) or call (860) 522-6766.

## CENTERPIECE OF CONNECTICUT HISTORY

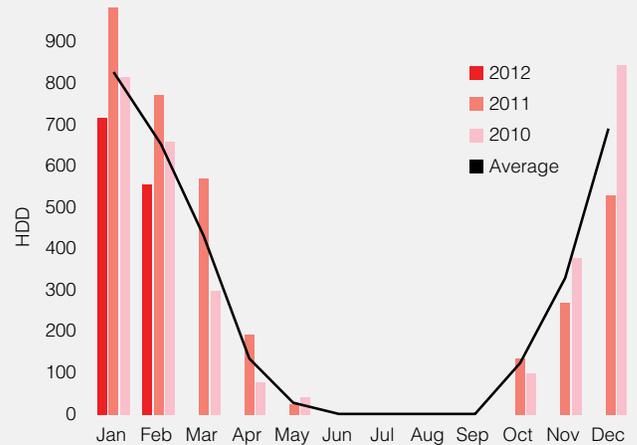
Connecticut’s Old State House is one of the oldest remaining state houses in the country. Early Americans forged new ideas of freedom in this brick-and-brownstone landmark after gaining independence from England. Completed in 1796, it served as an early Connecticut state capitol from 1797 to 1873 (a second capitol building stood in New Haven and for many years state government held odd-year sessions there and even year sessions in Hartford). The Old State House was replaced soon after by the current capitol building and became Hartford’s City Hall until 1915. The Old State House was declared a National Historic Landmark in 1960.

*(Customer information article continued from page 1)*

to our project team, too, who integrated complex algorithms from our accounting, metering and plant operations programs and enabled the information to “come alive” for our steam and chilled-water users.

Our goal is to provide customers with the information they need when they need it. Please let us know what you think! Contact Diane Wojcik, [dianewojcik@hartfordsteam.com](mailto:dianewojcik@hartfordsteam.com), direct phone (860) 548-7357, or cell (860) 205-4093.

### Heating Degree Days (HDD)



This sample screen graphs the monthly heating degree-days since 2010. Customers will find this type of information and more also available in tabular format for download via the customer Web portal.

Check out our steam and chilled-water operating data at [www.hartfordsteam.com/data.htm](http://www.hartfordsteam.com/data.htm)

## Warm Weather = Chilled Water

This winter’s unseasonably warm weather has meant an early beginning to the air-conditioning season. To make sure your building’s chilled-water system is ready, visit [www.hartfordsteam.com/seasonal.htm](http://www.hartfordsteam.com/seasonal.htm) to review our “Preparing for Summer” checklist.

If you have not yet started up chilled-water service for the year, please contact Diane at (860) 548-7357, [dianewojcik@hartfordsteam.com](mailto:dianewojcik@hartfordsteam.com). She will arrange to turn on your chilled-water meters and open your primary chilled-water valves.

Also, if you do not use steam during the summer months, let us know if you would like us to secure the primary steam valve.

# Meet Filiberto Diaz

Filiberto Diaz has been operating boilers – and keeping them in first-class working order – at The Hartford Steam Co. for six years. As a plant technician 1, he is part of the operations and maintenance team that ensures the reliable delivery of steam to customers 24/7.

Being a part of the team is, in fact, one of the aspects of his job that Filiberto likes best. “We have a good group of employees here. Everyone works together for the benefit of our customers,” he explains.

He also enjoys the variety of his day-to-day work: “Each day is different, and I like that I can keep learning new skills.” A certified boiler operator, he is currently receiving training on chiller operation.

When Filiberto first came to Hartford Steam, he was working for a temporary agency – but he did such a great job that he was hired permanently. Previously, he was employed by Custom Recycling Inc. of New Haven, a wood pallet recycler, repairer and remanufacturer.



Originally from Puerto Rico 20 years ago, Filiberto says he loves living in the U.S. and has a lot of family here. Married with children, he says, “Time off is family time,” which often includes going to movies or the amusement park. “But being together is the most important. It really doesn’t matter what we do.”

Hartford Steam is pleased to have Filiberto as part of our district energy family too!

***Hartford Steam: Serving downtown Hartford for 50 years.***

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