

in the Loop

Hartford 21: Mixed use is prescription for success

There's no question the economy has seen plenty of ups and downs since 2006. But in spite of it all, Hartford 21 – a Hartford Steam customer – has proved to be a shining star on the real estate scene in downtown Hartford.

With a prime location at Asylum and Trumbull streets, Hartford 21 offers a solid mix of commercial, residential and retail space. Northland Investment had owned and managed the 961,000-square-foot property since it opened in 2006 and continues to add new tenants.

In fact, Hartford 21 is now home to the downtown branch of TD Bank, which occupies 12,500 square feet of space on the main level. A striking two-story atrium features the bank's retail space, with adjacent administrative offices fully built out to suit the bank's needs.

Although the University of St. Joseph's School of Pharmacy has been a Hartford 21 tenant since 2010, it recently expanded and now occupies a total of 52,000 square feet. With easy access to transportation, two sky bridges and other amenities, the state-of-the-art facility is drawing even more students than anticipated, which is great for the school as well as downtown.

"2012 was a good year for Hartford 21," says Chris Burns, general manager at Hartford 21. "It's been wonderful to welcome the bank and expand St. Joe's School of Pharmacy.



Courtesy Hartford 21.

Hartford 21, a Hartford Steam customer, is a retail and residential complex conveniently located in the heart of the city at Asylum and Trumbull streets.

Together with the YMCA they are our anchor tenants. The bank and the Y are convenient for residents and the flow of students in and out of the building provides great traffic for our retail businesses."

Hartford 21 has 159,000 square feet of Class A commercial and retail space; 802,000 square feet in the luxury residential tower; a 364-car covered garage for residents; and a 340-car covered garage for commercial tenants. The 262-unit tower offers tenants full 24/7 concierge and security services, valet parking, onsite meeting rooms, onsite spa services and a gathering room tenants can rent for special functions. The one- and two-bedroom units range from 737 to 1,443 square feet and have 9-foot ceilings, crown molding, tiled kitchens and baths, and washers and dryers.

The entire property is heated and cooled by Hartford Steam. Residents control their own temperatures via individual thermostats, but the comfort level of public spaces is centrally automated. "We definitely prefer steam and chilled water over other means of heating and cooling," says Burns. "It's easy to use. The equipment isn't complicated and there aren't a lot of components that can break down. We can attest to service quality and reliability."

Hartford Steam is pleased to serve Hartford 21, a downtown mixed-use property that has the prescription for success.

Quick Takes

Richard R. Vaillencourt, PE,
Canterbury Energy Engineering, LLC

Q. What's the difference between "constant volume" and "variable air volume" air-handling units?

A. Constant volume air-handling (CVA) units deliver a steady airflow at all times, measured in cubic feet per minute (CFM). The air temperature varies to increase or decrease the amount of energy in the constant CFM rate. It costs less to install, but results in less control in each zone and higher energy use.

Variable air volume (VAV) systems deliver variable airflow to each individual building zone, but the air temperature remains constant (except for switching from heating season to cooling season temperatures). It offers greater individual zone control and lower energy consumption, but costs more to install.

Courtesy Hartford 21.



Hartford 21 has 262 residential units whose tenants use this contemporary tower lobby entrance.

Array Systems: Top-quality supplier knows our business well

At the Hartford Steam Company, one of our top priorities is accurately and dependably metering our customers' steam, hot water and chilled water use. So when we provide customers with metering equipment for their buildings, we not only install high-quality meters and sensors but also send in the best people to program and calibrate them: Hartford Steam's Bob Lanza, Technician Level III, and Array Systems LLC.

We also use Array Systems to provide and maintain the control systems at our plants, including our new combined heat and power unit.



Brian Ouellette, owner of Array Systems, has performed work for Hartford Steam for nearly 25 years and, in coordination with Hartford Steam's Bob Lanza, helps keep our meters in top operating condition.

The company has been instrumental in helping Hartford Steam optimize system energy efficiency.

Our collaboration with Array Systems' owner Brian Ouellette goes back 25 years. He began working with Hartford Steam as a field service technician for a chiller manufacturer in 1987. In the late 1990s, Brian continued to serve our systems when he went to work for a building controls company. He founded his own company in 2003.

"I started Array Systems because I felt we had something special to offer," says Brian. "We understand both systems and controls and are familiar with large industrial refrigeration equipment and steam systems."

The company's service territory is Connecticut, Massachusetts, Rhode Island and New York. Besides serving Hartford Steam, Array Systems provides instrumentation, controls and system integration services to major universities, pharmaceutical companies, large industrial manufacturing facilities and more.

The respect between Hartford Steam and Array Systems is mutual. "It's great to work with Hartford Steam," says Brian. "Hartford Steam is good at what it does and has superb personnel. They're continually coming up with new ideas on how they can reduce their carbon footprint and are quite innovative in their plants. I'm happy to continue our collaboration."

Customers and the community: The Wadsworth

The Wadsworth Atheneum, a Hartford Steam customer, hosts a day of free family fun on the second Saturday of each month. Next up? Dragons, Gremlins & Magical Creatures on March 9, just in time for St. Patrick's Day.

The Wadsworth invites families to visit the museum before or after Hartford's St Patrick's Day parade and find magical and mischievous creatures in art. Children can even make a headdress or elf ears to wear to the parade and listen to fairy tales in the galleries.

**Saturday, March 9, 2013
10 a.m. – 1 p.m.**

**Wadsworth Atheneum
600 Main Street, Hartford
www.thewadsworth.org
(860) 278-2670**



Courtesy: Dufresne

Emergency? Call (860) 205-4093 or beeper (860) 725-7004 and leave callback number. For information, call (860) 548-7348. www.hartfordsteam.com

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