

## ***New Year's Wish***

*NRG wishes everyone a happy, healthy and prosperous new year. ✦*

## ***New Look***

We have begun phasing in the new NRG logo. This process will continue over the next several months until all our correspondence is changed. You will also notice a change in the invoices you receive for steam service. The new invoices now have our remittance address printed on the return receipt so please change your records. If you have any questions about your invoice, please contact Lori at 234-4600. ✦

## ***Service Calls***

For those times when your steam system is just not cooperating, help is only a phone call away. When a service call is needed, please contact our Customer Service representative, Lori, at 234-4600 to schedule your system repair. Our service hours are Monday through Friday 7:00 a.m. to 3:00 p.m. If emergency assistance is required outside normal business hours (8:00 a.m. to 5:00 p.m.), call 234-4600 and dial 0 to speak to the plant operator. Please understand that if a service crew is dispatched after 3:00 p.m. on weekdays or any hour during the weekend there is a minimum charge of \$185.00. ✦

## **Customer Appreciation Day a Success!**



A special thank you to all our customers who braved the rain and joined us on September 17<sup>th</sup> for NRG's first Customer Appreciation Day held at *The Broad Street Market*. It was a pleasure to be able to put names with faces. We hope to see more of you in the future. Look for other events in upcoming issues. Thank you again. ✦

✦✦	New Year
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## ***Payments***

When making payments, please remember to mail them early enough to reach the lockbox **prior** to the invoice due date so you will not incur penalty charges. A remittance envelope is provided for sending payments. If you choose not to use this, please be sure to send your payments to the correct remittance address: NRG Harrisburg Power, NW 7695, P.O. Box 1450, Minneapolis, MN 55485-7695. Failure to send payments to this address will cause a delay in processing. ⚡

## ***Budget Accounts***

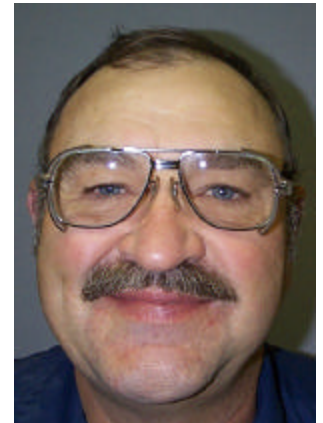
This is the time of year to keep an eye on those budget balances. Your new invoices show if your budget account is ahead or behind.

Should you decide to increase your budget amount, please contact Customer Service at 234-4600 so your account can be updated. If you no longer wish to be on the budget plan, let us know as soon as possible.

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## **Fond Farewell and Best Wishes**

Many of you may already know that our longtime Customer Service Mechanic, Lenny Gibble, retired the end of November. Lenny began his career with NRG in 1986 after retiring from the Bethlehem Steel Corporation. Lenny was well-liked and well known by many of our customers. He was a man who took great pride in his work and was a respected member of the NRG team. During his tenure at NRG, he was a teacher, friend, and caretaker to his customers and coworkers and his presence will be missed. We wish all the best to Lenny and Bonnie, his wife of over 40 years. May his retirement allow them to enjoy all life's simple pleasures and provide them with the ability to do all the things they desire. ⚡



## ***Employee Spotlight***



There's a new face in town! Meet Dan Davis, your new Customer Service Mechanic. Dan began his transition into customer service training with Lenny before making the job his own in December. Although he is not a new employee, he is new to many of our customers. Dan has been with NRG since 1986. His main responsibility was repiping and welding, keeping him on street repair most of the time. Prior to his employment with NRG, Dan built boilers for nuclear and coal power plants. Dan is looking forward to building a rapport with his customers and satisfying their system needs. ⚡