



**DISTRICT ENERGY**  
ST. PAUL™

services



District Energy St. Paul has thrived for three decades by providing our customers with efficient and affordable heating and cooling systems. We provide exceptional engineering assistance, financing options, and customer service. We value our customers and strive to be a dependable provider of a critical service for any property owner, business or residential community. While we are national leaders in district energy, we know our roots are local.

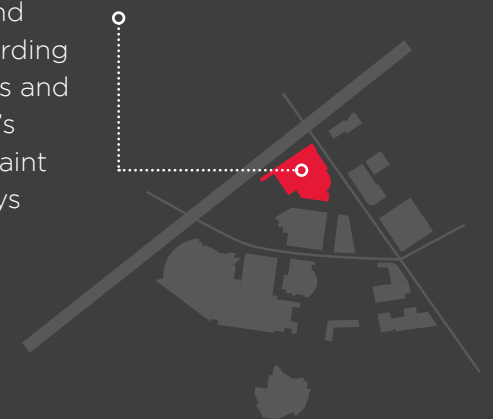
# customer focused

“District Energy St. Paul’s founding principles—energy efficiency, environmental stewardship, stable rates, reliability, and customer service—and the company’s track record of meeting them day in and day out, allow Travelers to locate many people here in Saint Paul. Because of District Energy’s reliability, we can also locate vital information technology equipment operations in downtown Saint Paul where a unique setup allows us to meet our business needs in the most cost-efficient manner.” Jim Scannell, Travelers



District Energy’s success is intertwined with Saint Paul’s business community. We serve Fortune 500 companies, start-ups, entrepreneurs, and landmark small businesses that thrive with the support of District Energy’s stable and reliable heating and cooling services. According to the Building Owners and Managers Association’s Experience Reports, Saint Paul consistently enjoys

competitive energy rates compared to other major cities. Ecolab, Travelers, Securian and Wells Fargo grow their businesses here, in part, because of the economic and environmental benefits provided by our services.



# core services

District Energy St. Paul's goal is providing customers with the most reliable hot and chilled water service. Customers that have been with us for decades have seen significant savings by choosing District Energy over a stand-alone system. Our fuel flexibility helps customers avoid energy market volatility. Our engineers help our customers run their systems more efficiently.

District Energy's customer service team is committed to exceeding our customers' expectations for providing the most efficient energy solutions and finding cost-effective means of connecting new customers to our industry-leading system. We work with customers seeking advice on building equipment repairs and purchases. We also work with customers individually to assist with their annual budgeting processes.

We understand the financial and staffing challenges of maintaining aging, stand-alone heating and cooling systems and of securing capital to replace these systems. For prospective new customers of District Energy and District Cooling, our customer service team will evaluate customer systems and provide options for connecting to our reliable hot and chilled water services. We partner with building owners and operators to identify energy efficiency opportunities through audits and system upgrades. Customer service engineers are knowledgeable on LEED, Energy Star, Green Globes and other rating systems and can work with operators and owners seeking these credits for their buildings.

Our customer service offerings include regular communication through newsletters, the web, tours, trainings and our annual engineering seminars.

"My team's goal is to help customers gain the highest value from our system by reviewing onsite equipment and providing maintenance recommendations to ensure a building's energy efficiency. We take great pride in the one-on-one relationships we develop with our building engineers, managers, and owners that allow us to understand the exact challenge they face - whether it's solving a heating or cooling problem or helping to lower energy usage." Jeff Volovsek, Manager, Energy Delivery Services





“Over the years District Energy and District Cooling have been a great energy source for us, with stable rates and customer service staff who work with building owners to meet their needs.”

Pat Wolf, Golden Rule Building

## Commitment

District Energy St. Paul's success is tied directly to the relationship with our building owners and managers. From the beginning, the founders worked with the Saint Paul Building Owners and Managers Association to understand what was most important in providing service to the businesses and residents downtown. Stable rates and reliable service

remain the priority for our team and our customers. We understand that each customer has their own unique needs for service support to keep their building running effectively. Customer service engineers and other staff regularly research and share best practices for system optimization and system connection maintenance with customers.

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