

# The Detroit Thermal VOICE

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## Ambulance service seeks a superior source of heat, chooses Detroit Thermal

Reliable, responsive and ready whenever needed – those words describe Detroit Thermal steam, and they also describe one of the company's newest clients, the Detroit location of Superior Ambulance of Michigan.

Claire Martin, Main Station Mgr.  
Superior Ambulance Service, Inc.



"We are very pleased to welcome Superior Ambulance as a new customer," said Victor Koppang, Detroit Thermal general manager. "Superior's participation in the steam system is an important part of our focus on growth and our commitment to contributing to the resurgence of Detroit."

Located on Milwaukee Avenue near Henry Ford Hospital (which is also a Detroit Thermal customer), Superior maintains a fleet of eight ambulances and a staff of highly trained emergency medical technicians, paramedics, critical care paramedics and mechanics in order to be able to respond quickly and reliably to medical emergency and medical transport calls. Superior makes runs throughout southeast Michigan and has even transported patients as far away as Ohio and Wisconsin.

Vehicles make 40 to 50 runs a day. As soon as each run is completed, the ambulance must be cleaned, restocked and made ready for the next run. The vehicles also must be maintained in top operating condition at all times.

All this happens in a large space that used to be part of an unheated automotive warehouse. Now that people work in the space no matter what the hour or the temperature, the company had to find a cost-efficient way to heat the approximately 7,000-square foot vehicle bay.

"When the building was originally

constructed, it was designed to use district energy steam," said John Kozar, Detroit Thermal senior account executive. But when Superior Ambulance moved into the space it had not been used for more than five years. "Still, reinstalling the steam system and signing on with Detroit Thermal was more cost-effective than putting in and maintaining their own boilers," Kozar said.

The steam system had been unused for so long that some renovations and repairs had to be done before the steam could be reconnected. The work was completed and the steam turned on in mid-December.

"The landlord suggested we use Detroit Thermal and we have been pleased with the results," said Claire Martin, Superior Ambulance of Michigan, main station manager. "We have to control the temperature of the space in which the vehicles are worked on and parked so that the medications carried in the ambulances don't freeze."

Superior Ambulance of Michigan is a subsidiary of Superior Ambulance Service, a private ambulance service based in Illinois. Founded in 1959, the company now has more than 20 stations in three states, including Michigan locations in Detroit, Farmington Hills, Riverview, Roseville and Dearborn.

Victor Koppang, General Manager,  
Detroit Thermal LLC ■

# Historic hospitality, new warmth on Washington Blvd.

The distinctive architecture of the Detroit Riverside Hotel provides guests with outstanding river views.



The area at what is now 2 Washington Blvd. has always been hospitable to travelers.

In the early 1700s it was the site of Fort Pontchartrain, the region's first permanent European settlement, which later became known as Fort Detroit. Today it is the site of the Detroit Riverside Hotel, a 25-story, 367-room upscale hotel that welcomes visitors from far and wide.

The current structure was built in 1965 as the Pontchartrain Hotel and underwent extensive renovation in 2006. Many aspects of the hotel were remodeled, but the distinctive, angular bay windows that provide every room with a view of the Detroit River were retained. The hotel's unique architecture, its outstanding location just across the street from Cobo Center and its many amenities—such as a full-service restaurant, meeting and party facilities and a fitness center with indoor swimming pool—make it an important part of downtown Detroit.

The hotel was originally designed and built to take advantage of downtown Detroit's district heating

system. At one point the hotel left the steam system, but this year hotel management signed a five-year agreement with Detroit Thermal that will provide 12,000 to 16,000 Mlbs of steam annually to heat the hotel.

"The mechanical aspects of the steam infrastructure were still in place and workable," said Dan Alofoje, the hotel's chief engineer. "Some relatively minor work, such as replacing some steam traps and replacing a main header valve had to be taken care of before we could turn on the steam.

"The Detroit Thermal service technicians were very cooperative and helpful," Alofoje added.

Victor Koppang, Detroit Thermal general manager, is very pleased to welcome the Riverside Hotel back onto the steam system.

"The hotel's long-term contract is a real vote of confidence in Detroit Thermal," Koppang said. "We are delighted to have the Detroit Riverside Hotel as a new customer." ■

## Visitors get inside view of steam system

**Detroit Thermal steam is so reliable and easy-to-use that most customers don't think about what it takes to generate the tons of high pressure steam that keep their buildings warm and their water hot.**

But recently small groups of customers and prospective customers have visited the Beacon Plant, Detroit Thermal's main steam generating facility, for an up close look at steam operations.

"We initiated these visits to help customers better understand the processes we go through to ensure a safe, reliable, cost-efficient steam system," said Ron Kentala, plant manager, who sometimes guides visitors through the tour. "Most of our visitors are amazed at the size and scope of the operation we have here.

"We show visitors the area that houses the huge lines that carry steam out to customers, the boilers and the control room. People are

surprised by the size of the boilers and the technical complexity of the computer systems in the control room," Kentala said.

Steven Collins, lead attorney for Wayne County Corporation Council, was one of the visitors who enjoyed the tour. Wayne County has been a Detroit Thermal customer since the company took over the steam system.

"The presentation made the steam system understandable," Collins said. "I was heartened to see the new boilers and infrastructure improvements Detroit Thermal has made."

For information on scheduling a tour at Beacon, please call Lindsay Gutenschwager at 313-921-1922. ■

# This 'bailout' raises funds for Muscular Dystrophy Association

Many people walking along Madison Street near Thirty-Sixth District Court, next to the Beacon Plant, are hoping to stay out of jail.

But Paul Razo, Detroit Thermal distribution manager, and Kathy Simpson, Detroit Thermal accounting specialist, volunteered to be "arrested" as part of the Muscular Dystrophy Association Lock-Up fundraising campaign.

Razo and Simpson were apprehended and taken to the lock-up at the Hockey Town Café on Woodward Avenue, where they each posted bail. The funds, raised from colleagues, friends and others, totaled nearly \$2,000.

"That is enough to send two children to MDA Camp this summer and still have some funds left over to assist in the organization's other valuable activities," Simpson said. These include helping families afford devices they need, such as breathing machines and wheelchairs.

It costs \$800 to send one child suffering with muscular dystrophy to the special summer camp where, with the help of specially trained staff, they can participate in swimming, canoeing and other activities that most children take for granted.

Razo and his family have also been involved in the annual Jerry Lewis MDA Telethon, which benefits the association. "I have been blessed with a healthy family, but I know how hard it is to deal with the effects of this debilitating disease," Razo said. "It was gratifying to be part of this important project." ■



Detroit Thermal employees Paul Razo and Kathy Simpson in jail at the MDA Lock-Up.



## NEW BANNER DOWNTOWN

What used to be an anonymous building adjacent to Detroit Thermal's largest steam generating facility now proudly declares its affiliation with the company.

A large banner signals drivers on Madison and those exiting I-375 that they are passing Detroit Thermal. Before the banner was hung, there was no identification on the building, which houses Detroit Thermal offices, or on the plant.

"Detroit Thermal is an important part of the community," said General Manager Victor Koppang, "Now, we are also a visible part of downtown."

## KENTALA MADE PLANT MANAGER

Ron Kentala has been promoted from lead shift supervisor to plant manager. In his new position, he is responsible for the Beacon plant, the company's main steam-generating facility, and for the smaller Henry Street and Boulevard plants.

Kentala joined Detroit Thermal five years ago as an operations supervisor. He brings more than 30 years of experience in the district heating industry to his new position. Kentala says he is looking forward to working more closely with building managers and other customers.

# Event raises \$50,000 for downtown projects

Downtown Detroit sparked for Downtown Detroit Aglow, the annual fundraiser of the Downtown Detroit Partnership (DDP), held November 24 at the General Motors Renaissance Center.

The approximately \$50,000 raised at the event supports DDP programs that help keep downtown Detroit looking good year round. These programs include Clean Detroit, which employs Goodwill Industries workers to maintain downtown public spaces, and the organization's homeless outreach initiative.

Detroit Thermal supports DDP's efforts and participated in Downtown Detroit Aglow. "We care about our community, and we are pleased to be part of the effort to improve the downtown

area," said Victor Koppang, Detroit Thermal general manager.

Officials at DDP appreciate the company's involvement. "Detroit Thermal is demonstrating its commitment to being a good corporate citizen," said Ann Lang, DDP president and chief executive officer.

"We are grateful for the kinship that Vic Koppang and others at Detroit Thermal show to our organization," Lang said. ■

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