The Survey Says…

Enwave Chicago wanted to know what you – our customers – think of our chilled-water service, so we asked you in a 30-question online survey conducted in August 2015. The results helped us learn what we’re doing well and where we can make improvements. Here is a quick look at some of the findings:

- 84% of survey respondents agreed or strongly agreed that they are satisfied with Enwave Chicago’s chilled-water service.
- 84% of respondents also agreed or strongly agreed that they would recommend Enwave Chicago’s chilled-water service.
- 68% of respondents agreed or strongly agreed that Enwave Chicago keeps them informed. We have duly noted we can make improvements here!
- 49% of respondents knew Enwave Chicago has a customer portal where customers may obtain copies of recent invoices and review past chilled-water consumption. 91% of the respondents who had used the portal ranked it helpful or very helpful. Several respondents recommended additional features they would like the portal to include.

We asked respondents to rank the top three benefits of Enwave Chicago’s chilled-water service. In order, they responded:

- Makes buildings easier to operate and reduces chilled-water related tasks.
- Reliability.
- Avoidance of capital costs compared to on-site chillers and cooling towers.

Enwave Chicago thanks everyone who took the time to complete the survey. We appreciate the input and are using the results to help us continue to improve your chilled-water service.
It’s not very often you see divers in the Chicago River. But just a few months ago, Enwave Chicago contracted a dive team to brave the chilly temps to help us meet a new environmental standard – [EPA Clean Water Act 316(b)][3]. Their task was to increase the surface area covering two 36” intakes that draw river water into one of our chiller plants. The cold river water essentially takes the place of cooling towers, absorbing heat from our chillers. The modified surface area will help reduce potential fish impingement and entrapment.

To complete the project, two divers were in the water, one doing the work and one serving as a spotter. A third diver brought tools back and forth from the surface and ensured their lines were clear. A fourth team member was located just inside our plant where he set up a “mission control” so he could view the live camera feed of the work being performed, provide the divers with guidance, and activate the underwater torch for welding.

Individual buildings that use river water as a heat rejection medium for their chillers will also need to comply with the new regulation. Enwave Chicago customers don’t have to worry about it. It’s all taken care of!
A Familiar Face Around Town

Mike Danaher – and his bike – are familiar sights to Enwave Chicago customers, no matter what the season. He is Enwave Chicago’s “face in the field” as he bikes to and from customer buildings to ensure optimal energy transfer station operation and proper fiber network interface. He also handles plant and site expansions.

Mike is Enwave Chicago’s assistant chief engineer and has worked with our chilled-water system for 14 years, originally handling much of the meter calibration. He appreciates the way his job has evolved over the years. “I really enjoy visiting customer sites and helping everyone out,” says Mike. “It’s also a great way to continue learning. I get to see a variety of HVAC equipment out there. There’s always something new I observe that helps me help other customers down the road. Not everyone has that learning opportunity.”

We thank Mike for his great customer service. And stay tuned…. Mike will be sharing some of his troubleshooting insights in future issues of our email and print newsletters.

Questions? Comments? Contact us.

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