

EMPOWERING GROWTH



UNION HOSPITAL, TERRE HAUTE, IND.

BACKGROUND

Over the past decade, Union Hospital in Terre Haute, Ind., has been expanding its medical facilities to meet the community's growing health care needs. In addition to the original hospital, the campus now includes a cancer center, a rehabilitation center, and medical offices.

The hospital's newest building, Union East, adds 500,000 square feet of space to accommodate 234 more patients.

To a hospital, electric service is a lifeline, with zero tolerance for disruption of vital medical procedures and services. Doctors, nurses and support staff depend on lighting to perform intricate surgeries. They rely on heat, ventilation and air conditioning to keep patients comfortable. And high-tech medical equipment helps them monitor patients' conditions, treat diseases and sustain lives.

Without reliable backup electric power, hospitals are at the mercy of the weather and other sources of power interruption. To any one patient, a power outage can mean the difference between illness and health, even life and death.

Since Union West opened in the 1970s, the hospital has relied on Duke Energy and its predecessor companies to provide a constant and reliable supply of electric power. That has included a backup delivery system, featuring dual power feeds from two area substations, as well as the hospital's own emergency generators.

Union Hospital at a Glance

- Serves Wabash Valley – west central Indiana and eastern Illinois
Largest provider of health services between Indianapolis and St. Louis
- 743,000 square feet, 577 beds with new Union East addition
- Not-for-profit
Provides quality care regardless of ability to pay
- Hospital of choice for most area residents
Preferred 2 to 1 over closest competitor (PRC Consumer Image Study, 2006)
- 14 primary care physicians
More than 300 physicians with privileges

RESULTS

BACKUP POWER SUPPLY

One of the goals for the hospital's expansion plan was the continuation and improvement of its backup power delivery capability. This was a high priority in order to ensure the safety and well-being of patients, to minimize disruptions for staff, and to hold the use of emergency generators, and related fuel and maintenance costs, to a minimum.

CUSTOMER CONTROL

Union Hospital also wanted to be able to quickly and efficiently switch to an alternate source of power in the event of a service interruption. Duke Energy helped provide the hospital with primary control over its power supply, rather than having to contact Duke Energy to transfer service from one substation to the other. The switching apparatus is now part of the facility's building automation system, giving the hospital direct and immediate control. This is especially important to a patient care facility, where every minute counts.

When power issues do arise and service is needed, Dave Snapp, the hospital's director of construction development, has this to say about Duke Energy's response: "Day or night, Duke's field crews are right there on the job, ready to respond to our critical needs."

Union Hospital also participates in Duke Energy's Power Share program, which provides customers with incentives for curtailing energy use during periods of peak demand on Duke Energy's system. The hospital's own emergency generators stand by to take over during those peak periods.

LIGHTING SOLUTIONS

Duke Energy is also Union Hospital's outdoor lighting contractor of choice. The utility provides the hospital with turnkey lighting services – handling all design, installation and maintenance for parking lot and security lighting. Those services are covered in one monthly bill, and Union Hospital is freed from the need to keep an electrical contractor on staff or repair equipment on hand.

"We lease our lighting from Duke Energy for the simplicity," said Snapp. "The economics just make sense for us. We don't have an initial capital outlay, and if we have a problem, we don't have to find the right bulbs or hire an electrician – we just call Duke Energy. Also, the poles and fixtures are attractive, and give us a consistent look at all of our locations."

LOOKING AHEAD

As in every good partnership, both Duke Energy and Union Hospital constantly look for ways to make their relationship even more beneficial. With its major expansion complete, Union Hospital is turning its energies toward upgrading the older Union West building. The hospital will continue to look to Duke Energy for electric power solutions and incentives, including opportunities to make high-efficiency equipment part of its renovation plans.

HOW CAN DUKE ENERGY HELP YOUR BUSINESS GROW?

Duke Energy offers smart, customized energy solutions to help our business customers identify ways to improve efficiency, and save energy and money. We put our expertise to work for you, and provide technical support and practical solutions that improve your business's electrical infrastructure, energy use and reliability. Learn more by contacting your Duke Energy business relations manager or by visiting us at www.duke-energy.com.

"Backup capability is an insurance policy that you can't measure in dollars and cents. You can't put a price on people's lives. From open-heart surgery to intensive care, we can't afford any disruption of service due to a power outage."

*Dave Snapp
Director of Construction
Development, Union Hospital*

