



Date: April 19, 2016
To: DES Customers and DES Team Staff
From: Harry Ragsdale, Metro Nashville District Energy System Contract Administrator
Subject: DES Customer Meeting – May 26, 2016 - Agenda

Please be advised that the next Customer Meeting is scheduled for Thursday, May 26, 2016 from 11:30 A.M to 1:00 P.M. The meeting will take place in the conference room of the Nashville Downtown Partnership Center on the corner of 4th and Commerce. A light lunch will be provided.

Chilled Water Delta T remains one of the most important factors in service delivery and building performance and will be the focus of our presentation. The presentation will begin at approximately noon and will include the overview of the past year's customer costs and the anticipated costs for FY17. In order for us to make sure that sufficient food and drinks are available, please RSVP by May 20, 2016.

The agenda for this meeting is as follows:

- Welcome!
- Historic Customer Expenses
- Historic Customer Consumption
- Historic System Efficiency
- Natural Gas Pricing
- DES FY16 and FY 17 Budgets
- Chilled Water Delta T Review
- DES Projects
- Questions and Answers
- Adjourn

The Customer Meeting presents a forum for sharing concerns relating to fluctuating energy costs and methods for keeping costs in "check". It remains our goal to maintain an informal presentation and give you an opportunity to participate. We have continued to work with customers to identify technical issues that contributed to higher costs and a lower quality of service. We are hopeful that this upcoming meeting will give MNDES an opportunity to share experiences with Customers and contribute to further improvements, energy conservation and reduced costs for our customers.

A Customer Survey is included with this invitation and we would greatly appreciate your comments. We look forward to seeing you on May 26, 2016. Please RSVP by May 20th either by e-mail at hagsdale@thermalegi.com or telephone – 615-264-2611.

Thank You!

Harry Ragsdale
MNDES Project Contract Administrator



Metro District Energy System Customer Survey – May 2016

It is our goal to provide the best possible service at best possible value to our customers. Feedback from our customers provides a way to improve our performance. Your participation in completing this survey is greatly appreciated.

Customer Name: _____

Name of Person Completing Survey: _____ Tele: _____

E-mail: _____

Type of Customer: Private: ____ State: ____ Metro: ____ Types of Services: Steam: ____ Chilled Water: ____

Please rank your response by circling the appropriate number (1=Lowest 4= Highest):

	<u>Poor</u>	<u>Adequate</u>	<u>Good</u>	<u>Excellent</u>
Overall Reliability of Service provided by District Energy	1	2	3	4
DES Response to Service Calls or Service Issues	1	2	3	4
DES Monthly Invoices for Service are Received Timely	1	2	3	4
Charges on Invoices are Clearly Stated	1	2	3	4
DES Customer Meetings are Informative & Useful	1	2	3	4

Other Comments: _____

Thank you for responding to this survey! You are invited to turn your response in at the Customer Meeting, fax your response to Harry Ragsdale at 615-264-2615 or scan your response and e-mail it to hagsdale@thermalegi.com