



Date: September 15, 2010
To: DES Customers and DES Team Staff
From: Harry Ragsdale, Metro Nashville District Energy System Contract Administrator
Subject: DES Customer Meeting/Customer Communications

During our Spring Customer Meeting we briefly discussed holding only an annual meeting in lieu of semi-annual meeting. Historically we have held both a Fall and Spring meeting. This proved valuable as we transitioned from the old Thermal System to the new District Energy System. However, as is generally described in your Service Agreement, it had been contemplated to have an annual meeting with the Customers to address system performance and service. Inasmuch as little has changed since our Spring meeting, and the FY11 budget has yet to be developed, it would appear that holding a Customer Meeting next month would be of little benefit to most of you.

Therefore, unless there is an overwhelming interest to hold a Fall meeting, we will discontinue the October meetings. In lieu of a general meeting however, I am available at most any time to meet with you individually to discuss any specific concerns or interests you have. Additionally, I will be forwarding the budget information as it becomes available as I have in the past to provide each of you with our estimate of the next fiscal year's costs.

For updated information relating to the MNDES in general, I would like to direct you to the Metro DES Website: www.Nashville.gov/DES

We would appreciate your input on our performance by completing and returning our Annual Customer Survey. Included with this notice is a copy of the "*Metro District Energy System Customer Survey-October 2010.*"

Thank you and please feel free to contact me at any time!

Harry Ragsdale
MNDES Project Contract Administrator
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