



**Date:** April 26, 2017  
**To:** DES Customers and DES Team Staff  
**From:** Harry Ragsdale, Metro Nashville District Energy System Contract Administrator  
**Subject:** DES Customer Meeting – May 25, 2017 - Agenda

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Please be advised that the next Customer Meeting is scheduled for Thursday, May 25, 2017 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 4<sup>th</sup> and Commerce. A light lunch will be provided.

The focus of our presentation will be on customer costs including the chilled water leak. 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 19, 2017.

The agenda for this meeting is as follows:

- Welcome!
- Historic Customer Expenses
- Historic Customer Consumption
- Historic System Efficiency
- Natural Gas Pricing
- DES FY17 and FY 18 Budgets
- Chilled Water Leak
- Chilled Water Chemistry
- 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 25, 2017. Please RSVP by May 19<sup>th</sup> either by e-mail at [hagsdale@thermalegi.com](mailto:hagsdale@thermalegi.com) or telephone – 615-264-2611.

Thank You!

Harry Ragsdale  
MNDES Project Contract Administrator