

Trades Advisory Council
Minutes
May 21, 2003

The first meeting of this group began with introductions of those present including Ronnie Russell, Martha Segal, Bob Wingo, Gary Ragland, Tony Smith, Lance Hornbuckle, Andy Ward, Elizabeth Stump, Eba Hobbs, Eric Holt and Jim McLean. Stacy Veevers and Janet Presely handled details of the lunch and recording of minutes. Everyone was welcomed and thanks for their participation.

Ms. Segal reviewed events that led to the creation of this group, including the survey of Permitting customers completed in 2002. It was suggested that the survey be distributed at the next meeting. A powerpoint presentation was used to spotlight and present information about the core functions of Metro Water Services. Bob Wingo gave an overview of the Engineering Division and Mr. Ronnie Russell discussed the function of the System Services Division.

Basic meeting decisions were made with all agreeing to meet on the second and fourth Wednesdays of each month during this implementation phase and then once a month on a continuing basis. Lunch meetings were the choice of all present.

The mission of this group is to provide input/insight on issues that impact MWS Permitting customers. The Goal is to facilitate improved communication and promote customer input concerning Water Services' policies and procedures impacting the construction, plumbing and engineering community of the greater Nashville area.

Topics to be addressed were brainstormed and resulted in the following list:

- Timetable for implementation of changes and communication
- Develop database of fax or email for communication
- Availability of information on line (self serve)
- Possible debit system
- Meter Turn around time
- Meter installation time
- Backflows

The main topic for the May 28 meeting will be issues revolving around meters.