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THE DES REPORT

Spring 2013

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GM's Corner

by Tim Hestle

Everyone who knows me knows I love golf. When I graduated from high school, my dad gave me my first set of clubs. But it wasn't until I turned 30 and pulled a hamstring playing softball that I decided I needed to find a sport where I didn't

have to run. This is when I got serious about golf. Now I play as often as I can, watch it on television and schedule my vacations around it. My wife loves the resorts and the travel, so it works out well. Even though I am a hack, I have had the privilege of playing some of the best courses in the world, like the [Old Course at St. Andrews](#) and the [King's Course at Gleneagles](#) in Scotland. There are still several more courses on my "bucket list."

I recently had the honor of attending one of the practice rounds at the [Masters Tournament](#) in Augusta, Georgia. Augusta National has to be the most pristine course I have ever seen. The rough is like carpet, and there was not a weed to be found anywhere. While walking the course, one of the golfers I followed was **Jim Furyk**. He is a top-ranked professional who is considered to be a future Hall of Famer and is now sponsored by Constellation. I am fortunate to work for a company that shares my affection for the game. In addition to sponsoring Furyk, Constellation also sponsors an event on the [Champions Tour](#), the Constellation Energy Senior Players Championship. Even though we are not in the same league, each July, Constellation allows us to have the Nashville District Energy Invitational for our customers, vendors and employees.

Golf is a different kind of game. There are many rules, and it is one of the only sports where you call penalties on yourself. Golfers not only compete against their playing companions, they compete against themselves and the course. It has been said golf is a game you play, but cannot win.

of the tunnels under downtown Nashville with Eddie Wisdom, an operations manager at Metro DES.

21st Annual Constellation/Metro DES NewEnergy Golf Tournament

The 21st Annual Constellation NewEnergy Golf Tournament will be held on Saturday, July 20, at [Indian Hills Golf Course](#) in Murfreesboro (please note, this is not the same course at which the tournament was held last year).

The tournament will kick off with a shotgun start at 8 a.m. If you plan to participate, please arrive at least 30 minutes early in order to register and warm up. The format will be a best-ball scramble, and a luncheon and awards ceremony will take place immediately following play.

The cost to enter is \$70 per person, and includes range balls, greens fees, a cart, lunch and prizes. If you are interested in participating, please submit a registration form by July 10 or email Tim Hestle at tim.hestle@constellation.com for more information.

We hope to see you on the links!

Oftentimes you hear people use the phrase “par for the course,” meaning that is what should be expected. In golf, par is the score you are trying to achieve, under par is better, and over par is not so good. The following is an explanation of scoring terminology. One under par is a birdie, two under is an eagle and three under is a double eagle. A hole-in-one is the best you can do. Going in the opposite direction, one over par is a bogey, two over is a double bogey and so on.

If I were to try to explain the [Nashville District Energy System](#) in golf terms, Constellation employees would be the players. The energy generation facility would be considered the clubhouse, since that is where we make our preparations to play. The course is the energy distribution system, and the holes are the DES customer buildings. Our shots consist of delivering safe, reliable and efficient steam and chilled water service.

With advancements in technology, golfers are able to hit the ball longer and more accurately. As a result, golf courses are changing to make things more challenging. Many par 3’s are now well over 200 yards, and some par 5’s are more than 600 yards. In the DES, the new Music City Center will be our 600-yard par 5 and will make our course a bit more difficult.

Sometimes, we experience issues or minor upsets in the system, so we might get a bogey. Like all good players, if an errant shot is made, we have the skilled personnel to make excellent recoveries. In 2010, steam service was suspended as a result of a flood. The comeback for both the city and the District Energy System was amazing.

The majority of our fan base is made up of building owners and their occupants. Our score is measured by our contractual guarantees with the city, our awards and customer satisfaction results. Back in 2006, we got a hole-in-one when we won the International District Energy Association’s System of the Year Award. As we approach our 10th year of operation, I am proud to report that our annual score card has remained under par, and we plan to do what it takes to keep it that way.

Customer Spotlight:

Nashville Municipal Auditorium

Nashville is home to some of the most historic live-event venues in the world, including the [Ryman Auditorium](#) and the [Grand Ole Opry](#). Although visitors travel from far and near to take in performances at Nashville’s landmark venues, many tourists may not know about one of our city’s most historic music and sports treasures – the [Nashville Municipal Auditorium](#).

The Nashville Municipal Auditorium opened in 1962 to provide Middle Tennessee with a multipurpose facility that could handle diverse events. For more than 50 years it has done just that, hosting everything from concerts to circuses, sporting events to auto



shows, and everything in between.

The Rolling Stones, Elvis Presley, Fleetwood Mac, Grateful Dead and Kiss are just a few of the notable performers who have played in the auditorium. In the '80s, the South Stars hockey team called the auditorium home, and in recent years the Ohio Valley Conference Basketball Tournament has been played at the auditorium.

Bob Skoney is the general manager of Nashville Municipal Auditorium, and we sat down with him to discuss the venue's past and future.

Q: How long have you been the general manager for the auditorium, and what's your scope of work in this position?

A: I have been the general manager of the NMA since 1992. I'm responsible for oversight of the venue, bookings, and communicating our vision and goals to the mayor, Metropolitan Council, Auditorium Commission and other stakeholders.

Q: The auditorium has been in operation for more than 50 years, and although it doesn't book as many concerts and sporting events as Bridgestone Arena or LP Field, it's still a viable option for top-tier events. What role do you see the auditorium serving now that Nashville has other large venues?

A: As you noted, the NMA is still a great venue to host a concert, sporting event or family show. Events occurring annually include religious and cheerleading conventions, corporate general sessions, comedy shows, the Al Menah Temple Shrine Circus, and the [Ohio Valley Conference Men's and Women's Basketball Tournament](#).

Q: What makes the auditorium special or unique when compared to other venues in Nashville?

A: In addition to our downtown location, the Auditorium has 50 years of history and memories for Nashville that are commemorated on our walls with giant tickets from past events.

Q: What are the biggest challenges you and the auditorium face in the foreseeable future?

A: Our biggest challenge is to continue reducing our deficit by increasing bookings with so many different entertainment venues in Nashville competing for the same business.

Q: Does Metro DES supply both heating and cooling for the building? How long has the auditorium been on the Metro DES? Do you think being on the system is beneficial to the auditorium versus an in-house heating and cooling system?

A: We started using heating and cooling generated by Nashville Thermal (now DES) in 1974. The auditorium was 14 years old, which is the age of the Bridgestone Arena today. Being on the system has been beneficial to us and Metro Government.

Q: You probably have an endless supply of interesting stories from working at the auditorium. Can you share with us the most interesting or indelible story from your time as general manager?

A: In the early '80s Ozzy Osbourne was preparing to perform here to a sold-out audience. He didn't show up to go on stage, and we couldn't find him. Apparently he

had passed out in the wrong room at the Hyatt Regency (now the Sheraton) Downtown. They asked Van Halen to perform a little longer, which they did, but to no avail since Ozzy couldn't be located. After a minor riot, we rescheduled the show for two days later.

Q: Can you give us a sneak preview of any upcoming concerts or events at auditorium?

A: Upcoming events include Mary J. Blige, Queens of the Stone Age and Pretty Lights.

Employee Spotlight:

Stephen Bowers,
Instrument
Technician



Q: What do you do at Metro DES? How long have you been employed there?

A: I have worked at Metro DES as the instrumentation and controls technician for the past seven years. For the instrumentation portion of my job, I primarily make on-site visits to monitor and maintain our customers' steam and cold water meters. This is important because Metro guarantees accuracy of the meters, and the meter readings directly affect our customers' bills. The whole DES plant is automated through a computer system, so for the controls portion of my job, I serve as the de facto technician, monitoring all networks and computers at Metro DES for malfunctions.

Q: What did you do to prepare for your career? What brought you to DES?

A: Before working at DES, I worked with a federal government group that handled a lot of automation and security projects. Then I moved to the Tennessee state government, where I worked for a department that did security automation and energy management. The energy management experience, coupled with my knowledge of automation systems, prepared me for my job at Metro DES.

Q: What impact has the construction of the [Music City Center](#) had on DES?

A: Prior to its opening, we had to make upgrades to our facility in preparation for this addition. We added new, larger pumps and took additional measures to ensure that the process of adding the building goes smoothly.

Q: How would you describe DES' importance to the city of Nashville?

A: Downtown Nashville definitely benefits from DES' services as a whole, but it's the individual buildings and customers who benefit the most. Without DES, each building would have to install and maintain in-house heating and cooling systems. They wouldn't benefit from buying in bulk, as DES does, and they would all have to hire or contract someone like me to maintain the in-house systems.

Q: How do you see DES' services changing in the future as Nashville continues to grow?

A: We should stay relatively unchanged in the near future. But the downtown landscape has changed so much since DES opened, and it will likely continue to do so. DES' services will change and grow with the city as much as possible.

Q: If you weren't working at DES, what career would you choose and why?

A: I've played bass in a band for 15 years. It's called the Dan Adams Band, and we play a style of country music known as "red-dirt country." I was also in a rock band in the '80s. That being said, I actually wouldn't choose music as a career if I weren't working at Metro DES. I would like to be an international aid worker to help supply food and pharmaceuticals to women, children, elderly and veterans. I already do a lot of volunteer work in this area, and would like to be able to dedicate more time to it in the future.



Constellation Signs Multiyear Sponsorship Agreement With Golfing Great Jim Furyk

Constellation, the company that owns and runs the Metro DES, today announced it has signed a multiyear sponsorship agreement with golfing great Jim Furyk that will feature prominent brand assets and promotional and hospitality opportunities on and off the PGA Tour.

Constellation's logo will be prominently featured on Furyk's tournament apparel—two locations on the golfer's shirt – for all tournaments and professional functions during the three-year term (2013–2015).

Furyk, a 42-year-old, 20-year Professional Golfers Association (PGA) professional and U.S. Open champion, also will be featured in promotional materials and participate in Constellation-sponsored hospitality events. Further terms of the agreement were not disclosed.

"Jim is a world-class professional who has won 16 tournaments and played at a championship level for two decades," said Kenneth Cornew, president and CEO, Constellation. "He's passionate about winning, and his approach to the game is intelligent, analytical and, above all, strategic. It's the same philosophy we embrace in helping customers customize a strategy to meet their complex energy and power supply needs. Jim is a consummate pro our customers can relate to, and we're pleased he'll be championing the Constellation brand on and off the course."

Furyk, currently 27th in global golf rankings, enjoyed a long and fruitful relationship with Exelon Corporation, Constellation's parent company, serving as host of the Exelon Invitational Tournament in Pennsylvania from 1999–2010.

"Constellation is an industry leader, serving more than 1 million customers nationwide and two-thirds of the Fortune 100," said Furyk. "We share the same approach to strategy, competition and winning, and I'm proud to represent the company and serve

as an ambassador to its customers.”

Second-quarter Metro DES Customer Meeting Recap

In case you missed the last customer meeting in March, we have provided a recap below.

- Costs per unit of steam were down 8.7%, and costs per unit of chilled water were down 4.53% in January–December 2012 from January–December 2011.
- Total gas costs (including propane) are 5.3% under budget for FY 2013 to date.
- Formatting of the Metro DES website was changed to match the updated Metro Nashville government templates.
- In 2012, DES customers saved \$377,556 on cooling needs and \$6,185,277 on heating needs.

For more information about the second-quarter customer meeting, contact Harry Ragsdale at hagsdale@thermalegi.com.

90 Peabody Street | Nashville, TN 37210 US