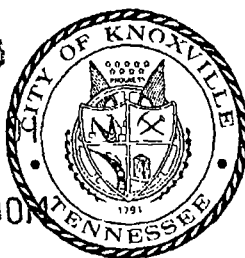


RECEIVED

2005 FEB 18 AM 11:

T.R.A. DOCKET ROOM



Handwritten: 05-00045

BILL HASLAM, MAYOR

City Of Knoxville

INFORMATION SYSTEMS
JANET H. WRIGHT
DIRECTOR

February 16, 2005

Patsy Fulton
Tennessee Regulatory Authority
460 James Roberson Parkway
Nashville, TN 37243

RE: Clarification of 311 Message Center

Dear Ms. Fulton:

The Knoxville 311 message center will be used during off-hours. The caller will be advised of the call center hours and directed to the city web site where a request may be entered by the caller and electronically routed for service.

Sincerely,

Janet Wright
City of Knoxville
Information Systems Director

BILL HASLAM
MAYOR
865-215-2040



CITY OF KNOXVILLE
BILL HASLAM, MAYOR

INFORMATION SYSTEMS
JANET WRIGHT
DIRECTOR
865-215-2524

INFORMATION SYSTEMS

FAX

TO: Patsy Fulton

COMPANY: Tennessee Regulatory Authority

PHONE #: 615-741-2904 FAX #: 615-741-2336

FROM: Janet Wright

DEPT: Information Systems

SENT BY: Amanda Smith FAX #: 865-215-2983

NO. OF PAGES INCLUDING THIS PAGE: 2

MESSAGE:

*****IF THERE ARE ANY PROBLEMS WITH THIS FAX, OR IF YOU DO NOT RECEIVE
THE CORRECT NUMBER OF PAGES, PLEASE NOTIFY US AT 865-215-2524.