

## **Addressing the Board of Directors at BTES Board Meetings**

BTES board meetings are held at noon on the third Wednesday of each month at the BTES office at 2470 Volunteer Parkway, Bristol TN, unless otherwise posted. A list of board meetings are posted in the BTES lobby and on the BTES website at <http://www.btes.net/index.php/about-us/board-meetings/>

### **Appearance of Customers**

This section provides an opportunity for you to address the BTES Board of Directors. Please limit your comments to matters of BTES business only. A response will not likely be made at that time, since in most cases, neither the BTES Board of Directors nor the CEO will be prepared to effectively respond to your concerns. The CEO will look into the matter and report back to BTES Board of Directors, as appropriate and/or have staff meet with you in an effort to satisfy your concern.

### **How to Address the BTES Board of Directors**

To request to speak, a customer must contact BTES by calling 423-793-5501 before noon on the business day before the scheduled meeting and provide their name and service address. The first five customers to properly request to speak will be able to provide comments at the beginning of the meeting.

Upon arrival, please sign in at the front desk in the BTES lobby. In accordance with BTES policy you are encouraged to state your name and address prior to sharing your comments with the Board of Directors.

Speakers will be limited to three minutes in recognition of the many items of business that need to be addressed at the meeting. This time is not transferable between individuals. If a group wishes to address the Board of Directors, a spokesperson should be chosen from the group to address them. Distribution of written material shall be at the discretion of the Board Chair.

Your comments should be addressed to the Board of Directors as a whole, not to individual Members of the Board.

### **Disrupting Meetings**

No person shall interrupt, disturb or disrupt any Meeting of the Board of Directors. Upon direction of the Chairman of the Board, any such person shall be asked to leave the BTES Board of Directors Meeting.