



~ Preliminary Agenda ~

Thursday, December 6, 2012

1:30 PM

Board Room

INFORMATION FOR THE BENEFIT OF THE PUBLIC:

Public Notice: Regular board meetings are held the first and third Thursdays of the month at MLGW's Administration Building unless otherwise noted in the public notice filing and website. The proposed agenda will be posted in the public section of the ground floor lobby of the Administration Building and on MLGW's website at least 48 hours before the Board meets. You may access the proposed Board agenda and all available documents related to the items linked from the agenda on the Internet at: www.mlgw.com. Large agreements, items related to Homeland Security or items received too late to post may not be viewable. You may view those documents in the Public Records Office prior to or after the Board meeting. By Board action, agenda items may be added, deleted or held for later consideration at a later board meeting.

Consent Agenda: Items shown under the Consent Agenda consists of items considered to be routine and non-controversial upon which the documentation provided to the Board is adequate to give sufficient information for approval without inquiry or discussion during the Board meeting. The use of the Consent Agenda is designed to minimize the time required for the handling of routine matters in order to permit additional time to be spent on more significant matters. The Chairman will call for approval on the Consent Agenda as a whole and the vote will be treated as a separate vote on each item. At the request of a Board member, the Chairman may move any item on the Consent Agenda to the Regular Agenda.

Regular Agenda: Item(s) to be individually considered for Board action.

Filed Items: The Board may be provided information which does not require Board approval or Board discussion but which is noted for the official record as having been supplied to the Board.

Resolutions: Generally, there are two types of resolutions subject to approval by the MLGW Board of Commissioners. Internal Board Resolutions are within the full authority of the Board and considered final upon the acceptance of the minutes of that board action. External Board Resolutions are subject to the approval of the City Council and are not considered final until the City Council accepts the minutes of their approval for such.

ADA: As a covered entity under Title II of the Americans with Disabilities Act, MLGW does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services, and activities. To ensure availability, such request should be made 72 hours in advance by contacting Eric Conway at (901) 528-4486 during business hours.

To Officially Communicate to the Board: Any individual member or group of the general public desiring to address the Board orally on items of interest to the public that are within the subject matter jurisdiction of the Board, shall complete an **MLGW Board Speaker Card** to make such desire known to the Board Secretary. Such request to be heard should be marked with the date of the meeting; the agenda item number; if the comments are in support, opposition, or general as they relate to the item; the speaker's name and address; and if the speaker is representing someone else as a paid consultant. Paid lobbyists must complete the required disclosure of their client's name, phone number, and address. Statements shall not exceed three minutes unless additional time is granted by the Board Chair. When recognized, please proceed forward to the podium and state your name and address. The board and staff will not answer questions that are asked in this forum but written questions or a written statement may be provided to the Board Secretary for entry into the official record. If any Board member receives approval of the Board Chairman, that Board Member may address questions to the person providing the public statement.

CALL TO ORDER AND OPENING REMARKS: Chairman Wishnia

PLEDGE OF ALLEGIANCE: Chairman Wishnia

ROLL CALL: Dana Jeanes

APPROVALS:

Minutes of Meeting of November 15, 2012

CITY COUNCIL ACKNOWLEDGEMENTS & UPDATE: Dana Jeanes

Receipt of Certified Copies of City Council Resolutions dated November 20, 2012, Items 15 through 19, and Items 25 through 27.

PRESENTATION:

1. American Heart Association Fit Friendly Award - Lindsey Bailey Harmon, Sr., Heart Walk Director-Memphis

GENERAL STATEMENTS FROM THE PUBLIC:

PRESIDENT'S BRIEFING:

1. Review of Consent Agenda - Jerry R. Collins, Jr.
(President's Briefing Continued on Page 5)

CONSENT AGENDA

CONSTRUCTION & MAINTENANCE DIVISION

1. Resolution awarding three-month contract to Standard Construction Company for approximately 1,000 tons of winter asphalt mix, in an approximate amount of \$62,000.00. (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)
2. Resolution approving Change No. 6 to Contract No. 11229, Professional Engineering Services, with Allen and Hoshall Engineers, with no increase in contract value. (This change is to extend the current contract for an additional term to allow time to complete existing designs, and construction administration work for the following projects: MLGW Palmer Pumping Station Wash Water Basin; 25,000 Gallon Underground fuel tank; and Various Septic Tank Improvements. No new projects will be administered during this extension. The extended contract term will be for the period covering January 1, 2013 to December 31, 2013.) (Jozelle Booker)

3. Resolution approving Change No. 6 to Contract No. 11148, Professional Engineering Services, with SSR Ellers, Inc., with no increase in contract value. (This change is to extend the current contract for an additional term to allow time to complete existing designs, and construction administration work for the following projects: ADA Upgrades for the MLGW Community Offices; Emergency Generator for three (3) MLGW Service Centers; Training Center roof replacement; and Building Upgrades to the MLGW Administration Building. No new projects will be administered during this extension. The extended contract term will be for the period covering January 1, 2013 to December 31, 2013.) (Jozelle Booker)

CUSTOMER CARE DIVISION

4. Resolution awarding 24-month blanket contracts for instrument transformers to HD Supply Utilities in the amount of \$3,333.30 and Utilicor in the amount of \$141,261.46, for a total amount of \$144,594.76 (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)
5. Resolution awarding 24-month blanket contracts for electric meters to WESCO Distribution in the amount of \$135,870.00, Landis & Gyr, Inc. in the amount of \$21,200.00 and Utilicor in the amount of \$733,200.00 for a total amount \$890,270.00. (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)
6. Resolution approving Change No. 7 to Contract No. 10863, Blue Pumpkin Software License Support Services, with Verint, Inc., in the amount of \$658,863.75. (This change is to upgrade existing workforce management (WFM)/customer feedback (CF) software applications; increase customer feedback (CF) licenses; install Workforce Management and Desktop and Process Analytics (discovery and adherence tools); data migration; to activate multi media forecasting and scheduling features; and training and support.) (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)
7. Resolution approving Change No. 11 to Contract No. 10562, PBX/ACD System, with Black Box Network Services, in the funded amount of \$48,429.10 for a new contract amount of \$2,151,123.96. (This change is to upgrade from the OpenScape Contact Center v7.0 application to the OpenScape Contact Center v8.0. In addition, this change is to modify the CTI applications on new MLGW provided servers which will migrate data from v7.0 database to v8.0 database. This upgrade will allow MLGW to develop and activate the Call Director application in an effort to speak to customers in the estimated wait time along with other pertinent information.) (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)

ENGINEERING & OPERATIONS DIVISION

8. Resolution approving Change No. 10 to Contract No. 10332, ABB Software Maintenance, with ABB Power Training & Development Company, Inc., in the funded amount of \$135,119.00. (This change is to renew software maintenance, licenses, and support renewal fees for the period covering January 1, 2013 to December 31, 2013. In addition, this change includes a 0.42% increase in price from the previous year. The increase is due to ABB's 2013 pricing model.

MLGW is requesting continuous maintenance of the acquired system, which can only be performed by ABB Power Training & Development Company, Inc.) (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)

9. Resolution awarding contract to Buckeye Mountain for global positioning system (GPS) handheld devices, in the amount of \$69,810.00. (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)
10. Resolution approving Change No. 1 to Contract No. 11492, 2012 External Corrosion Direct Assessment (ECDA) Inspection/Survey of Natural Gas Pipeline, with BGL Asset Services, LLC., with no increase in contract value. (This change is to extend the contract through December 31, 2013 due to project delays.) (Jozelle Booker)
11. Resolution approving Change No. 3 to Contract No. 11324, In-Service Wood Pole Inspection, with Osmose Utilities Services, Inc., in the funded amount not to exceed \$600,000.00. (This change is to renew the current contract for the third of four renewal terms covering the period January 1, 2012 to December 31, 2012. In addition, this renewal reflects a 0.75% price increase from the previous year.) (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)

FINANCE DIVISION

12. Resolution setting forth persons authorized to sign and/or countersign; transfer funds; and/or execute transactions on Division and Pension System bank accounts. (This supersedes the resolution approved by the Board on November 15, 2012.) (Dana Jeanes)
13. Resolution approving amendment initiated by Memphis City Council to adopt, ratify the 2013 budgets of the Electric, Gas and Water Divisions by requesting the Division install 60,000 smart meters. (Jerry R. Collins, Jr.)

GENERAL COUNSEL DIVISION

(None)

HUMAN RESOURCES DIVISION

14. Resolution approving Position No. 00241, Communication Specialist and Position No. 06567, Assistant Manager Customer Meter & Billing. (Jerry R. Collins, Jr.)

INFORMATION SERVICES DIVISION

15. Resolution awarding Contract No. 11594, PowerPlan Maintenance Agreement to PowerPlan, Inc. in the funded amount of \$851,309.00. (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)
16. Resolution awarding a 12-month blanket contract to Thomas Consultants, Inc. for Novell Software maintenance, in the amount of \$315,916.43. (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)

17. Resolution awarding Contract No. 11595, Telvent Maintenance Agreement, to Telvent, in the funded amount of \$700,000.00. (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)
18. Resolution awarding Contract No. 11593, Oracle Maintenance Agreement, to Rolta International, in the funded amount of \$1,296,654.00. (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)

PRESIDENT'S DIVISION

19. Resolution awarding Contract No. 11551, Video Production for Memphis Energized, to Media Source in the funded amount of \$50,000.00. (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)
20. Resolution awarding a 60-month contract to Pitney Bowes for rental of a shipping and receiving solution, in the amount of \$98,940.00. (Jozelle Booker) (REQUIRES CITY COUNCIL APPROVAL)

PRESIDENT'S BRIEFING (Continued):

2. Corporate Scorecard - 3rd Quarter 2012 - Valerie McKinney
3. 2013 Customer Care Policies - Clint Richardson
4. Other - Jerry R. Collins, Jr.

COMMITTEE REPORTS:

1. Human Resources Committee Update - Commissioner Cobbins
2. Supplier Diversity Update - 3rd Quarter 2012 - Renise Holliday

ADDITIONAL MEETINGS:

11:30 a.m. - Pension Board Meeting - Room 511

12:30 p.m. (or immediately following the Pension Board Meeting) - OPEB Investment Committee Meeting - Room 511