



# Board of Light, Gas and Water Commissioners

220 S. Main Street  
Memphis, TN 38103  
www.mlgw.com

## Board Meeting

~ Minutes ~

Wednesday, February 19, 2020

8:30 AM

Board Room

### CALL TO ORDER AND OPENING REMARKS:

Vice Chair Graves

The meeting was called to order at 8:29 a.m.

### PLEDGE OF ALLEGIANCE:

Vice Chair Graves

The Pledge of Allegiance was recited.

### SAFETY BRIEFING:

J.T. Young

President Young addressed the audience giving instructions in the event of an emergency during the meeting. He explained that an alarm would sound with instructions given over the loud speaker. He pointed out exits and explained the responsibilities of the Security Officers. He asked for everyone's cooperation should an emergency arise.

### MOMENT OF SILENCE AND REFLECTION:

J.T. Young

President Young acknowledged the loss of two employees, Clifton Davis, Manager of Procurement and Contracts who passed away on Saturday, February 15. Clifton started with MLGW in 2017 and did a great job here in our board meetings and also facilitating what you see in your board packets for our contracts. We will all miss Clifton and his contributions. Also, we lost Andre Mickens who was a Crew Leader in our Street Repair Group. Andre was a 30 year employee and will be missed by his co-workers. President Young asked that we keep the Davis and Mickens families in our prayers then paused for a moment of silence.

### ROLL CALL:

Dana Jeanes

Attendee Name	Title	Status	Arrived
Carlee McCullough	Chairwoman	Late	9:14 AM
Mitch Graves	Vice Chairman	Present	
Leon Dickson	Board Member	Present	
Michael Pohlman	Board Member	Present	
Steven Wishnia	Board Member	Present	

The following staff members were present: J. T. Young, President and CEO; Cheryl Patterson, VP and General Counsel; Alonzo Weaver, SVP & COO; Dana Jeanes, SVP, CFO and CAO (Secretary-Treasurer); Nick Newman, VP, Engineering & Operations; Cliff DeBerry, VP Design, Construction & Delivery; Von Goodloe, VP, Shared Services; Roland McElrath, VP, Accounting; Lashell Vaughn, VP & CIO; Jim West, VP, Chief Customer Officer; and Lesa Walton, Chief Internal Auditing Officer. Gale Carson, VP Community and External Affairs did not attend the meeting.

Advisory Board Members: Dwain Kicklighter - Present

Kevin Young - Present

**APPROVALS:**

**Motion To:** Approve Minutes of the Meeting of February 5, 2020.

<b>RESULT:</b>	<b>ADOPTED [UNANIMOUS]</b>
<b>MOVER:</b>	Michael Pohlman, Board Member
<b>SECONDER:</b>	Leon Dickson, Board Member
<b>AYES:</b>	Michael Pohlman, Steven Wishnia, Mitch Graves, Leon Dickson
<b>ABSENT:</b>	Carlee McCullough

**CITY COUNCIL ACKNOWLEDGEMENTS & UPDATE:**

Dana Jeanes

Receipt of Certified Copies of City Council Resolution dated January 21, 2020, Item 25 and Resolutions dated February 4, 2020, Items 12 through 20.

**PRESENTATIONS:**

Sam White, Conservation Kid - Tamara Nolen - Tamara began by telling that in October 2018 one of our followers on social media had uploaded a video of the cutest little boy, Robert Samuel White, III, reading one of our flyers. Corporate Communications then reached out to his mother, Stephanie White and asked permission to re-share the video. Tamara said saw how talented and how well he read beyond his age that they wanted to utilize his gift to educate MLGW customers about safety and conservation. Sam is loved by our customers just as much as he was loved by us! Sam did several social media conservation videos and is now MLGW's first Conservation Kid. Laconteau Williams also scripted a series of kid friendly public service announcements featuring Sam, The Conservation Kid. These PSA spots were shown on Instagram, YouTube, Facebook and Twitter. Tamara showed these spots to the Board and then thanked Sam, his parents Bobby and Stephanie White. She presented Sam with an award made especially for Sam as a token of appreciation from MLGW. Sam thanked MLGW for allowing him to be a part of our team, President Young and the Board Members. He thanked the Corporate Communications team for giving him a chance and his parents, especially his mom who is his reading coach and both his grandmothers because they told everyone about him in the videos.

**GENERAL STATEMENTS FROM THE PUBLIC:**

Reverend Maurice Hunt - 493 Alston Avenue, Memphis, 38126. Reverend Hunt spoke to the board about his power outage and how our process needs to be corrected. He said he was frustrated with how the customer service area responded to him when he called in then he touched on the timeline of when the outage occurred. Reverend Hunt said his outage was due to trees falling and bringing wires down and knocking out his electricity. President Young asked Reverend Hunt to go with Jim West to discuss further. Jim will give the board an update.

**PRESIDENT'S BRIEFING:**

1. Review of Consent Agenda - J. T. Young  
(President's Briefing Continued on Page 4)

The original of the resolutions and documents relating to each item is filed in the vault on the fifth floor of the MLGW Administration Building, 220 South Main. The original documents shall control in the event of any conflict between the description and these minutes and the original documents.

## CONSENT AGENDA

<b>RESULT:</b>	<b>APPROVED [UNANIMOUS]</b>
<b>MOVER:</b>	Michael Pohlman, Board Member
<b>SECONDER:</b>	Steven Wishnia, Board Member
<b>AYES:</b>	Michael Pohlman, Steven Wishnia, Mitch Graves, Leon Dickson
<b>ABSENT:</b>	Carlee McCullough

### CHIEF CUSTOMER OFFICER

(None)

### CHIEF INFORMATION OFFICER

(None)

### CHIEF PEOPLE OFFICER

(None)

### COMMUNITY & EXTERNAL AFFAIRS

(None)

### DESIGN CONSTRUCTION & DELIVERY

(None)

### ENGINEERING & OPERATIONS

1. Resolution approving Change No. 2 to Contract No. 11974, Cross Connection Control Survey/Inspection with Mid-South Engineering Consultants, LLC in the amount of \$215,000.00. (This change is to ratify and renew the current contract for the second of four annual renewal terms for the period covering February 21, 2020 through February 20, 2021, with no increase in rates from the previous renewal.) (Clifton Davis) (REQUIRES CITY COUNCIL APPROVAL)

### PRESIDENTS

(None)

### SVP, CFO & CAO, FINANCE

2. Resolution awarding Contract No. 12142, Card Payment Processing Services to Card Connect, LLC - Option A in the amount of \$5,332,000.00. (Clifton Davis) (REQUIRES CITY COUNCIL APPROVAL)

### SVP, CHIEF OPERATING OFFICER

(None)

**SHARED SERVICES**

3. Resolution approving Change No. 4 to Contract No. 11775, Roof Maintenance with Dakota Corporation dba Jessie Bryant Roofing in the amount of \$65,000.00. (This change is to renew the current contract for the fourth and final annual renewal term for the period covering May 9, 2020 through May 8, 2021, with no increase in rates from the previous year.) (Clifton Davis) (REQUIRES CITY COUNCIL APPROVAL)
4. Resolution awarding Contract No.12144, Netters Gate and ADA Improvements to Barnes & Brower, Incorporated in the amount of \$99,871.00. (Clifton Davis) (REQUIRES CITY COUNCIL APPROVAL)
5. Resolution awarding Contract No. 12075, Elevator Maintenance – Beale Street Landing to Barnes & Brower, Incorporated in the amount of \$354,930.00. (Clifton Davis) (REQUIRES CITY COUNCIL APPROVAL)
6. Resolution awarding contract to Stuart C. Irby Company for high voltage rubber gloves, in the amount of \$147,884.91. (Clifton Davis) (REQUIRES CITY COUNCIL APPROVAL)

**VP & GENERAL COUNSEL**

7. Resolution approving the December 31, 2019 Quarterly Report of the Customer Appeal Committee. (Cheryl Patterson)

**PRESIDENT'S BRIEFING (Continued):**

Vice Chair Graves and President Young both acknowledged Councilwomen Robinson and Councilwoman Logan in attendance.

2. State of MLGW Message - J. T. Young - President Young expressed how excited he was about the work that is going on at MLGW right now and how excited he was to do the first MLGW Message. JT also stated that there would be copies available to anyone that wanted or needed a copy after the meeting. JT began with the Mission and Vision statements, then he goes over the customer growth, compares sales and revenues from 2018 to 2019, our reliability with outage minutes being up in 2019 to the MLGW fulltime staff down 1.2% from 2018. JT stated the MLGW five principles guiding us are the MLGW Way. Safety is paramount and the most important thing. Division wide there have been significant safety improvements and a new program Be On The Look Out (BOLO) which is leading the way to prevent incidents before they happen. He thanked Chandrika Winston and her team for doing a great job with the safety conferences and programs. He recognized the Rodeo Team and their accomplishments at the Linemen Rodeos in 2019. Integrity is critical and we want to do what is right and for the right reasons. JT pointed out the that MLGW went from number 16 to number 7 in the Security 500 ranking for cybersecurity, 98% of our customer appointments were met and how MLGW crews came together for a flawless ESPN College Game Day show. Ownership is our third principle because it is the way we care about this enterprise and the future of MLGW. Some of the highlights of ownership are we have partnered with Verizon to make Memphis a 5G network city and launched a mobile friendly website. We also now have the first ever multi-year rate plan to facilitate a service improvement

plan. Inclusion, the forth value of the MLGW Way is important, we live and work in a very diverse environment and we want include all thoughts and perspectives. We are committed to including and developing diversity in our people, products and services. We have community meetings to educate and interact with our customers, we reach out by all forms of social media and a Supplier Diversity Program. Lastly our compassionate service, which we do every year through our United Way campaigns, Mid-South Food Bank's "Operation Feed", Junior Achievement "Bowl-A-Thon", Power of Warmth, Play it Cool, the Johnnie Dawson Charitable Foundation, blood drives, meals to the homeless from the "Two Sistahs" and MLGW Heroes the employees of MLGW are always volunteering and showing compassion inside and outside of MLGW. JT finished up the MLGW Message by stating the people of MLGW make it a great place to work and are focused on superior customer service. Although 2019 was challenging, the employees rose to the occasion and overcome those challenges and will stay focused on the challenges ahead in 2020 to accomplish our mission and vision for MLGW.

### COMMITTEE REPORTS:

(None)

### ADJOURNMENT

There being no further business the meeting was adjourned at 9:24 a.m.

(See Minute File No. 1446.)

Approved Without Interlineation

  
Chairwoman

These Minutes Compiled by Undersigned and  
are Correct

  
Secretary-Treasurer