



Board of Light, Gas and Water Commissioners

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

Board Meeting

~ Minutes ~

Wednesday, March 2, 2022

8:30 AM

Board Room

CALL TO ORDER AND OPENING REMARKS:

The meeting was called to order at 8:30 a.m.

Chairman Graves

PLEDGE OF ALLEGIANCE:

The Pledge of Allegiance was recited.

Chairman Graves

ROLL CALL:

Dana Jeanes

Attendee Name	Title	Status	Arrived
Michael Pohlman	Board Member	Present	
Steven Wishnia	Board Member	Remote	
Carlee McCullough	Board Member	Absent	
Mitch Graves	Chairman	Present	
Leon Dickson	Vice-Chairman	Present	

APPROVALS:

Motion To: Approve Minutes of the Meeting of February 16, 2022.

RESULT:	ADOPTED [UNANIMOUS]
AYES:	Michael Pohlman, Mitch Graves, Leon Dickson
ABSENT:	Carlee McCullough
REMOTE:	Commissioner Wishnia cannot vote with remote attendance.

CITY COUNCIL ACKNOWLEDGEMENTS & UPDATE:

Dana Jeanes

Receipt of Certified Copies of City Council Resolutions dated February 15, 2022, items 7 through 20. (See Minute File No. 1467.)

PRESENTATIONS:

United Way Presentation - Chantal Lairy/Taurus Bradford/Dr. Kenneth Robinson/Albert Edwards Edwards

Chantal Lairy, MLGW Customer Experience and Market Analysis and Taurus Bradford, MLGW Water Distribution NSC, MLGW's 2021-22 United Way Campaign Chair and Co-Chair, respectively, thanked the campaign committee members for their commitment and energy in running a phenomenally successful campaign. Chantal stated that the committee's dedication and tireless efforts inspired MLGW employees to contribute donations totaling \$661,829 for the 2021-22 campaign. Mr. Taurus Bradford thanked Chantal for motivating the committee with her leadership and enthusiasm.

Chantal and Taurus presented the check in the amount of \$661,829 to United Way's President, Dr. Kenneth Robinson.

GENERAL STATEMENTS FROM THE PUBLIC:

Ms. Carrie Dowdy of 1535 Ash Street, Memphis, TN addressed the Board stating that she was making a request on behalf of her mother. She stated that her mother received a call from an unknown individual, that she thought was from MLGW, informing her that she would not have to pay her utility bill for one year. She stated that her mother now needs assistance with a \$209 utility bill that she recently received.

Chairman Graves informed Ms. Dowdy that he was not aware of the program that she mentioned. He stated that Mr. Jim West, MLGW's Chief Customer Officer, and Ms. Martrice Anderson, Director of Customer Care, were present at the meeting and would assist her and report back to the board on the outcome.

Commissioner Graves stated that Ms. Theodora Kapos Alekos sent an email to Corporate Communications sharing various ideas to help improve MLGW's customer service and suggesting resolutions to many of the incident reports and customer complaints the division receives. Her email outlined several good suggestions.

Mr. Jim West spoke to many of Ms. Alekos' suggestions and stated that he appreciates her being a point of contact and advocate for customers in her community.

PRESIDENT'S BRIEFING:

1. Review of Consent Agenda - J.T. Young

(President's Briefing Continued on Page 25)

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.

Motion To:

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Michael Pohlman, Board Member
SECONDER:	Leon Dickson, Vice-Chair
AYES:	Michael Pohlman, Mitch Graves, Leon Dickson
ABSENT:	Carlee McCullough
REMOTE:	Commissioner Wishnia cannot vote with remote attendance.

CONSENT AGENDA
(Items 1 through 15)

CHIEF CUSTOMER OFFICER
(None)

CHIEF INFORMATION OFFICER

1. Resolution approving Change No. 2 to Contract No. 12126, Trend Micro Enterprise Support with Unico Technology, LLC, in the funded amount of \$78,260.88. (This

change is to ratify and renew the current contract for the second of four annual renewal terms for the period covering March 18, 2022 through March 17, 2023, which reflects a 11.5% increase in rates from the previous term.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

CHIEF PEOPLE OFFICER

(None)

COMMUNITY & EXTERNAL AFFAIRS

2. Resolution awarding Contract No. 12332, Mail Operations Shipping and Receiving Solution to Pitney Bowes, Inc., in the funded amount of \$77,154.24. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

DESIGN CONSTRUCTION & DELIVERY

(None)

ENGINEERING & OPERATIONS

3. Resolution approving the payment of an invoice from Tennessee Valley Public Power Association for the 2022 Annual Membership Dues, in the amount of \$52,455.29. (NICK NEWMAN) (REQUIRES CITY COUNCIL APPROVAL)
4. Resolution awarding a purchase order to MVA Power, Inc., for substation capacitors in the amount of \$123,124.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
5. Resolution approving the payment of an invoice from the American Gas Association for the 2022 Annual Membership Dues Renewal, in the amount of \$56,788.00. (NICK NEWMAN) (REQUIRES CITY COUNCIL APPROVAL)
6. Resolution awarding Contract No. 12335, Davis #3 Variable Frequency Drive (VFD) Replacement to Shelby Electric Company, Inc., in the funded amount of \$818,000.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
7. Resolution approving the payment of an invoice from Tennessee Regulatory Authority, for the Tennessee Regulatory Authority Inspection Fee for year 2021, in the amount of \$78,000.00. (Nicholas Newman)
8. Resolution Awarding a purchase order to Doble Engineering Company for software agreement, equipment and accessories in the amount of \$253,955.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
9. Resolution awarding a purchase order to Engineered Sealing Components for replacement bushings in the amount of \$109,752.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

PRESIDENT

(None)

SVP, CFO & CAO, FINANCE

10. Resolution requesting approval of Pointer Management, LLC, a long/short equity fund of hedge funds manager, to manage \$20,000,000 for the benefit of the MLGW Retirement and Pension Fund, as part of a reallocation. (DANA JEANES)
11. Resolution approving Change No. 18 to Contract No. 11292, Cashiering System Replacement with System Innovators, in the funded amount of \$45,806.03. (This change is to renew annual hardware, software maintenance, and support services for the Creditron Software, Opex Hardware (Item Age Express), for the period covering May 1, 2022 through April 30, 2023, with no increase in rates from the previous renewal term. MLGW is requesting continuous maintenance of the acquired systems, which can only be performed by System Innovators and the third-party providers.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

SVP, CHIEF OPERATING OFFICER
(None)**SHARED SERVICES**

12. Resolution awarding a purchase order to All Rite Plumbing Parts, Inc., for 12" coated steel gas pipe in the amount of \$220,012.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
13. Resolution awarding Contract No. 12339, Janitorial Services to Mason's Professional Cleaning Services, LLC in the funded amount of \$1,084,008.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
14. Resolution approving Change No. 1 to Contract No. 12175, Locksmith Services with Quality Safe and Lock Company, Inc., in the funded amount of \$50,000.00. (This change is to renew the current contract for the first of four annual renewal terms for the period covering May 14, 2022 through May 13, 2023, with no increase in rates from the previous term.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
15. Resolution approving Change No. 4 to Contract No. 11928, Mobile Document (On-Site) Shredding Services with Vital Records Control, Incorporated, in the funded amount of \$27,000.00. (This change is to ratify and renew the current contract for the fourth and final annual renewal term for the period covering January 4, 2022 through January 3, 2023, which reflects a 12.72% increase in rates from the previous term.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

VP & GENERAL COUNSEL
(None)**PRESIDENT'S BRIEFING (Continued):**2. Other - J. T. Young

President Young stated that MLGW provided updates on a couple of items at the City Council Committee meeting on yesterday. One of which was a presentation of the Division's Ethics Policy presented by Cheryl Patterson, VP, General Counsel and

Compliance Officer. Ms. Patterson stated that she shared with the Committee that the Division expects to have recommendations for updates to the policy by the end of Q1.

President Young stated that the Committee also had some follow up questions about restoration following Ice Storm Landon. He addressed their concerns and received some additional feedback from the Committee.

President Young stated that the Board is likely aware of the Outage Improvement Advisory Team that has been established, which he and Mayor Strickland talked about a few weeks ago. He thanked Chairman Graves for agreeing to serve on the advisory team. The first meeting of the Outage Advisory Team is March 17, 9am. Members of the advisory team will be known by March 4 and is largely comprised of members of the Neighborhood Advisory Council and the Community Advisory Council; and a member appointed by the Mayor of each municipality.

President Young informed the Board that the resolution passed by our Board in late December regarding Contract Limit and Salary Limit Increases was approved on second reading at the Council on yesterday and is set for a third reading on March 22, 2022.

President Young shared that we've had a host of good news. Adding that he can't commend Gale Carson and her team enough on all of their great work; some of which we don't always see. He shared that he recently learned that the Division is a finalist for the Reagan PR News Award for the Division's 2019 Annual Report. This award celebrates the most successful campaigns, initiatives, people and teams in the communication, PR, marketing and employee well-being industries. The Reagan PR Award Organization is a leading voice in organizational communication both internal and external and recognizes organizations that create and cultivate best practices. The winner will be announced March. He stated that no matter the outcome, he commends the team for being named a finalist amongst many other great companies in our industry.

Lastly, President Young stated that we've received a lot of communication from customers following the recent ice storm; some critiquing and others congratulating efforts after the storm. He shared that he wanted to thank 85-year-old Evelyn Taylor for her letter. In her letter, Ms. Taylor after being without power for 6-days, spoke about the challenges she experienced during the power outage. However, she stated that she wanted to be sure that once her power was restored that wrote the letter. She wanted to give kudos and encouragement to the Division's crews and dedicated workers who sometimes feel unappreciated, particularly in the dangers they face in their efforts to restore power to customers. She quoted a bible verse, to be joyful when faced with temptations and challenges, know that testing of faith develops perseverance.

COMMITTEE REPORTS:

Supplier Diversity Committee Report - Tamara Pate

Ms. Tamara Pate stated that at the close of Q4 2021, promising results are continuing for an increase contracting over \$32M with minority women and locally owned small businesses for a total of 32% of MLGW's total diversity spend for contracting. The

Division had purchases of \$22M from minority women and local businesses for 44% of its total purchasing spend. Closing out 2021 the Division has procured \$54.2M in supplier diversity spend, accounting for 36% of the division's total procurement spend, including \$17.6M with minority owned firms; roughly \$7.3M with women owned firms and \$29.3M with locally owned small businesses.

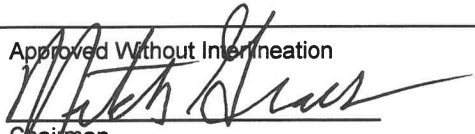
Ms. Pate stated that various factors have impacted the Division's spend over the past few years, but we have slowly risen from 34% in 2019 to 36% in 2021. We are on the rise and continue to progress in 2022.

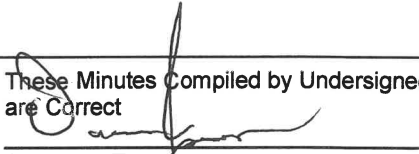
Ms. Pate shared that the Sheltered Market Participant Program continues to progress.

ADJOURNMENT:

There being no further business, the meeting was adjourned at 9:20 a.m.

(See Minute File No. 1468.)

Approved Without Interlineation

Chairman

These Minutes Compiled by Undersigned and
are Correct

Secretary-Treasurer