



Board of Light, Gas and Water Commissioners

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

Board Meeting
~ Minutes ~

Wednesday, February 4, 2026

8:30 AM

Board Room

For a recording of this meeting visit: <https://mlgw.igm2.com/Citizens/Default.aspx>

CALL TO ORDER AND OPENING REMARKS:

Chairman Pohlman

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

Chairman Pohlman recognized our new MLGW Board Commissioner Mr. Kevin Woods. Chairman Pohlman also applauded MLGW Staff for all their hard work and getting through the recent storm with very minimal outages and water breaks.

PLEDGE OF ALLEGIANCE:

Chairman Pohlman

The Pledge of Allegiance was recited.

ROLL CALL:

Jennifer Sink

Attendee Name	Title	Status	Arrived
Michael Pohlman	Chairman	Present	
Cheryl Pesce	Board Member	Present	
Carl Person	Vice Chairman	Present	
Leon Dickson	Board Member	Remote	
Kevin Woods	Board Member	Present	
James Lewellen	Advisory Board Member	Present	
John Butler	Advisory Board Member	Present	

CITY COUNCIL ACKNOWLEDGEMENTS & UPDATE:

Jennifer Sink

Acknowledged receipt of Certified Copies of City Council Resolutions dated January 27, 2026, Items 8 through 17. (See Minute File No. 1515)

APPROVALS:**Chairman Pohlman**

Motion To: Approve Minutes from the Meeting of January 21, 2026.

RESULT: **ADOPTED [4 TO 0]**

MOVER: Carl Person, Vice Chairman

SECONDER: Cheryl Pesce, Board Member

AYES: Michael Pohlman, Cheryl Pesce, Carl Person, Kevin Woods

AWAY: Leon Dickson

Commissioner Dickson attended the meeting remotely and therefore did not vote.

PRESENTATIONS:**Chairman Pohlman**

Ms. Ursula Madden, Vice President of Corporate Communications, appeared before the Board to give an update on MLGW's Power of Giving Initiative. Ms. Madden discussed the three different programs that are included in the initiative, the Plus 1 Program which is one time annual emergency utility bill assistance in the amount of \$300.00, the Share the Pennies Program provides assistance for weatherization of homes, and lastly, the new Power Boost Program, which is a demand response programs to install wall batteries into homes that are medically vulnerable as well as install smart thermostats. Ms. Madden stated that there are over 152,000 households in our community that qualify for some type of assistance. Ms. Madden stated that these programs allow qualifying customers to save money and improve their quality of life. Ms. Madden recognized Vice President of Customer Experience, Mr. Timothy Davis, for all his hard work fundraising for Power Boost. Ms. Madden discussed the need for approval of Item # 8 on the Consent Agenda, amending the guidelines for the Share the Pennies program.

Commissioners and Advisory Board Members had opportunity to ask questions regarding the new Power Boost Program as well as the other programs offered under the Power of Giving Initiative. Ms. Madden responded. Ms. Madden also provided the Board with hard copies of the information she presented. President McGowen also responded to questions regarding the Power Boost program.

GENERAL STATEMENT(S) FROM THE PUBLIC:**Chairman Pohlman**

Commissioner Pesce recognized that City Councilwoman Cooper-Sutton was in attendance.

Chairman Pohlman read into record the policy and procedure the public must adhere to when speaking for the MLGW Board of Commissioners.

Pamela Moses - 2369 Jackson - Ms. Moses stated that she too was thankful that we did not lose power during the storm. Ms. Moses stated that she is a member of Rise Up America. Ms. Moses appeared before the Board suggesting that people in the community were often oppressed and silenced. Ms. Moses believes the Board makes backroom deals are being made by Board Members all while the increase the customers rates. Ms. Moses stressed that the Board Members are on the Board to represent the people and she urged the Board Members to step aside if they are not serving the people.

Glenda Hicks - 608 Gilleas - Co-Founder 21st Century Memphis or Bust - Ms. Hicks stated she was blessed and thankful to be at the meeting during Black History Month. Ms. Hicks stated that most of the citizens of Memphis are African Americans and that 48% of the citizens of Memphis have an energy burden. Ms. Hicks stated that in October of 2025 she asked the Board to pause the 4% rate increase that would go into effect January 1, 2026. Ms. Hicks mentioned that these are the coldest months. Ms. Hicks stated that if we are in fact our brother's keeper, we need to make some adjustments. Ms. Hicks stated that one way to help is that MLGW's estimating formula in the system be reviewed.

Dr. Ray Bauer - 755 University St. - Co-Founder of 21st Century Memphis or Bust - Dr. Bauer discussed what it means to serve on the MLGW Board. Dr. Bauer quoted directly from the MLGW website and Charter the many of the responsibilities of a Board Member. Dr. Bauer stated that the Board Members serve the largest tri-service municipal utility in the United States. Dr. Bauer stated that the Board exist to hold MLGW Executives to the highest possible standards. Dr. Bauer asked the Board what course of action you will take in making sure that MLGW is not a source of public scrutiny.

Chairman Pohlman recognized that Councilwoman Pearl Walker was attending the meeting remotely.

Review of Consent Agenda – President Doug McGowen

The original of the resolutions and documents relating to each item is filed in the vault of 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. (President's Briefing Continued on Page 16)

CONSENT AGENDA

(Items 1, 3 through 10)

President McGowen announced that we are deleting Item #2 from the Agenda also that Item #5 should be under the VP of Corporate Communications.

Motion To: Approve Consent Agenda Items 1 and 3 through 10

RESULT:	APPROVED [4 TO 0]
MOVER:	Carl Person, Vice Chairman
SECONDER:	Cheryl Pesce, Board Member
AYES:	Michael Pohlman, Cheryl Pesce, Carl Person, Kevin Woods
AWAY:	Leon Dickson

Commissioner Dickson attended the meeting remotely and therefore did not vote.

Advisory Board Member James Lewellen Concur

Advisory Board Member John Butler Concur

Motion To: Approve Same Day Minutes for Item # 10

RESULT:	ADOPTED [4 TO 0]
MOVER:	Cheryl Pesce, Board Member
SECONDER:	Carl Person, Vice Chairman
AYES:	Michael Pohlman, Cheryl Pesce, Carl Person, Kevin Woods
AWAY:	Leon Dickson

Commissioner Dickson attended the meeting remotely and therefore did not vote.

Commissioners asked questions regarding Consent Agenda Items. MLGW Staff responded. President McGowen described our contract bidding process.

1. Resolution ratifying and approving an invoice payment, scope change, and increase (Change No. 3) to Contract No. 12390, Project Portfolio Management Software Tool Acquisition with WorkOtter, Inc. to ratify, expand the scope, and increase the current contract value in the funded amount of \$20,020.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
3. Resolution awarding purchase order for horizontal luminaires LED 200W equivalent to Engineered Sealing Components LLC in the amount of \$361,038.08. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

4. Resolution awarding purchase order for standard concrete post tops to Engineered Sealing Components LLC in the amount of \$190,838.60. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
5. Resolution awarding Contract No. 12599, Heavy Duty/High Volume Utility Bill Insertion System to Bell and Howell, LLC and the associated lease agreement to Bell and Howell Capital Finance in the funded amount of \$734,820.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
6. Resolution approving a twelve-month extension of Purchase Order Number 7054390 in the amount of \$1,643,300.00 with ATG Supply LLC for control cable. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
7. Resolution approving Scope Change and Increase (Change No. 1) to Contract No. 12594, Revenue and Meter Services Support (Emergency) with Bridgewater Consulting Group, Inc. to expand the scope and increase the current contract value in the funded amount of \$350,000.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
8. Resolution approving amending the program guidelines for Share the Pennies. (Timothy Davis)
9. Resolution awarding Contract No. 12596, Public and Employee Education Campaign to LEAP FIVE, LLC dba Matter in the funded amount of \$475,000.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
10. Request for approval of annual salary in the amount of \$171,204.80 for the new hire position of Director, Internal Audit (Alonzo Weaver) (REQUIRES CITY COUNCIL APPROVAL) (SAME DAY MINUTES REQUESTED)

DELETED ITEM - Resolution approving the Scope Expansion and Renewal (Change No. 4) to Contract No. 12339, Janitorial Services to Mason's Professional Cleaning Services, LLC to expand the scope and renew the current contract in the funded amount of \$2,087,410.09. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

PRESIDENT'S BRIEFING CONT'D

4M Forum Presentation - Daniel Hochstein

Mr. Daniel Hochstein - Acting Manager of Performance Engineering - Mr. Hochstein presented to the Board the performance metrics dashboard known as the 4M Forum. Mr. Hochstein announced that Valerie McKinney retired in December after 33 years of service and that he looks forward to continuing her work reporting this information. Mr. Hochstein reminded the audience that this information is available on MLGW website.

Mr. Hochstein provided information regarding customer service, outages, infrastructure replacement, safety, employment, streetlights, Share the Pennies Program, Delayed Bills and Reliability. Mr. Hochstein also mentioned that our annual rate survey is available online.

Commissioners had concerns regarding Safety Metrics.

President McGowen responded to the Commissioners concerns regarding the Safety Metrics stating that we set aggressive goals. President McGowen stated that we saw the spike in January, February and March, and we took action. President McGowen also spoke on the electric reliability metrics mentioning that most of the customer interruptions were related to the circuit breaker failure. President McGowen also provided a brief update on the Lead Service Line Replacement Pilot. President McGowen stated that we have hired 576 people and that our compliment is full thus we will adjust our goals for 2026. President McGowen stated that we are being more transparent by placing our un-audited financial statements on our website. President McGowen also mentioned the huge strides made in our billing and the call center.

Advisory Board Member John Butler asked for a ledger on the reliability metrics that define the acronyms that are used. Commissioner Butler also suggested that the 4 M Forum report also include action items at the end.

Other - Doug McGowen

Mr. Alonzo Weaver, SVP and Chief Operating Officer, appeared before the Board to discuss the upcoming 50th Annual Jr. Achievement Bowl-a-thon. Mr. Weaver stated that this is the 50th year for the Bowl-a-thon. Mr. Weaver has served on the Jr. Achievement Board for many years. Mr. Weaver stated that Jr. Achievement focuses on bringing financial literacy to children in the Mid-South. Mr. Weaver described some of the great programs that Jr. Achievement offers. Mr. Weaver encouraged everyone to take part in this year's Bowl-a-thon on March 21, 2026, at 8:00 a.m. at Billy Hardwick's All Star Lanes. Mr. Weaver stated that we are still looking for team captains.

President McGowen stated that he was thankful for the Board and welcomed all their questions.

President McGowen provided an update on the recent snow and ice storm. President McGowen described issues we faced. President McGowen stated that he was very proud of the team's response and that our system performed significantly better than it did in the past. President McGowen stated that the Gas Team made sure we had gas and the Water Team did a yeoman's job. President McGowen mentioned how the Board approving the valve survey a few years ago made a significant difference for us to be prepared. President McGowen acknowledged and thanked everyone for their work to be prepared. President McGowen stated that we are not going to take our foot off the gas in our work to be prepared and invest in improvements.

President McGowen stated that this was the 3rd highest level of consumption of natural gas which makes the gas prices go up. President McGowen stated that we have to buy market on the market, so everyone should expect their bills to go up because of the gas

prices. President McGowen urged those that struggle to pay their bill to please contact us to make arrangements. President McGowen reported that there are over 7,000 customers that are eligible for cut-off and when the temperatures go up the winter moratorium will go away.

COMMITTEE REPORTS:

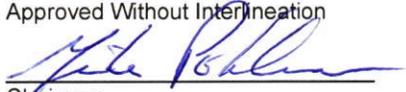
Chairman Pohlman

(None)

ADJOURNMENT

Chairman Pohlman

There being no further business, the meeting was adjourned at 10:30 a.m. (See Minute File No. 1515)

Approved Without Interlineation

Chairman

These Minutes Compiled by Undersigned
and are Correct

Secretary-Treasurer