



Board of Light, Gas and Water Commissioners

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

Board Meeting

~ Minutes ~

Wednesday, March 4, 2026

8:30 AM

Board Room

For a recording of this meeting visit: <https://mlgw.igw2.com/Citizens/Default.aspx>

CALL TO ORDER AND OPENING REMARKS:

Chairman Pohlman

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

PLEDGE OF ALLEGIANCE:

Chairman Pohlman

The Pledge of Allegiance was recited.

ROLL CALL:

Rodney Cleek

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

APPROVALS:

Chairman Pohlman

Motion To: Approve Minutes from the Meeting of February 18, 2026.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Carl Person, Vice Chairman
SECONDER:	Cheryl Pesce, Board Member
AYES:	Michael Pohlman, Cheryl Pesce, Carl Person, Kevin Woods
ABSENT:	Leon Dickson

CITY COUNCIL ACKNOWLEDGEMENTS & UPDATE:

Rodney Cleek

Acknowledged receipt of Certified Copies of City Council Resolutions dated February 24, 2026, Items 8 through 15 with Same Night Minutes approved for Item 15. (See Minute File No. 1515)

PRESENTATIONS:

(None)

GENERAL STATEMENT(S) FROM THE PUBLIC:

Members of the public arrived at the Board Meeting at 8:32 a.m. The meeting had already begun, and President McGowen was reading the Consent Agenda Items.

Chairman Pohlman allowed the members of the public to speak after President McGowen finished reading the Consent Agenda Items.

Chairman Pohlman read into record the policies and procedures for public statements at the Board Meetings.

Glenda Hicks - 608 Gilleas - Co-Founder of 21st Century Memphis or Bust - Ms. Hicks appeared before the Board to share concerns regarding the specifics of the On Track Program and former Prepay Program now Power Pay. Ms. Hicks stated that citizens are not fully educated about the programs. Ms. Hicks stated that the only information available to citizens is a webinar and some glorified points. Ms. Hicks stated that there is nothing on paper explaining the programs. Ms. Hicks stated that she asked for an A-Z of how the programs work, and she would still like that information. Ms. Hicks stated that MLGW needs to spend much more time on educating the public on how these programs work.

Lashanta Rudd - 1200 Davis Street - Ms. Rudd appeared before the Board stating that last week she requested to dispute her utility bill. Ms. Rudd explained that her hot water heater busted in December of 2025. Ms. Rudd stated that she has been in a hotel since December 29, 2025 because of her hot water heater busting. Ms. Rudd stated that she understood that there was going to be a spike in the utility bills because of the winter storm however, during the storm no one was at her home and she purposely turned off her HVAC system so she would not have to have this conversation. Ms. Rudd stated that her bill is \$1,542.00. Ms. Rudd stated that she lives alone and there is no way that her bill would be that much as she has been in a hotel. Ms. Rudd stated that she ran into President McGowen on yesterday and she told him she sent him an email. Ms. Rudd stated that President McGowen responded stating that Ms. Rudd filed a complaint against MLGW with the Better Business Bureau. Ms. Rudd confirmed that was true and she encouraged others to do so. Ms. Rudd stated that purposely over billing customers is a crime.

Andrea Bell - 1028 Cresthaven - 21st Century Memphis or Bust - Ms. Bell stated that this was her first time to speak before the MLGW Board. Ms. Bell stated that she was there to speak to the grit and grinders of the Shelby County, Tennessee, those that work and are struggling with the decision to pay their utility bill or their mortgage. Ms. Bell stated that most people in the community are already making payments on their utility bill as many have to make a decision monthly on whether to pay their utility bill or their rent or mortgage. Ms. Bell stated that 21st Century Memphis or Bust appeared before the Board and the City Council requesting that the 4% increase in electricity rates be paused, but no one listened. Ms. Bell encouraged the grit and grinders to vote Independent in 2026 because she will always put people over politics.

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 28)

CONSENT AGENDA

(Items 1 through 6)

Motion To: Approve Consent Agenda Items 1 through 6.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Carl Person, Vice Chairman
SECONDER:	Kevin Woods, Board Member
AYES:	Michael Pohlman, Cheryl Pesce, Carl Person, Kevin Woods
ABSENT:	Leon Dickson

Advisory Board Member James Lewellen - Concur

Advisory Board Member John Butler - Concur

Commissioners asked questions regarding the Consent Agenda Items. MLGW Staff responded.

1. Resolution awarding a twenty-four-month purchase order for fluorosilicic acid to Univar Solutions USA, LLC in the amount of \$810,000.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
2. Resolution awarding a thirty-six-month purchase order for sodium hypochlorite to Hawkins, Inc. in the amount of \$4,592,000.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
3. Resolution approving the ratification, increase, and renewal (Change No. 5) to Contract No. 12288, Gas Matrix Utility Landscaping with Enlightenment, Inc. dba APS Facility Maintenance, to ratify, increase, and renew the current contract in the funded amount of \$814,113.48. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
4. Resolution awarding a purchase order for mini-digger derricks with trailers to Altec Industries Incorporated in the amount of \$580,192.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
5. Resolution approving the Scope Expansion and Increase (Change No. 2) to Contract No. 12619 (formerly Contract No. C2585), UPS Preventative Maintenance with Electronic Power Systems, Inc. to expand the scope and increase the current contract in the funded amount of \$34,310.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

6. Request for approval of annual salary in the amount of \$234,769.60 for the position of Vice President and Chief Human Resource Officer (Alonzo Weaver) (REQUIRES CITY COUNCIL APPROVAL) (ADD ON NOT INCLUDED IN BOARD PACKET)

PRESIDENT'S BRIEFING CONT'D

Other - Doug McGowen

President McGowen expressed appreciation of the public for coming out and sharing their thoughts. President McGowen stated that we do have a utility bill dispute process, and he believes there is already a hearing scheduled for Ms. Rudd. President McGowen stated that he would report back on that matter.

President McGowen stated that we have recently had some exciting things happen in our system. President McGowen mentioned that we had a water main burst at the corner of Pontotoc and Fourth Avenue. President McGowen provided the Board with specific details regarding the burst line and the great work our team did for responding quickly and mitigating the effects of that break. President McGowen expressed appreciation to the water team for their hard work. President McGowen reported that over the weekend a third-party contractor working in the Frayser Area that struck hit a natural gas distribution main causing a leak which our team had to secure and isolate. The incident impacted approximately 1,000 residents in that area. President McGowen stated that our team did a great job isolating the leak and finding alternate paths in a very short amount of time. President McGowen described how improvements we have made in our system helped to resolve this incident quickly and to get information out to our customers. President McGowen recognized Vice President Rosser, Vice President Davis, the Gas Team, Jason Dunavant, and the Gas Meter Shop. President McGowen stated that even after getting customers restored, the Gas Meter Shop went around re-lighting customers' pilot lights.

President McGowen provided the Board with an update on current legislation that could affect MLGW. President McGowen provided a summary of several of the Bills in Legislation. President McGowen described how MLGW is keeping up with these items. President McGowen mention in detail the Builders Option Infrastructure Bill and the Municipal Board Representation Bill.

President McGowen reported to the Board recent City Council action that Chairwoman Swearingen Washington, Councilman Spinosa and the other Council Members put into place. President McGowen reported that an Ordinance was approved on March 3, 2026, that changed the contracting/spending and hiring limits of MLGW that require City Council approval essentially capping the authority we have here at \$500,000.00 for contracting or spending and \$180,000.00 for hiring before we are required to get the approval of the City Council. President McGowen noted that our limits were at \$150,000.00 for contracting/spending and \$120,000.00 for hiring. President McGowen stated that two years prior to that our limits were the \$500,000.00 for contracts/spending and \$180,000.00 for hiring. President McGowen was happy to report that we are back up to those limits. President McGowen stated that our currently any contracts/spending over \$250,000.00 requires Board approval which means that President McGowen has the authority to contract/spend up to \$250,000.00 without the Boards approval. President McGowen stated with the new limits for City Council approval, the Board has the authority to approve anything in between \$250,000.00 to \$500,000.00 without the approval of the City Council. President McGowen stated that he is not proposing any changes today and all other processes will remain the same. President McGowen stated that he is very thankful to the Council for being supportive.

Chairman Pohlman announced that Councilwoman Peal Walker is onboard and we appreciate her support. President McGowen stated that Councilwoman Pearl Walker is our new Chairperson at the Council and that he appreciates her support and advocacy.

Commissioner Pesce stated that a key factor to the limit changes is the increasing transparency of MLGW.

Commissioner Person asked that someone address the customer that appeared before the Board today with a \$1500 bill. President McGowen responded stating that she has a dispute hearing scheduled for tomorrow he believed, and after that a full report could be provided. Commissioner Person asked someone describe the public the steps they can take to avoid being cut-off. President McGowen responded with detailed information regarding steps that our customers should take. Vice President Timothy Davis, Chief Customer Officer, reported that we are creating a culture here where we put people first and meeting people where they are. VP Davis stated that Kenneth Culp, Director of Call Center Customer Care Operations, receives 1.4 million calls a year and 32% of those are for payment arrangements. VP Davis stated that in his 44 years of experience in the Utility Industry, MLGW offers more assistance to customers than any other company he has worked for. VP Davis described all the ways we have been reaching out to customers to get them information regarding utility assistance. VP Davis described work that he and Vice President Ursula Madden are doing to expand the "Share the Pennies Program".

Commissioner Woods asked for more information about what we are doing to bring up the next generation and develop a pipeline of employees. President McGowen provided a brief overview of some bootcamps that we offer high school students and ways we are working to help the next generation. President McGowen stated that we would provide a full briefing on this in the next three to four Board Meetings.

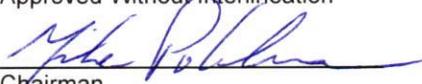
COMMITTEE REPORTS:

Chairman Pohlman

(None)

ADJOURNMENT

There being no further business, the meeting was adjourned at 9:27 a.m. (See Minutes File No. 1516)

Approved Without Interlineation

Chairman

These Minutes Compiled by Undersigned
and are Correct

Secretary-Treasurer