



# Board of Light, Gas and Water Commissioners

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

## Board Meeting

~ Minutes ~

Wednesday, September 15, 2021

8:30 AM

Board Room

### CALL TO ORDER AND OPENING REMARKS:

Chairman Graves

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

### PLEDGE OF ALLEGIANCE:

Chairman Graves

The Pledge of Allegiance was recited.

### ROLL CALL:

Dana Jeanes

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

### APPROVALS:

**Motion To:** Approve Minutes of the Meeting of September 1, 2021.

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

**MOVER:** Carlee McCullough, Board Member

**SECONDER:** Michael Pohlman, Board Member

**AYES:** Michael Pohlman, Steven Wishnia, Carlee McCullough, Mitch Graves

**REMOTE:** Leon Dickson - Cannot vote if not in-person.

### CITY COUNCIL ACKNOWLEDGEMENTS AND UPDATES:

Dana Jeanes

Receipt of Certified Copies of City Council Resolutions dated September 7, 2021, Items 18 through 23. (See Minute File No. 1462.)

### PRESENTATION:

American Public Power Association (RP3 Program - Diamond Winner) - J. T. Young & Nick Newman

#### AWARD TEAM:

Jeremie Grubere, Residential Engineering

Ben Hamilton, Performance Engineering

Zach Winters, Reliability and Power Quality Engineering

Greg Van Sickle, Reliability and Power Quality Engineering

President Young briefly spoke of the award and complimented the team for their achievement. He then turned the floor over to Nick Newman. Mr. Newman explained the requirements and added that there is a lot of time and work involved to collect the data. A plaque was presented to Chairman Graves and President Young. Chairman Graves stated that awards such as this makes "us proud". President Young added that it is a great team effort and not everyone's name was mentioned but are appreciated for their part and work in receiving the award.

## GENERAL STATEMENTS FROM THE PUBLIC:

(None)

## PRESIDENT'S BRIEFING:

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

(President's Briefing Continued on Page 97)

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

(Items 1 through 14)

|                  |  |
|------------------|--|
| <b>RESULT:</b>   | <b>APPROVED [4 TO 0] – Items 2 through 14</b><br><b>HELD [4 TO 0] – Item 1</b> |
| <b>MOVER:</b>    | Carlee McCullough, Board Member  |
| <b>SECONDER:</b> | Michael Pohlman, Board Member  |
| <b>AYES:</b>     | Michael Pohlman, Steven Wishnia, Carlee McCullough, Mitch Graves               |
| <b>REMOTE:</b>   | Leon Dickson – Cannot vote if not in-person.                                   |

### CHIEF CUSTOMER OFFICER

#### ITEM NO. 1 - HELD

1. Resolution authorizing execution of Contract No. 12290, Interlocal Agreement between MLGW and the Town of Arlington for storm water user fee billing services within the corporate limits of the town of Arlington, TN. (Jim West) (REQUIRES CITY COUNCIL APPROVAL)

### CHIEF INFORMATION OFFICER

2. Resolution approving Change No. 5 to Contract No. 11462, Electronic Board Agenda Solution with Granicus (formerly Accela, Incorporated) in the funded amount of \$39,821.52. (This change is to renew the current contract for annual software maintenance, fees, and support services for the period covering November 1, 2021 through October 31, 2022.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
3. Resolution approving Change No. 2 to Contract No. 12262, HP-UX Support with Abtech Technologies, Inc. in the funded amount of \$82,905.00. (This change to renew the current contract for the second of four annual renewal terms for the period covering

February 3, 2022 through February 2, 2023, with no increase in rates from the previous term. In addition, this change is to add eight HP-UX HPE servers which includes 7x24, 4-hour hardware support for the period covering November 1, 2021 through February 2, 2023.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

4. Resolution approving Change No. 4 to Contract No. 12324, Express Suite Support Services with Intellium, Incorporated in the funded amount of \$28,246.35. (This change is to renew the current contract for Intellium Express Suite Server and Express Client software support services for a three-year term for the period covering November 1, 2021 through October 31, 2024.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
5. Resolution approving Change No. 2 to Contract No. 12263, Panaya Software As A Service (SAAS) with Panaya, Incorporated to renew the current contract in the funded amount of \$225,000.00. (This change is to add the Release Dynamix (RDx) Platform to the current contract for a three-year period covering November 1, 2021 through October 31, 2024.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
6. Resolution approving Change No. 2 to Contract No. 12121, Identity Manager Support with Concensus Consulting, LLC, d/b/a Concensus Technologies, in the funded amount of \$30,000.00. (This change is to renew the current contract for the second of four annual renewal terms for the period covering November 1, 2021 through October 31, 2022 with no increase in rates from the previous term.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

#### **CHIEF PEOPLE OFFICER**

7. Resolution approving Position No. 1363 - Supervisor Street Light Engineering and Position No. 06685 - Instrumentation Technician. (J. T. Young/Jackie Jones)
8. Resolution approving Change No. 4 to Contract No. 11996, Operator Qualification Training with Veriforce, LLC, in the funded amount of \$34,699.00. (This change is to renew annual software maintenance, licenses, and support services for the period covering February 14, 2022 through February 13, 2023, with no increase in rates from the previous year.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

#### **COMMUNITY & EXTERNAL AFFAIRS**

(None)

#### **DESIGN CONSTRUCTION & DELIVERY**

(None)

#### **ENGINEERING & OPERATIONS**

9. Resolution to ratify the approval after the fact of Purchase Order No.(s) 7025314 and 7026127 to Consolidated Pipe in the total amount of \$263,132.00 for gas pipe. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

#### **PRESIDENT**

(None)

**SVP, CFO & CAO, FINANCE**

(None)

**SVP, CHIEF OPERATING OFFICER**

(None)

**SHARED SERVICES**

10. Resolution authorizing MLGW to purchase fuel from Mansfield Oil Company of Gainesville, Inc. via a combined fuel contract solicited and executed by the City of Memphis on behalf of Memphis Light, Gas and Water Division and the City of Memphis. (It is estimated that MLGW will purchase fuel not-to-exceed \$12,000,000.00 during the contract period. The City of Memphis and Memphis Light, Gas and Water Division may terminate the contract without cause by giving thirty days written notice. The term of this authorization to purchase from City of Memphis Contract Number 38439 is from execution date through June 1, 2022 with the option to extend two additional one-year periods.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
11. Resolution awarding Contract No. 12296, Electric Operations Site Drainage to A & B Construction Company, Inc. in the funded amount of \$262,176.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
12. Resolution awarding Contract No. 12303, New Rapid Roll Up Doors to Rytec Corporation in the funded amount of \$154,595.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
13. Resolution approving Change No. 6 to Contract No. 11562 Professional Engineering Services for Central Support Services with Smith Seckman Reid, Incorporated (SSR), in the funded amount of \$150,000.00. (This change is to increase the current contract value in the funded amount of \$150,000.00 due to unanticipated design and construction administration work needed for emergency damage repairs to the MLGW Administration Building garage.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

**VP, ACCOUNTING**

14. Resolution approving Change No. 17 to Contract No. 11292, Cashiering System Replacement with System Innovators in the funded amount of \$80,716.69. (This change is to renew annual hardware, software maintenance, and support services for iNovah, PCI PA-DSS, Oracle BS A/R, and EMV (Europay, MasterCard, VISA) Third Party maintenance for the period covering January 1, 2022 through December 31, 2022, which reflects a 4% rate increase from the previous renewal. MLGW is requesting continuous maintenance of the acquired systems, which can only be performed by System Innovators and an authorized third-party provider.) (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

**VP & GENERAL COUNSEL**

(None)

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

2. Greater Memphis Chamber Update – Mr. Ted Townsend reviewed the statistics from the slide presentation. He pointed out that the results are driven from the 38 project site visits. He noted that starting January until present, 22 projects have been landed which equates to new jobs and jobs retained. He discussed the projections regarding economic development and what it means to Memphis. He thanked several MLGW employees and stated the relationship between MLGW and the Chamber is a large part of what makes growth such a success. He stated the fourth quarter of 2021 appears to be strong and he expressed his excitement. He also stressed the benefits that Memphis offers regarding being a strong transportation hub center. He closed stating the Chamber is working hard to make sure Memphis is competitive and recognized.

3. Key Focus Area Update: "Reshaping the Customer Experience" - Jim West/Nick Newman - Mr. West gave the overview of today's presentation which covers Key Focus Areas and JD Power, Customer Value Council, and Customer Experience Initiatives. The components of reshaping the customer experience includes reliability, billing, contact, energy burden, renewables/EV's, and customer feedback. He explained the composition of the Customer Value Council and the importance of each member's role.

Mr. West discussed the JD Power index score comparison slide and noted that we are reshaping the customer experience. He pointed out that reliability has the biggest gap.

Nick Newman covered the Reliability Five-Year Improvement Plan and the areas of focus which include replacement of defective UG cable, wood pole management, tree trimming, aging substation equipment, automation of distribution system, and hardening of OH electric system. Mr. Newman also shared the outage communications progress that has been made through the "My Account" application.

Mr. West discussed contactless customer engagement and various enhancements, as well as the efforts being made to focus on first call resolution. He informed the Board of various corporate citizenship activities and explained how the Share the Pennies program has helped tremendously with weatherization improvements to limited-income homeowners. He also added that MLGW was awarded a \$750,000 weatherization grant through TDEC. He shared information regarding solar and the growth in demand, as well as statistics from 2005 to 2021. He also added that the electric vehicle market is evolving quickly. He closed the presentation with the JD Power Overall Satisfaction Trend comparing trends from 2019 to current. He stated we are working hard to reach our goal and are closing in on where we want to be.

4. Other - J. T. Young

President Young highlighted names of some of the interns and commended Jackie Jones, Nedra Bailey and others for their work with them. He stated the internship program is an asset for MLGW as a company, as well as an opportunity for the students.

President Young also mentioned the United Way Days of Caring that is coming up. He thanked Gale, her team and the other MLGW employees for their participation.

Prior to adjournment, Commissioner Wishnia asked about the coordination between MLGW and the City when it comes to paving the streets once MLGW has completed a job. Nick Newman addressed a specific location and stated, "we dropped the ball". He

indicated that communication and processes are being worked through and improved to assure we do not have another incident like the Yates location.

Dana Jeanes updated the Board on the rebate program and stated CVS has sent two checks that equate to approximately \$1.8 million. He added that we are on course to achieve the goal stated in the contract.

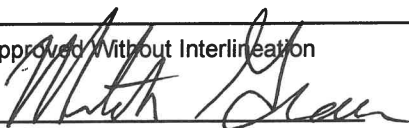
**COMMITTEE REPORTS:**

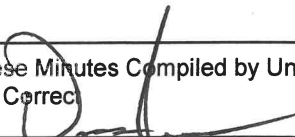
(None)

**ADJOURNMENT:**

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

(See Minute File No. 1463.)

Approved Without Interlineation  
  
Chairman

These Minutes Compiled by Undersigned and  
are Correct  
  
Secretary-Treasurer