



Board of Light, Gas and Water Commissioners

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

Board Meeting

~ Minutes ~

Wednesday, August 2, 2023

8:30 AM

Board Room

CALL TO ORDER AND OPENING REMARKS:

Chairman Dickson

PLEDGE OF ALLEGIANCE:

Chairman Dickson

ROLL CALL:

Dana Jeanes

Attendee Name	Title	Status	Arrived
Michael Pohlman	Vice Chairman	Present	
Cheryl Pesce	Board Member	Present	
Carl Person	Board Member	Present	
Mitch Graves	Board Member	Present	
Leon Dickson	Chairman	Present	

APPROVALS:

Motion To: Approve Minutes from the Meeting of July 19, 2023

RESULT: ADOPTED [UNANIMOUS]
MOVER: Mitch Graves, Board Member
SECONDER: Michael Pohlman, Vice Chairman
AYES: Pohlman, Pesce, Person, Graves, Dickson

CITY COUNCIL ACKNOWLEDGEMENTS & UPDATE:

Dana Jeanes

Receipt of Certified Copies of City Council Resolutions dated June 27, 2023, Items 12 through 16 and Item 34; and Items 8 through 16 dated July 11, 2023.

PRESENTATIONS:

(None)

GENERAL STATEMENT(S) FROM THE PUBLIC:

Ray Bauer - Co-Founder of 21st Century Memphis or Bust - mentioned that Commissioner Pohlman stated at the last meeting when he read an email into record for her group that someone needed to be present, so they came to this Board Meeting. She asked that Commissioner Pohlman reconsider as it can be difficult for one of them to make it at 8:30 a.m. on workday. Ms. Bauer stated that the group would continue to submit comments following the rules and deadlines put out by MLGW on social media. Ms. Bauer applauded President McGowen for the transparency created by posting the 4MForum MLGW Monthly Metrics Dashboard online, but asked why the major outage statistics weren't included in the monthly slides and asked if that information could be found elsewhere. Ms. Bauer and her group requested that the Rules of

way out. Mr. Davis stated that we previously had five people that handled billing exceptions which is obviously is not enough. We now have twenty-five individuals that have went through training and are available to handle these types of matters. We also beefed-up our Customer Advocacy Department so we can speak with these customers specifically. We also have a number of programs to help customers make payment arrangements.

Commissioner Person asked how Mr. Davis would go back and look at situations that are not brought before this Board? Mr. Davis stated that we are looking at that as a part of business stating this is part of the meter to cash process. Also, Mr. Davis states that we have fortified our Customer Advocacy Department. We give customer's specific assistance for their issue.

Commissioner Graves asked if her issues was because of the "wiggler" issue? Mr. Davis stated that Ms. Smith stated that it was an issue with the electric meter and that would not be the wiggler issue as the wiggler has to do with the gas meter, but that they would look into her specific issue. Mr. Davis stated that there are issues with electric meters from time to time. It does take some time to correct things. It takes about six weeks to train people and get them up to speed, but we are proactively working on this issue. We have identified those folks and sent them letters.

PRESIDENT'S BRIEFING

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 75)

Motion To: Delete Items 1 and 16 from the Consent Agenda.

RESULT:	ADOPTED [UNANIMOUS]
MOVER:	Mitch Graves, Board Member
SECONDER:	Michael Pohlman, Vice Chairman
AYES:	Pohlman, Pesce, Person, Graves, Dickson

Items 1 and 16 were deleted from the Consent Agenda.

CONSENT AGENDA

Douglas Black, Acting General Counsel, gave a summary for Item 14 on the Consent Agenda, quarterly update regarding the Customer Appeal Committee matters.

Commissioner Graves and Board had discussion with Dana Jeanes regarding Item 8, Card Payment Fee, specifically if we should charge the credit card fees to the customers when they pay their bill with a credit card.

ENGINEERING & OPERATIONS

4. Joint Funding Agreement US Army Corps of Engineers Resolution allowing MLGW to enter into a Joint Funding Agreement with the US Army Corps of Engineers. MLGW's intent is to participate in the funding of a Feasibility Cost Sharing Agreement. The maximum amount MLGW is committing to shall not exceed \$700,000. (Nick Newman) (REQUIRES CITY COUNCIL APPROVAL)
5. Resolution approving Change No. 5 to Contract No. 12150, Mallory Wash Water Recovery with Chris-Hill Construction Company, LLC, to ratify, extend, expand the scope, and increase the current contract value in the amount of \$135,565.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

PRESIDENT

(None)

SVP, CFO & CAO, FINANCE

6. Resolution requesting approval of Loomis, Sayles & Company, L.P., a core fixed income manager, to manage \$50,000,000 for the benefit of the MLGW Retirement and Pension Fund, as part of a reallocation. (Dana Jeanes)
7. Resolution requesting approval of Highland Capital Management, LLC, a core fixed income manager, to manage \$30,000,000 for the benefit of the MLGW Retirement and Pension Fund, as part of a reallocation. (Dana Jeanes)
8. Resolution approving Change No. 1 to Contract No. 12142, Card Payment Processing Services to Card Connect, LLC - Option A (This change is to renew the current contract for the first of two annual renewal terms for the period covering January 1, 2024 through December 31, 2024) in the funded amount of \$3,374,232.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
9. Resolution approving Change No. 8 to Contract No. 10614, Bloomberg Data License and Maintenance Agreement with Bloomberg, L.P., (This change is to renew the current contract for bi-annual software maintenance, licenses, and support services for an additional two-year term covering the period September 2, 2023 through September 1, 2025) in the funded not-to-exceed amount of \$77,880.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
10. Resolution requesting approval of Highland Capital Management, LLC, a core fixed income manager, to manage \$10,000,000 for the benefit of the MLGW OPEB Trust Fund, as part of a reallocation. (Dana Jeanes)

SVP, CHIEF OPERATING OFFICER

(None)

President McGowen reported that we had about 1,700 Water Professionals from Tennessee and Kentucky in Memphis, Tennessee today for a Water Professionals Conference. The group had a conference at the Convention Center at the Sheraton Hotel and had an event on Beale Street last night. President McGowen thanked Nick Newman and his team for coordinating the event.

President McGowen reminded everyone what the plan for improving is:

1) We are going to do a baseline inspection of other areas in town like we have done in Orange Mound and establish a 5-year Reliability and Resilience work plan. President McGowen stated that basically we will be taking the MLGW Way Forward Plan and the 2020 Plan, the balance of those plans make up the meat of this plan, and then add in every known maintenance action that we have to put forth as well as anything identified in the baseline assessments.

2) We are going to see if there are any additional storm resilience measures that we need to take a look at such as ways to make our poles more resilient, and another is better vegetation management, which the City Council just approved the new tree trimming contracts. President McGowen states that these contracts will get underway quickly and he hopes to provide to the Board an update in September as to where they have been working and the planned work.

3) Lastly, we are looking at the Smart Grid. President McGowen explained some of the benefits of the Smart Grid such as it will detect and react to changes in local usage, re-route power, and gives the opportunity to change voltage. The Smart Grid is essentially automating manual functions, automated distribution management, and automatic switching. We will be investing in a future ready operating system.

President McGowen stated that we have embarked on MLGW 2045 so that we have plans to address changes and are prepared for the challenges of the future. President McGowen says that MLGW 2045 will help us to operate as a "premier" utility system. President McGowen reminded everyone that there is a plan in place and we are working forward on that plan. We will track progress on that plan and report out to you. We desire a seamless experience for our customers, and our team is dedicated to making that happen.

COMMITTEE REPORTS:

(None)

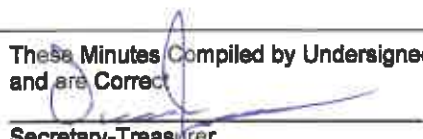
ADJOURNMENT:

There being no further business, the meeting was adjourned at 9:37 a.m. (See Minutes File No.1485)

Approved Without Interlineation


Chairman

These Minutes Compiled by Undersigned
and are Correct


Secretary-Treasurer