



# Board of Light, Gas and Water Commissioners

220 S. Main Street  
Memphis, TN 38103  
[www.mlgw.com](http://www.mlgw.com)

## Board Meeting

~ Minutes ~

Wednesday, February 7, 2024

8:30 AM

Board Room

### CALL TO ORDER AND OPENING REMARKS:

Chairman Dickson

The meeting was called to order at 8:29 a.m.

### PLEDGE OF ALLEGIANCE:

Chairman Dickson

The Pledge of Allegiance was recited.

### ROLL CALL:

Dana Jeanes

Attendee Name	Title	Status	Arrived
Michael Pohlman	Board Member	Present	
Cheryl Pesce	Board Member	Present	
Carl Person	Board Member	Present	
Mitch Graves	Board Member	Present	
Leon Dickson	Board Member	Present	
James Lewellen	Advisory Board Member	Present	
John Butler	Advisory Board Member	Present	

### APPROVALS:

Chairman Dickson

**Motion To:** Approve Minutes from the Meeting of January 3, 2024.

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

### CITY COUNCIL ACKNOWLEDGEMENTS & UPDATE:

Dana Jeanes

Receipt of Certified Copies of City Council Resolutions dated January 9, 2024, Items 12 through 18, and Resolutions dated January 23, 2024, Items 14, 15 and 16, with Same Night Minutes for Items 14 and 15. (See Minute File No. 1489 and 1490)

### PRESENTATIONS:

#### Volunteers In Power (VIP) Award Winners - Beverly Perkins

Beverly Perkins - presented Volunteers in Power (VIP) Awards for 2023. Ms. Perkins highlighted some of the events employees volunteered at as well as other ways employees volunteered. Volunteer Stars were Jennifer Reed, Angela DeBose and Demetria Bowers-Adair. The Lifesaver Award was given to Sherman Burton for his

outstanding lifetime blood donations. Individuals that won the Volunteer Spirit Awards were Darren Sharp, Donna Robinson, Gwen Redmond, David Armstrong, Angela DeBose, Von Griffin and Chantal Lairy. Volunteers of the Year are April Armstrong, Shonda Summers and Tracey Tate.

United Way Check Presentation – Alexandria Dean and Dr. Kenneth Robinson

Alexandria Dean presented to United Way, Dr. Kenneth Robinson check in the amount of \$682,141.60 which represents funds donated by MLGW Employees in 2023.

Dr. Kenneth Robinson spoke of appreciation and all the families that have been and will be helped as a result of these donations.

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

(None)

**REGULAR AGENDA  
(Items 1 and 2)**

President McGowen informed the Board that Memphis City Councilwoman Greene was joining us for the Board meeting that day. President McGowen welcomed her and stated he was looking forward to working with her.

1. Resolution to approve changes to the Common Fund Investment Policy Changes.

<b>RESULT:</b>	<b>APPROVED [UNANIMOUS]</b>
<b>MOVER:</b>	Mitch Graves, Board Member
<b>SECONDER:</b>	Cheryl Pesce
<b>AYES:</b>	Pohlman, Pesce, Person, Graves, Dickson

Advisory Board Member Lewellen and Advisory Board Member Butler supported the approval of this Regular Agenda Item.

2. Resolution approving the annual salary for the Vice President of Corporate Communications in the amount of \$200,000.00. (Doug McGowen) (Jacqueline Jones)

<b>RESULT:</b>	<b>APPROVED [UNANIMOUS]</b>
<b>MOVER:</b>	Cheryl Pesce
<b>SECONDER:</b>	Mitch Graves, Board Member
<b>AYES:</b>	Pohlman, Pesce, Person, Graves, Dickson

Advisory Board Member Lewellen and Advisory Board Member Butler supported the approval of this Regular Agenda Item.

**Review 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 10)

**CONSENT AGENDA  
(Items 3 through 13)**

<b>RESULT:</b>	<b>APPROVED [UNANIMOUS]</b>
<b>MOVER:</b>	Mitch Graves, Board Member
<b>SECONDER:</b>	Cheryl Pesce
<b>AYES:</b>	Pohlman, Pesce, Person, Graves, Dickson

Advisory Board Member Lewellen and Advisory Board Member Butler supported the approval of the Consent Agenda.

**VP of CUSTOMER EXPERIENCE and ENERGY SERVICES**

(None)

**CHIEF INFORMATION OFFICER**

3. Resolution rejecting the bid for Contract No.12430, Physical Off-Site Storage and On-Site Shredding, and re-soliciting bid in the near future. (Randy Orsby)
4. Resolution approving Change No. 2 to Contract No. 12254, vMobile Applications Suite Software Maintenance and Support with Ventureforth, Inc. to ratify, renew and change the current contract with no increase in the contract value. (Randy Orsby)

**COMMUNITY & EXTERNAL AFFAIRS**

(None)

**DESIGN CONSTRUCTION & DELIVERY**

5. Resolution awarding Contract No. 12432. Right-of-Way Mowing, to Enlightenment Inc. d.b.a. APS Facility Maintenance, in the Funded Amount of \$2,034,340.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

**ENGINEERING & OPERATIONS**

6. Resolution awarding a thirty-six month blanket purchase order number 1793765, to Harcros Chemicals Incorporated for the purchase of sodium hexametaphosphate, in the amount of \$2,052,750.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

7. Resolution approving Change No. 20 to Contract No. 9955, Partial Funding of Pollution Control-Ground Water Quality Control Program with Memphis & Shelby County Health Department to authorize the annual fee payment in the funded amount \$141, 512.25. (Nick Newman)

**PRESIDENT**

(None)

**SVP, CFO & CAO, FINANCE**

8. Resolution approving the addition and removal of authorized signatories on various MLGW Bank Accounts. (Dana Jeanes)
9. Resolution approving Change No. 2 to Contract No. 11292, Cashiering System Replacement with System Innovators to renew the current contract in the funded amount of 51,034.61. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

**SVP, CHIEF OPERATING OFFICER**

(None)

**SHARED SERVICES**

10. Resolution approving the ratification of blanket purchase order number 7009932 to Howard Industries, Inc., for single phase pole type distribution transformers for an additional amount of \$10,791,369.60. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
11. Resolution awarding purchase order number 1793579, to Brighter Days and Nites, Inc., in the amount of \$513,700.00 for arresters. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
12. Resolution awarding a twelve-month blanket purchase order number 1793574 for control cable to Automotive Tool Group in the amount of \$767,566.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
13. Resolution approving the ratification of blanket purchase order number 7016472 to Howard Industries, Inc., for single phase pad mount distribution transformers for an additional amount of \$9,668,700.58. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

**VP & GENERAL COUNSEL**

(None)

**CHIEF PEOPLE OFFICER**

(None)



**PRESIDENT'S BRIEFING CONT'D****MLGW Metrics Report Q4 2023 - Valerie Overton**

Valerie Overton came before the Board to provide an update on MLGW Performance Metrics. Ms. Overton provided performance updates in the following areas: Customers, Operations, Reliability, Infrastructure Improvements, Financial, Employee and Safety. Ms. Overton stated that she was providing a brief update in these areas, but more detailed information could be found on the website at MLGW.com. Ms. Overton provided the average speed of answer and abandon call rate for the call center, the number of appointments met in the Customer Service Field Operations Department. Ms. Overton also stated that we have hired 14 new Field Service Technicians and that once they have completed their training, the amount of appointments met should get better. Lastly as far as Customer Service, she provided information as to customer satisfaction at the community offices.

Commissioner Person asked questions about abandoned calls. Timothy Davis responded. Mr. Davis discussed updating the customer information system.

Valerie Overton shared information regarding Share the Pennies Program. Ms. Overton stated that 955 homes were helped, the total amount spent is \$6.99 million and the average amount spent per home is \$7,319.

Ms. Overton gave an update on delayed bills stating that 3,000 accounts are now delayed, which is back to our normal amount of exceptions. For the Operations Metrics, Ms. Overton provided an update on the Streetlight Conversion and Streetlight work orders as well as Builder Services Work Order Creation Time, Customer Engineering Work Order time, and Residential Engineering Work Order Time. Ms. Overton provided an update on all streetlight conversion projects including Memphis, Collierville, and Bartlett. For the Reliability Metrics, Ms. Overton gave information as to the Customer Minutes Interrupted as well as various other degrees of outages. Ms. Overton gave an update on the Electric Reliability and Resilience Roadmap. The roadmap includes tree trimming, replace outdated infrastructure, and grid modernization. Ms. Overton provided an update as to the work completed to improve all three areas. Ms. Overton gave an update on the Financial Metrics showing that we are on track in most finance areas as well as supplier diversity. Ms. Overton stated the Employee Turnover Rate is 9.0% which is on track, and that the average time to fill a position is 76 calendar days. Our goal is 60 days, so need some improvement in that area. Lastly, Ms. Overton reviewed our Safety Metrics which includes the lost time incident rate, medical recordable rate and preventable vehicle accident rate.

Commissioner Pesce requested that the MLGW Performance Metrics slides be sent out to the Commissioners prior to the Board Meeting.

**Winter Storm Updates - Doug McGowen**

President McGowen recognized and congratulated Commissioner Pesce's daughter, Avery Cunningham, on writing and the releasing of her book that day.

President McGowen continued by providing the Board with a Capital Budget Expenditure for 2023 stating that we spent \$235 million dollars of the \$299 million that we had budgeted for 2023. President McGowen stated that is \$97 million more dollars than we spent in prior years. President McGowen also informed the Board that the \$235 million does not include the \$27 million for PLTE that was approved at the end of the year and we are still waiting for the FCC approval of the license we couldn't expend that check so that amount will be expended in 2024. President McGowen stated that despite having eight major storms this year we were still have the all-time highest expenditure of capital at Memphis Light, Gas & Water.

President McGowen gave an update about Winter Storm Heather which broke all-time record for electric demand. We had a 26% increase in the amount of energy that was delivered to our customers over last year. President McGowen stated that translates to is that our customers used more electricity during that 10-day period than they did in the 10 day period in January the year before. President McGowen stated that our system performed very well. We had no outages going into the very deep cold. President McGowen thanked our team for working to make sure everybody had power as we entered that deep cold. President McGowen stated that we had people on standby at our substations. We think we saved between 400-500 megawatts of electricity just by our conservation efforts, so President McGowen thanked our customers that took this seriously.

President McGowen stated that the United States of America saw its all-time peak demand of natural gas usage. President McGowen further reported that we contracted and daily purchased gas supply from Texas Gas, Trunkline and ANR pipelines without constraints, MLGW withdrew gas from Texas Gas Storage to support demand, the LNG Plant supplied 6% of the demand on January 15, 2024, and 5% of the demand on January 16, and lastly, the cost of gas for January 2024 was \$2.816 per MMBtu, which is 11% lower than the 12-year historic cost of \$3.15. President McGowen stated that despite the price being lower, customers still saw a rise in their bill because we used more gas.

**Other - Doug McGowen**

President McGowen gave an update on MLGW 2045. President McGowen informed the Board of when they can expect the 2045 Plan as well as the plan to involve stakeholders in developing this plan.

President McGowen provided an update on the LED Streetlight Conversion which included street view of before and after with the LED lights. President McGowen also provided the phases of the conversion. President McGowen also provided all the benefits of converting to the LED lights including the Binghampton Development Corporation (BDC) recycling effort. President McGowen also shared information showing how quickly we were able to complete this conversion and compared our conversion to other major cities. President McGowen acknowledged some issues with the conversion but expects to have all issues resolved by the Spring.

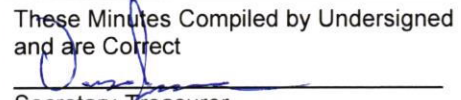
**COMMITTEE REPORTS:**

(None)

**ADJOURNMENT**

There being no further business, the meeting was adjourned at 10:17 a.m. (See Minute File No. 1491)

Approved Without Interlineation

  
ChairmanThese Minutes Compiled by Undersigned  
and are Correct  
Secretary-Treasurer