



Board of Light, Gas and Water Commissioners

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

Board Meeting

~ Minutes ~

Wednesday, January 3, 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:

Rodney Cleek

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	
James Lewellen	Advisory Board Member	Present	
John Butler	Advisory Board Member	Present	

APPROVALS:

Motion To: Approve Minutes from the Meeting of December 20, 2023.

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

CITY COUNCIL ACKNOWLEDGEMENTS & UPDATE:

Rodney Cleek

Receipt of Certified Copies of City Council Resolutions dated December 19, 2023, Items 19 through 26.

PRESENTATIONS:

(None)

GENERAL STATEMENT(S) FROM THE PUBLIC:

Lillian Landrigan - 4968 Newhaven - Ms. Landrigan stated that she is having issues with MLGW's billing. Ms. Landrigan stated that despite her meter being read on several occasions her usage was still being estimated. Ms. Landrigan also stated that MLGW's bill represents that the meter was read on the first page of the bill, but on the second

page in small print it states that the usage is estimated. Ms. Landrigan believes this is an American Disabilities Act Issue as elderly people may not be able to read the small print, also, people with dyslexia may not be able to read the bill. Ms. Landrigan stated that her meters are correct, and that her property is being renovated using minimal utilities.

Ms. Landrigan stated that she also has issues with Customer Service and the appeals process. Ms. Landrigan stated that the only way to make an appeal according to our pamphlet is to have an Area Manager refer you to the Customer Advocacy Department. Ms. Landrigan stated that she is unable to get a manager to call her back so she can activate the process.

Vice President Timothy Davis told Ms. Landrigan that she could speak with Customer Advocacy Manager, Angela DeBose.

Vice Chairman Pohlman inquired if the estimated bills are only for those meters that are broken. Mr. Timothy Davis responded.

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 4)

CONSENT AGENDA

(Items 1 through 5)

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

VP of CUSTOMER EXPERIENCE and ENERGY SERVICES

(None)

CHIEF INFORMATION OFFICER

(None)

COMMUNITY & EXTERNAL AFFAIRS

(None)

DESIGN CONSTRUCTION & DELIVERY

(None)

ENGINEERING & OPERATIONS

Motion To: Approve Same Day Minutes for Items 1 and 2

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

1. Resolution awarding Contract No. 12454, Allen Aerator Rehabilitation to Grinder, Taber & Grinder, Inc., in the funded amount of \$2,886,242.22. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
2. Resolution awarding Contract No. 12461, McCord DPC Installation to Consolidated Electrical Services, Inc., in the funded amount of \$474,875.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
3. Resolution awarding Contract No. 12445, Lichterman Pumping Station – Electrical HVAC Enclosure and Dock Extension to Grinder, Taber & Grinder, Inc., in the funded amount of \$440,331.06. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
4. Resolution approving Change No. 3 to Contract No. 12134, UAV Flight Inspection of Overhead Electric Lines to Allen & Hoshall, Inc., to renew the current contract with no increase in the contract value. (Randy Orsby)

PRESIDENT

(None)

SVP, CFO & CAO, FINANCE

(None)

SVP, CHIEF OPERATING OFFICER

(None)

SHARED SERVICES

(None)

VP & GENERAL COUNSEL

(None)

CHIEF PEOPLE OFFICER

5. Resolution approving Change No. 2 to Contract No. 12347 (solicited under Contract No. 12294), Temporary Employment Services for General Laborer Services with Millennium

Search, LLC, to ratify and renew the current contract with no increase in the contract value. (Randy Orsby)

PRESIDENT'S BRIEFING

Other – President Doug McGowen

President McGowen gave an update on a few items beginning with a Retiree Report that provides the number of retirees that we have retained for contract work. President McGowen stated that we have retained about 50 retirees who collectively delivered about 54,000 hours of work on behalf of MLGW with most of that work being conducted in areas where we were actively hiring people, and they were filling the void until we could get those hires done. Largely done in the areas of construction service and facilities location, customer service, the customer care residential center and electric, water and gas meter shops.

President McGowen went on to give an update on tree trimming. President McGowen reported that we are 38% complete yet we are only 30% complete with the time of the contract, so we are ahead of schedule. President McGowen stated that all three Contractors have committed that they will work to stay ahead of schedule so we can get back to a three-year tree trimming cycle faster than three years. To-date, we have trimmed 538.4 miles so far. We are three months in and have essentially exceeded what we have done in the first two years.

President McGowen also mentioned his commitment to provide to the Board an Annual Report of his first year at MLGW. President McGowen stated that he sent that information via email to the Commissioners, the Mayor of the City of Memphis, Mayors of all municipalities, the Shelby County Commissioners, the Memphis City Council, and all of the Shelby County Delegation. President McGowen also stated that we will be making this information available to the public on our website, so no one has to request a copy of it. Also, President McGowen apologized for the length of the six-month report.

President McGowen gave an overview of the outages that were experienced on Christmas Day. Two of the three outages were caused by automobile accidents involving our poles. The other incident was caused by a high voltage transmission line experiencing a break in the insulator. Chief McGowen stated that we rerouted power to the separate banks in that substation and got power back on in less than an hour. President McGowen stated that our crews were dispatched on Christmas Day to make that happen. Chief McGowen turned the meeting over to Mr. Alonzo Weaver and Mr. Brad Gates for a little "show and tell". Mr. Alonzo Weaver and Mr. Brad Gates presented to the Board the actual broken insulator and gave an explanation as to how it works and what happened on Christmas Day. Mr. Weaver and Mr. Gates also presented to the Board the newer design of the insulator and explained the differences between the two. Mr. Weaver shared with the Board that the drone contract they just approved would allow us to examine these insulators for needed repairs. Mr. Weaver informed the Board that we would be doing some analysis on the broken insulator to try and find out exactly why it broke. Mr. Joseph Clark, MLGW Transmission Engineer, also came down to speak in regard to how often these insulators break. Mr. Clark stated that he has only seen it happen one other time since he has worked at MLGW. Mr. Clark informed the Board that when it happened the other time the MLGW Testing Lab did some test and found that it was the boron in the fiberglass core that caused the

failure. Mr. Clark stated that over time the boron caused a chemical reaction that created an acid that slowly ate away at the fiberglass core that eventually caused the failure. Mr. Clark stated that the new insulators do not have boron in the fiberglass core, so the new ones should not fail or shouldn't fail in the same way.

President McGowen stated that he wanted discuss these Outages to show that these were isolated events and also to highlight that our team had an incredible response time on Christmas Day in that they were able to diagnose, switch around, and get the repair done in less than an hour. President McGowen stressed that this is why we are investing so heavily on preventative maintenance and modernizing our grid.

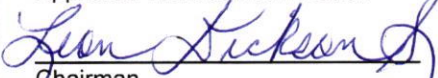
COMMITTEE REPORTS:

(None)

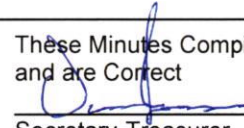
ADJOURNMENT

There being no further business, the meeting was adjourned at 8:55 a.m.

Approved Without Interlineation


Chairman

These Minutes Compiled by Undersigned
and are Correct


Secretary-Treasurer