



Board of Light, Gas and Water Commissioners

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

Board Meeting

~ Minutes ~

Wednesday, July 19, 2023

8:30 AM

Board Room

CALL TO ORDER AND OPENING REMARKS:

Vice Chairman Pohlman

PLEDGE OF ALLEGIANCE:

Vice Chairman Pohlman

ROLL CALL:

Dana Jeanes

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

APPROVALS:

Dana Jeanes

Motion To: Approve Minutes from the Meeting of June 21, 2023

No quorum therefore no vote was taken.

RESULT: WITHDRAWN [0 TO 0]
ABSTAIN: Michael Pohlman, Mitch Graves
ABSENT: Cheryl Pesce, Carl Person, Leon Dickson

CITY COUNCIL ACKNOWLEDGEMENTS & UPDATE:

Dana Jeanes

Items not read into record - moved to August 2, 2023 Board Meeting.

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

PRESENTATIONS:

(None)

GENERAL STATEMENT(S) FROM THE PUBLIC:

Dennis Lynch - Leader in local Sierra Club - was on the PSAT. Siemens did the IRP and he had serious reservations regarding that report. He states that they did not look at solar. Mr. Lynch stated that Siemens didn't seem to be interested in solar. He stated that he would like to work with President McGowen on the 2045 Planning.

Vice Chairman Pohlman read into record an email from 21st Century Memphis or Bust - Ray Bauer. The email mentioned the following:

The Group applauded Commissioner Graves for voting "No" to the Tree Trimming Contracts at the June 21, 2023 Board Meeting. They also made several requests for reports and information regarding tree trimming and tree trimming contracts and requested that information be released to MLGW's social media before the next Board Meeting of August 2, 2023. The Group also stated that the Board Agenda had not been posted on the MLGW Website 48 hours prior to the Board meeting. Lastly, the Group request that inspectors immediately address the broken and sagging lines along an eight mile stretch of Highway 196 and Raleigh-Lagrange.

CONSENT AGENDA - No quorum therefore no vote was taken.

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 67)

VP of CUSTOMER EXPERIENCE and ENERGY SERVICES

(None)

CHIEF INFORMATION OFFICER

1. Resolution approving Change No. 1 to Contract No. 12236, Meter Support Maintenance with Honeywell to ratify and change the current contract in the funded not-to-exceed amount of \$145,259.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

CHIEF PEOPLE OFFICER

2. Resolution to approve the salary of the Vice President General Counsel, at an annual salary of \$214,988.80. (Doug McGowen/Jackie Jones) (SAME DAY MINUTES)
3. Resolution approving Change No. 3 to Contract No. 12348 (solicited under Contract No. 12294), Temporary Employment Services for Skilled Craftsman/Technical with Resource Management Group (to ratify and increase the current contract value. (The term of the contract will remain through January 18, 2024) in the funded amount of \$900,000.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

COMMUNITY & EXTERNAL AFFAIRS

4. Resolution approving Change No. 2 to Contract No. 12209, Courier Services with Deep South Delivery, LLC dba Diligent Delivery Systems (formerly Express Courier International, Inc.) (This change is to renew the current contract for the second of four annual renewal terms covering the period of September 6, 2023 through September 5, 2024) in the funded amount of \$152,292.15. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

DESIGN CONSTRUCTION & DELIVERY

(None)

ENGINEERING & OPERATIONS

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)
6. 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)

PRESIDENT

(None)

SVP, CFO & CAO, FINANCE

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 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)
9. 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)
10. 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)

SVP, CHIEF OPERATING OFFICER

(None)

SHARED SERVICES

11. Resolution approving Change No. 3 to Contract No. 12281, Hickory Hill Service Center Repaving with A & B Construction Company, Inc., to ratify and extend the current contract with no increase in the contract value. (Randy Orsby)

VP & GENERAL COUNSEL

12. Resolution approving the report of the Customer Appeal Committee for the period December 2022 thru June 2023 (Acting VP General Counsel Douglas Black/Doug McGowen)

PRESIDENT'S BRIEFING:Quarterly Metrics Update - Valerie McKinney

President McGowen gave some background information as to the Metrics Update. President McGowen stated that when he came to MLGW, he asked staff to begin having monthly performance reviews, and for metrics be developed to evaluate our performance. Metrics reviews have been conducted among staff since February and are now being presented the Board. These metrics will replace the Scorecard. In addition, this information will be posted on our website immediately following the Board meeting, so the public has access to this information as well.

Ms. Valerie McKinney presented to the Board Quarterly Metrics Update which includes updates on Customer Care and Satisfaction, Communications, Reliability, Operations, MLGW Way Forward, Finances, Employment and Safety. Ms. McKinney and her team provided a wealth of information to the Board as to how MLGW was performing in each of these areas.

President McGowen stated that all the items discussed are backed with an action plan. President McGowen pointed out a few specific items that were discussed in the presentation. The first item he addressed was related to appointment times with customers and if we let our customers know when we are on our way. President McGowen stated that we do a decent job with this currently, but we are rolling out a new system in August to improve the customer experience in this area. The next matter concerned Electric Distribution Automation. President McGowen stated that MLGW will be adding a Broad Range Communication System that will make it much more effective. The last item he addressed was the challenge to spend the budget.

Commissioner Graves requested that we add a new metrics to include information on how many customers we have for gas, electric and water. President McGowen agreed and stated that we have that information and can add that to the website as well.

Storm Summary - Doug McGowen

President McGowen spoke of the storm that we had yesterday afternoon, July 18, 2023, which brought winds in excess of 65 mph and severe lightning. The lightning affected TVA Distribution System and our local transmission and distribution systems. High

gusty winds caused poles to break and power lines to come down. We also had trees and limbs to cause power outages. President McGowen stated that we immediately asked for outside contractors to assist. We will have 62 crew coming to help MLGW's crews and will continue to add more as needed.

President McGowen also provided to the Board information regarding outages and the restoration of the outages from the recent storms that started on June 25, 2023, as well as the root causes of the outages.

Other - Doug McGowen

President McGowen shared his quote "It is going to get better; we will make our system more reliable and more resilient". President McGowen provided the four ways to become more reliable and resilient: Baseline System Assessment, Reliability and Resilience Work Plan, "Smart Grid" Implementation, and MLGW 2045. President McGowen discussed each of these in detail. President McGowen provided information as to the System Average Interruption Duration. President McGowen stated that the Orange Mound Area had a long time of interruption and thus they have been doing assessments of that area's vegetation and infrastructure. President McGowen shared images taken from drone inspections and gave examples as to why this type of inspection is beneficial. President McGowen shared goals for tree trimming and converting to underground utilities.

COMMITTEE REPORTS:

(None)

ADJOURNMENT:

There being no further business, the meeting was adjourned at 9:54 a.m. (See Minutes File No. 1484)

Approved Without Interlineation


Chairman

These Minutes Compiled by Undersigned
and are Correct


Secretary-Treasurer