



# 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 15, 2023

8:30 AM

Board Room

### CALL TO ORDER AND OPENING REMARKS:

Chairman Dickson

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

### PLEDGE OF ALLEGIANCE:

Chairman Dickson

The Pledge of Allegiance was recited

### 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 February 10, 2023.

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

### CITY COUNCIL ACKNOWLEDGEMENTS & UPDATE:

Dana Jeanes

Dana Jeanes reported he had none at this time.

### PRESENTATIONS:

(None)

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

(None)

### PRESIDENT'S BRIEFING:

1. Review of Consent Agenda – President Doug McGowen

(President's Briefing Continued on Page 19)

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.

## CONSENT AGENDA

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

### ***VP of CUSTOMER EXPERIENCE and ENERGY SERVICES***

(None)

### ***CHIEF INFORMATION OFFICER***

(None)

### ***CHIEF PEOPLE OFFICER***

(None)

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

(None)

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

(None)

### ***ENGINEERING & OPERATIONS***

1. Resolution approving Change No. 1 to Contract No. 12027, Voice (PBX) Systems Network Maintenance with Black Box Network Services, Incorporated to increase the current contract value in the funded amount of \$11,000.00. (Randy Orsby)  
(REQUIRES CITY COUNCIL APPROVAL)

### ***PRESIDENT***

(None)

**SVP, CFO & CAO, FINANCE**

(None)

**SVP, CHIEF OPERATING OFFICER**

(None)

**SHARED SERVICES**

2. Resolution awarding a thirty-six (36) month purchase order to T.R. Miller Mill Company, Inc., for various sizes of southern yellow pine poles in the amount of \$9,891,100.65. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
3. Resolution awarding a thirty-six (36) month purchase order to Engineered Sealing Components, LLC., for concrete standards in the amount of \$1,296,742.76. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
4. Resolution approving Change No. 1 to Contract No. 11985 Security Automation Systems Solution Full Deployment, with Securadyne Systems Intermediate, LLC dba Allied Universal Technology Services (formerly G4S Secure Integration, LLC) to change the current contract with no increase in the contract value. (Randy Orsby)

**VP & GENERAL COUNSEL**

(None)

**PRESIDENT'S BRIEFING (Continued):****2. Other - President Doug McGowen**

President Doug McGowen provided an update to the Board regarding the billing and meter exceptions that were discussed at the February 10, 2023 Board Meeting. President McGowen stated that 5,000 of the backlog bills would be going out by the end of today, February 15, 2023. 3,600 backlog bills have already been sent out. We are repairing an average of 1,600 meters each day. President McGowen conservatively hopes that the backlog will be addressed by end of next month. If it extends past that he hopes that it won't be much past that so we can get borrowed employees back to their normal positions, and making the billing and meter exceptions more manageable going forward.

President Doug McGowen also provided the Board with an update on the Call Centers answer times. President McGowen stated that the average time to answer a call in January was 15 minutes. The average answer time for the past 30 days is 8 minutes 11 seconds and the median time to answer was 7 minutes and 14 seconds. President

McGowen says that Mr. Kenneth Culp is continuing to do good work managing the Call Center and making things better for our customers each day.

**SPECIAL RECOGNITION:**Chairman Dickson

Chairman Dickson read into record the Resolution honoring Michael C. Nowlin, a Lineman and Employee of Memphis Light, Gas & Water for 18 years that was fatally injured while on the job August 11, 2022. Michael C. Nowlin was well-respected by his peers for his can-do spirit and positive disposition. Michael Nowlin gave his life serving the customers of Shelby County, Tennessee, and this dedication will not be forgotten. Memphis Light, Gas & Water and its Board of Commissioners resolve that we embrace and show our support to his family for Michael Nowlin is praised and thanked for his 18 years of service to Memphis Light, Gas & Water and its customers.


**COMMITTEE REPORTS:**

(None)

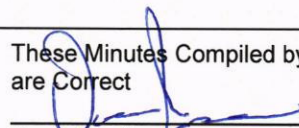
**ADJOURNMENT:**

There being no further business, the meeting was adjourned at 8:42 a.m. (See Minute File No. 1479)

Approved Without Interlineation

  
Chairman

These Minutes Compiled by Undersigned and  
are Correct

  
Secretary-Treasurer