



Board of Light, Gas and Water Commissioners

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

Board Meeting

~ Minutes ~

Wednesday, August 16, 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	Present	
Carl Person	Board Member	Present	
Mitch Graves	Board Member	Present	
Leon Dickson	Chairman	Absent	

Advisory Board Member - James Lewellen - Present

Advisory Board Member - John Butler - Present

APPROVALS:

Motion To: Approve Minutes from the Meeting of August 2, 2023.

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

CITY COUNCIL ACKNOWLEDGEMENTS & UPDATE:

Dana Jeanes

Receipt of Certified Copies of City Council Resolutions dated August 8, 2023, Items 18 through 27 with Same Night Minutes on Item 26. (See Minute File No. 1485)

PRESENTATIONS:

(None)

GENERAL STATEMENT(S) FROM THE PUBLIC:

Vice Chairman Pohlman read into record an email from Lydia Robertson concerning all of her recent outages at her home located at 2422 Manchester Road. Ms. Robertson

requested that someone call her with answers and solutions for the issues. Vice Chairman Pohlman asked if someone would call her.

President McGowen responded that we had reached out to her, but that she has not returned our call. President McGowen stated that we have certain circuits around our service area that have experienced a lot of outages. We believe this is the Whitehaven Area, and we have recently been made aware of several issues in that area. Our team has been assigned to look at this and get that day-to-day reliability up. We have talked with several municipal mayors who have also had similar issues. Our team has discovered significant damage or repairs of outdated equipment. We are working on it and not looking for easy solutions. Our team has done more maintenance and restoration on this system than we have ever done in our history. President McGowen informed the Board that we have spoken with the Councilman that represents that District and given them the information that we are on it.

Dennis Lynch - 347 N. McLean - Conservation Chair of the Sierra Club in Memphis - Mr. Lynch stated that considering all the weather-related issues and storms that President McGowen has faced since he took office that he thought MLGW has done a great job, as good as possible. Mr. Lynch spoke of an environmental forum that the Sierra Club was going to host next Tuesday, August 22, 2023, at First Baptist on Broad for Mayoral Candidates, and encouraged everyone to come out. Mr. Lynch also mention TVA is closing some coal plants and replacing them with gas plants. Mr. Lynch said that we do not need any more gas plants in Memphis. Lastly, Mr. Lynch stated that the City of Memphis is owned by the people and the City of Memphis owns MLGW, therefore he encouraged MLGW to ensure the public's involvement and participation.

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 83)

CONSENT AGENDA

Items 1 through 6 adopted. Item 2 adopted with Same Day Minutes Approved (See Below).

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Mitch Graves, Board Member
SECONDER:	Carl Person, Board Member
AYES:	Michael Pohiman, Cheryl Pesce, Carl Person, Mitch Graves
ABSENT:	Leon Dickson

VP of CUSTOMER EXPERIENCE and ENERGY SERVICES

1. Resolution approving the ratification of purchase order number 7044816 to WESCO Distribution, Inc., for smart meter water modules in the amount of \$2,970,000.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

CHIEF INFORMATION OFFICER

(None)

COMMUNITY & EXTERNAL AFFAIRS

(None)

DESIGN CONSTRUCTION & DELIVERY

2. Resolution awarding Contract No. 12440, Master Asphalt Paving Program to Chancellor Brothers, LLC and Veasley Paving Services, A Joint Venture in the funded amount of \$16,150,666.25. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

Motion To: Approve Same Day Minutes for Item 2.

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

ENGINEERING & OPERATIONS

3. Resolution approving Change No. 3 to Contract No. 12154, Surveying Services with Ollar Surveying Company, LLC., (to renew the current contract for the third of four annual renewal terms for the period covering January 19, 2024 through January 18, 2025) in the funded amount of \$145,446.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

PRESIDENT

(None)

SVP, CFO & CAO, FINANCE

(None)

SVP, CHIEF OPERATING OFFICER

(None)

SHARED SERVICES

4. Resolution awarding a purchase order for steel utility bodies to Utility Equipment Service, Inc., in the amount of \$41,046.00 and Scruggs Equipment Company in the amount of \$319,012.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
5. Resolution approving the ratification of purchase order number 7046271 to Mansfield Oil Company of Gainesville, Inc., for unleaded and diesel fuel in the amount of \$539,977.86. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
6. Resolution approving Change No. 2 to Contract No. 12247, Gas Transmission ROW Mowing and Tree Trimming with ABC Professional Tree Services, Incorporated (to ratify and renew the current contract for the second of four annual renewal terms for the period covering August 16, 2023 through August 15, 2024) in the funded amount of \$769,948.36. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

VP & GENERAL COUNSEL

(None)

CHIEF PEOPLE OFFICER

(None)

COMMITTEE REPORTS:**HR Committee Report and HR Policies – Mrs. Jacqueline Jones**

Mrs. Jones began by thanking Commissioner Pesce for doing a great job chairing the HR Committee and for her encouragement to think outside of the box. Mrs. Jones stated that we have definitely made some improvements because of her leadership.

Mrs. Jones went on to give an update on Safety; Talent Acquisition; Labor Engagement, Diversity & Inclusion; Employee Services - Policy Updates; and HPPD as of June 30, 2023. Mrs. Jones provided the following information as to our 2023 Safety Targets in regard to Lost Time Injuries, Medical Recordables, and PVCs (Preventable Vehicle Collisions). Lost Time Injuries we were at 7 as of June 30, 2023, and our goal is 17, so we are doing well. To-date we have 9, so we have had a couple more. Medical Recordable Injuries, our goal is not to exceed 101. We were at 35 as of June 30, 2023, and today they are at 43, so we are still doing well. Most of these injuries are from slips, trips and falls or lifting, pushing or pulling. We classify these as soft tissue injuries. We have been working with a company called Biokinetics to develop a stretching program for our employees. We have seen some improvements from last year, but we still have some work to do in this area. Last, we have our PVC, Preventable Vehicle Collisions, our goal is no more than 85. As of June 30, 2023, we were at 33 so well ahead of the goal. We are at 43 as of today. The two major reasons for the PVC are backing

incidents and vehicle striking a fixed object. The overall headline for Safety is that we are doing well.

Commissioner Person asked if we could target zero instead of the goals set out in her presentation. Mrs. Jones stated that of course our goal is to get to zero, we are just taking baby steps to get there. Commissioner Person stated that he would like to see giant steps and that he thinks our target or goal should be zero. Commissioner Pesce stated that we have set some realistic goals leaving room for human error. Commissioner Pesce stated she never wants the hard work that is being done in that department to be overshadowed because it is not zero. Commissioner Pesce stated that it is a tremendous improvement from last year. Advisory Board Member John Butler, suggested that we look at the hours worked in comparison to the lost time injuries. Mrs. Jones stated that she didn't have that information off the top of her head, but that is something that we track. President McGowen and Mrs. Jones stated that was something we will take a look at.

Mrs. Jones proceeded to provide an update on Talent Acquisition. Mrs. Jones states that our vacant positions are 416 as of today. Mrs. Jones stated that they are working to get these positions filled by having job fairs and campus visits. Also, many times we lose applicants because they don't pass the testing, so we are going to hold a 3-day Super Testing Day at the MLGW University. We are going to have more focused job fairs. Mrs. Jones provided information on employee separation and annualized turnover. Majority of the separation and turnover is due to normal retirement and personal reasons.

Commissioner Person asked if when we did the Exit Interviews was salary an issue? Mrs. Jones stated that salary was an issue more with employees with 10 plus years. Employees with just 1-2 years of employment, we see things like flexible work arrangements.

Mrs. Jones continued with information regarding filling vacant positions and the time to fill positions. So far in 2023, we have filled 230 jobs. Mrs. Jones also provided information regarding if jobs were filled internally and externally as well as the percentage of our employees that are eligible for retirement.

Mrs. Jones provided information from our Labor Engagement, Diversity and Inclusion Department which included EEOC Case Filings, EEC Case Filings, and percentage of cases solved internally. Commissioner Person asked Mrs. Jones to explain the Grievance Process. Mrs. Jones stated that it is a four-step process that begins with the Supervisor, then Manager, next our Labor Group, and lastly, external arbitration.

Mrs. Jones continued to give an update on the number of cases filed both internally and externally as well as the percentage of matters resolved internally. Mrs. Jones stated that majority of our cases were resolved internally. Mrs. Jones provided a comparison of total active grievances in past years to current number of grievances. Mrs. Jones stated that it had been many years since we had been down this low. Mrs. Jones stated

that this number would be lower, but that we have had many storms lately and they haven't been able to schedule the grievance hearings. Overall, Mrs. Jones is pleased with the work done by LEDI Group with handling these grievances and the managers are doing a great job working with them as well.

Lastly, Mrs. Jones discussed some Employee Services Policy Updates.

Policies modified are as follows:

Policy 21-04 Termination of Employment

Policy 21-05 Exit Interviews

Policy 21-11 Personnel Review Board

Policy 21-19 Residency

Policy 22-01 Tuition Assistance

Policy 22-13 Sick Leave, Short-Term Disability, and Long-Term Disability

Policy 23-27 Workplace Violence

Mrs. Jones stated that some of the changes were minor, so she wasn't going to discuss each one, but she did discuss the Residency Policy stating that we no longer require our employees to live in Shelby County, Tennessee, so we have taken that language out and added language requiring them to be able to report for work within one hour of notification. Mrs. Jones also discussed the Tuition Assistance changes which is also a positive update. Previously, the tuition assistance for a four-year degree was \$5,000 a year, now it is \$6,000 a year, and tuition assistance for a two-year degree, it was \$2,700 a year and now it is \$3,700 a year. For the Sick Policy 22-13, clarification regarding job protection when it comes to short term disability. In the past it was assumed that was for a year, but job protection is for six months. Lastly, Workplace Violence, we just cleaned up some language so that employees understand that any type of workplace violence will result in termination.

Commissioner Pohlman asked if we were getting any kickback from the City and how are we handling that? President McGowen stated there has not been anything directly from the City. President McGowen stated that there is some talk as to whether there needs to be a referendum in 2024. Mrs. Jones stated that we haven't seen an influx of employees moving out of Shelby County.

Commissioner Pohlman asked if the tuition reimbursement required a certain grade? Mrs. Jones confirmed that it did require a C or better.

Commissioner Graves asked if we have seen more applicants not that we have removed the Residency Requirement? Mrs. Jones stated that we have seen a slight increase, and we just need to get the word out.

Mrs. Jones also talked about the Exit Interview Participation. Mrs. Jones stated that they are investigating some ways to improve participation. Mrs. Jones stated that the

majority of the reason people leave is because of retirement. Mrs. Jones stated that what we are really trying to do in this area is look at our policies to see if there are some policies that need to be changed so we can make sure that we are attracting and retaining employees.

Commissioner Pesce thanked Jackie for her presentation and stated that we are changing the way we look for employees by talking about MLGW with our commercials, by working with high schools, hosting specific job fairs, offering signing bonuses, and raising morale for current employees to keep them around. Commissioner Pesce says that she is enjoying her work on the HR Committee Board.

Mrs. Jones thanked Commissioner Pesce for her comments. Mrs. Jones also thanked Gale Jones Carson and her team for the commercials and the billboard. Mrs. Jones also thanked the HR Department for all their hard work.

PRESIDENT'S BRIEFING

Other – President Doug McGowen

President McGowen recognized the HR Team's hard work stating that our recruitment is up and attrition is down, safety numbers are moving in the right direction, and our team is out there hunting to get the best talent we can. President McGowen thanked the Board for approving the changes to the Residency Policy but stated that we are also focused on growing our own here in Shelby County. President McGowen also thanked Dana Jeanes and his team for finding money in our current budget to do all these things and stated that we are looking at things monthly to see how we are doing.

President McGowen stated that MLGW 2045 is underway, and that we have short term plans underway concerning our reliability and resilience efforts. These efforts are across the city plus at the neighborhood level. Efforts such as substation refurbishment, tree trimming and underground cable replacement that will help the entire service area, and for neighborhoods, efforts to replace aging infrastructure. President McGowen states that the MLGW 2045 Team is working to organize and engage our stakeholders in a way that makes the best use of everyone's time. President McGowen states that the stakeholders will have a significant amount of opportunity to interact. The MLGW 2045 Scanner Teams are looking at the best practices of the past, of other utilities, and for opportunities of the future to make sure we have a holistic approach.

President McGowen presented Alonzo Weaver an award for his 40 years of service at MLGW. Mr. Weaver stated that he enjoyed his work at MLGW and is looking forward to continuing his service.

Commissioner Graves commended President McGowen and his team for all they are doing. Commissioner Graves says we have to get our message out there and let people know what you guys are doing here.

President McGowen stated that he had some ideas about that. President McGowen believes that if we equip people with knowledge it will help with their frustration.

ADJOURNMENT:

There being no further business, the meeting was adjourned at 9:24 a.m.

(See Minute File No. 1485)

Approved Without Interlineation

Chairman

These Minutes Complied by Undersigned
and are Correct

Secretary-Treasurer