



Board of Light, Gas and Water Commissioners

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

Board Meeting

~ Minutes ~

Wednesday, June 7, 2023

8:30 AM

Board Room

CALL TO ORDER AND OPENING REMARKS:

Chairman Dickson

PLEDGE OF ALLEGIANCE:

Chairman Dickson

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:

Dana Jeanes

Motion To: Amend the Minutes to remove the approval of Item #3 of the Consent Agenda of the May 17, 2023 Board Meeting

Commissioner Graves asked to be recognized. Chairman Dickson gave him the floor. Commissioner Graves made a Motion to amend the Minutes of Board Meeting on May 17, 2023, to remove Item #3, Resolution awarding Contract No. 12388, Master Asphalt Paving Program to Chancellor Brothers, LLC and Veasley's Paving Services, Inc. Commissioner Graves moved to modify the previous motion by removing Item 3 from the list of items of the Consent Agenda.

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

Motion To: Approve Minutes from the Meeting of May 17, 2023.

Approved as Amended to reflect that only Items 1-2 and 4-13 of the Consent Agenda have been approved.

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

Motion To: Reject and Rebid Asphalt Paving Contract #12388 due to irregularities on the bids.

Commissioner Graves moved to reject all bids and in light of all irregularities identified and discussed at our last meeting and recommended that the contract be re-bid.

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

(None)

PRESENTATIONS:

Hero Award Recognition: Crew saves Man's Life

VP Clifton Deberry, Brad Gates and Marshall Foster recognized Crew 1080 (overhead) and Crew 1130 (URD) for saving a man's life on April 19, 2023. These two Crews were working in the 7900 block of Lowrance around 11:00 a.m. when they noticed an 18-wheeler coming toward their work area. The Crew moved safely out of the way as the truck hit the pole they were preparing to work on. The Crew then noticed that the driver of the 18-wheeler was unresponsive, so they called for help and began CPR. Lineman, Shad Old performed CPR for 17 minutes. The paramedics on the scene stated the driver would have died if they had not performed CPR. The Crews were given a Certificate of Recognition and thanked for their alertness, quick-thinking, selflessness, and courage that saved a man's life.

GENERAL STATEMENT(S) FROM THE PUBLIC:

Glenda Hicks - 3090 Wood Thrush Drive, Memphis, TN - Retiree - came before the Board regarding removing HR Policy 21-19, MLGW's Residency Requirement. Ms. Hicks believes that MLGW Leadership has violated standard procedure by not getting City Council's approval to remove the said policy. Ms. Hicks also states that the removal of said residency policy is suspect as they have spoken to many qualified jobseekers who after attending the MLGW Job Fair in April, are still waiting on call-backs. Ms. Hicks states that there are plenty of qualified candidates in Shelby County and urged the Board to insist that Leadership look to hire individuals from Shelby County. Ms. Hicks believes that removing the residency requirement says to the community that MLGW is not investing in our own as well as not building up our city. Ms. Hicks encouraged the Board to look into increasing the salary of lineman as they are just as important as executives, respect procedure and not pass the removal of the residency requirement, to stop outsourcing, and to require leadership hire individuals from Shelby County.

PRESIDENT'S BRIEFING:

1. Review of Consent Agenda - Doug McGowen

(President's Briefing Continued on Page 55)

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.

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

CONSENT AGENDA

VP of CUSTOMER EXPERIENCE and ENERGY SERVICES

(None)

CHIEF INFORMATION OFFICER

(None)

CHIEF PEOPLE OFFICER

1. Resolution to approve the Repurposing departmental positions. (Doug McGowen / Jackie Jones)
2. Resolution to approve the current GIS Supervisor, Sherra Russell to maintain her position and not have to meet the education requirement of having a Bachelor of Science degree. (Doug McGowen / Jackie Jones)
3. Resolution to approve reclassification of Computer Software Specialist 2 (Doug McGowen / Jackie Jones)

COMMUNITY & EXTERNAL AFFAIRS

(None)

DESIGN CONSTRUCTION & DELIVERY

(None)

ENGINEERING & OPERATIONS

4. Resolution awarding Contract No. 12421, Cross Connection Control Surveys to Mid-South Engineering Consultants, LLC in the funded amount of \$2,099,250.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
5. Resolution approving Change No. 3 to Contract No. 12258, Shaw #2 VFD Replacement with Barnes & Brower, Inc., to ratify and extend the current contract term to end on December 31, 2023, with no increase in the contract value. (Randy Orsby)

6. Resolution approving Change No. 1 to Contract No. 12360 (solicited under Contract No. 12292), Professional Engineering Services for Water Engineering to HDR Engineering, Incorporated. This change is to renew the current contract for the first and second of four annual renewal terms for the period covering October 13, 2023 through October 12, 2025 in the funded not-to-exceed amount of \$4,000,000.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
7. Resolution approving the rejection of bids received up to 4 o'clock p.m., Tuesday, April 12, 2023 for sodium hypochlorite. (Randy Orsby)
8. Resolution approving the ratification of Purchase Order Number 7025167 to Hawkins, Inc., formerly Vertex Chemical Corporation, for sodium hypochlorite in the additional amount of \$1,592,000.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

PRESIDENT

(None)

SVP, CFO & CAO, FINANCE

9. Resolution approving to add John Smitherman of Brentwood, Services, Inc. to the First Horizon MLGW Worker's Compensation Account and remove Mark Sparks of Brentwood Services, Inc. due to retirement. To remove Cheryl Patterson from the First Horizon MLGW Common Account and Customer Deposit Account due to her retirement. To remove Charlotte Knight-Griffin and Theoric Washington from the Liberty Bank Memphis Claims Settlement Account due to retirement. To approve new account with First Horizon - Water ARP Account and the following authorized signers: Doug McGowen, Dana J. Jeanes, Chundria McClain, Donald Mokake, and Quinton Clark. (Dana Jeanes)

SVP, CHIEF OPERATING OFFICER

(None)

SHARED SERVICES

10. Resolution awarding a purchase order to Rush Truck Centers of Tennessee for two-ton cab and chassis in the amount of \$939,978.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
11. Resolution awarding a purchase order to Stribling Equipment, LLC., for backhoe tractors in the amount of \$1,364,859.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

VP & GENERAL COUNSEL

(None)

REGULAR AGENDA

Resolution to amend the repeal of MLGW HR Policy 21-19 Residency Policy on April 19, 2023, to remove the requirement of City Council approval. (Doug McGowen)

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

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

President McGowen thanked the Board of approving the removal of the residency requirement from MLGW's HR Policy. He stated that he is pleased with our hiring process, but we just need more people.

President McGowen discussed call answer times and abandoned calls. In the Fall we were about 48 minutes average speed of answer time, we brought that down to 3 minutes, and in May the average speed of answer was 1 minute 19 seconds. Last fall we had 35,000 abandoned calls in a month, in May we had 2,000 abandoned calls, so we have a 93% average reduction in abandoned calls. President McGowen thanked Timothy Davis and his team for that reduction. President McGowen states that as we head into the summer months, we expect an increase in calls and that is where the contracted company will help us to keep those numbers down.

President McGowen discussed the LED Streetlight conversion. President McGowen states that we have replaced 14,271 streetlights and our goal was 13,700, so we are trending ahead of our goal. We are also working with Millington, Arlington, Collierville, and Bartlett to get agreements for the conversion of those streetlights, and Lakeland is considering it.

President McGowen talked about hiring and how invested we are here in Shelby County. Our HR team has partnered with Memphis Shelby County Schools and Southwest Community College to develop programs to raise awareness and encourage people to come work for MLGW right out of high school. The first program that we have started with Memphis Shelby County Schools is a "Boot Camp" for high school seniors that have just graduated and rising seniors. The "Boot Camp" is a three-week intensive class designed to inspire the students to be utility workers or lineperson. The "Boot Camp" being offered this Summer is a pilot and we hope to expand to other schools next year. President McGowen stated that Memphis Shelby County Schools came to us in April of this year, and we put this together in less than six weeks. The second program we are working on with Southwest Community College and Memphis Shelby County Schools is a dual enrollment course that would allow students to complete the lineworker courses while they are in high school, and all they have to do is take a short climbing class when they graduate. President McGowen states that we are making these investments in our community because we want to hire local people from our high schools and build that sustainable pipeline of credible workers.

President McGowen stated that we are hiring for vacancies. When President McGowen came to MLGW, he asked Ms. Jackie Jones to cut our vacancies in half this year. So

far, they have hired 165 people, about 80 people outside and about 80 people inside. President McGowen states that we do have many candidates from the job fair, and are having another hiring fair on the 24th for engineers, information services and information technology, so it is a very focused because we have lots of vacancies in those areas. We are aggressively recruiting and are on track for cutting our vacancies in half by year end.

President McGowen believes that people may not be aware the MLGW is hiring, so we have started a full court press campaign that will include T.V., radio, social media, digital, the whole nine yards. We have a 30 second spot that starts today on all the local channels. "Start your Spark at MLGW" will be on Channels 3, 13, 24, and 5 during morning, evening and prime time shows for about six weeks. We think that is really going to increase our awareness.

Chairman Dickson thanked President for the encouraging updates.

Commissioner Person asked if since there is such a competitive market are we offering any sign-on bonuses?

Ms. Jackie Jones responded stating that we are offering a referral bonus in the amount of \$600 or \$1000 depending on the job. We are also starting a sign-on bonus to be completed by the end of this week.

Ms. Carolyn Petties gave additional information regarding the sign-on bonuses. Ms. Petties stated that the sign-on bonus will be 4 tiers based on the roles. Since this was not in the budget for 2023, we won't be looking at a sign-on bonus for all the roles this year, but for the ones that are critical and hard to fill. Ms. Petties states that they will be in the Budget for 2024. The least amount of sign-on bonus will be \$1,500.00, and could be as high as \$15,000.00 depending on the role.

Commissioner Person asked how did we go from 48 minutes answer time to 1 minute 19 seconds?

Mr. Timothy Davis came to the podium and stated that the first thing we have done is improve the employee experience. Mr. Davis stated that they have increased training opportunities with the help of Jackie Jones' team. They have also made changes to staffing times to make sure people are there when we need them. We made people, process and technology changes that have made a better environment for employees that allowed us to be more responsive to customers and we have made some process changes that allowed us to be more focused on the customers. But by and large, we are blessed with some amazing employees, that are going above and beyond.

President McGowen states this about leadership. Timothy has provided this department with great leadership and has been aggressive in getting his team what they need. President McGowen congratulated Mr. Timothy Davis and his team on their great work.

Commissioner Pesce thanked and congratulated Mr. Timothy Davis and Ms. Jackie Jones on a job well done.

President McGowen also recognized Ms. Gale Carson Jones and her team for all of their hard work as well.

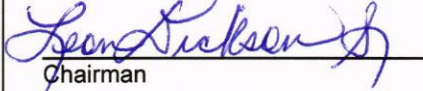
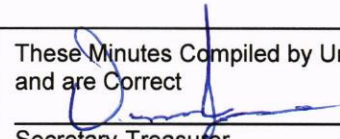
COMMITTEE REPORTS:

(None)

ADJOURNMENT:

There being no further business, the meeting was adjourned at 9:15 a.m. (See Minute File No. 1483)

Approved Without Interlineation


ChairmanThese Minutes Compiled by Undersigned
and are Correct
Secretary-Treasurer