



# 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, March 18, 2026

8:30 AM

Board Room

For a recording of this meeting visit: <https://mlgw.igm2.com/Citizens/Default.aspx>

**CALL TO ORDER AND OPENING REMARKS:**

**Chairman Pohlman**

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

**PLEDGE OF ALLEGIANCE:**

**Chairman Pohlman**

The Pledge of Allegiance was recited.

**ROLL CALL:**

**Rodney Cleek**

Attendee Name	Title	Status	Arrived
Michael Pohlman	Chairman	Present	
Cheryl Pesce	Board Member	Present	
Carl Person	Vice Chairman	Present	
Leon Dickson	Board Member	Remote	
Kevin Woods	Board Member	Present	
James Lewellen	Advisory Board Member	Present	
John Butler	Advisory Board Member	Present	

**APPROVALS:**

**Chairman Pohlman**

**Motion To:** Approve Minutes from the Meeting of March 4, 2026.

<b>RESULT:</b>	<b>ADOPTED [4 TO 0]</b>
<b>MOVER:</b>	Carl Person, Vice Chairman
<b>SECONDER:</b>	Cheryl Pesce, Board Member
<b>AYES:</b>	Michael Pohlman, Cheryl Pesce, Carl Person, Kevin Woods
<b>AWAY:</b>	Leon Dickson

Commissioner Dickson attended the meeting remotely and therefore did not vote.

**CITY COUNCIL ACKNOWLEDGEMENTS & UPDATE:****Rodney Cleek**

Acknowledged receipt of Certified Copies of City Council Resolutions dated March 3, 2026, Items 15 through 25 with Same Night Minutes approved for Item 24. (See Minute File No. 1515)

**PRESENTATIONS:****Chairman Pohlman**

(None)

**GENERAL STATEMENT(S) FROM THE PUBLIC:****Chairman Pohlman**

Chairman Pohlman read into record the policy and procedure for the public to speak at the Board Meetings.

Angela Crowe - 77 Vance Avenue, Apt. #306 - Ms. Crowe appeared before the Board because she received unacceptable customer service from MLGW since the Summer of 2025 in regard to her utility bill. Ms. Crowe stated that her utilities have been estimated since January 2025 until March 2026, and she has been calling MLGW for fourteen long months. Ms. Crowe states that she did have to file a complaint with the Better Business Bureau. Ms. Crowe stated that after she filed a complaint she was contacted by MLGW's Customer Advocacy Department regarding her billing issues. Ms. Crowe stated that her bills were being estimated based on 2024 usage, however, Ms. Crowe stated that her bookings have significantly declined because of the crime and other things going on in Memphis. Ms. Crowe believes that estimating an account for fourteen months is unacceptable. Ms. Crowe would like a refund for any overage that was charged to her. Ms. Crowe did confirm that her meter was replaced in March of 2026. Ms. Crowe also confirmed that she reached out to 21st Century Memphis or Bust for assistance with her billing issues.

Glenda Hicks - 608 Gilleas - Co-Founder 21st Century Memphis or Bust - Ms. Hicks appeared before the Board stating that the billing issue is obviously still an issue. Ms. Hicks referenced Ms. Crowe's account noting that she has a smart meter and this should not be an issue and especially not for fourteen months. Ms. Hicks also discussed the customer service issues that Ms. Crowe faced while trying to get the issue corrected. Ms. Hicks stated that there are issues with our cross-training that need to be addressed, and that when you have an issue with your bill there should be one point-of-contact for assistance. Ms. Hicks mentioned that the Board approved spending \$475,000.00 on a customer service ad campaign to improve MLGW's image. Ms. Hicks stated that if we truly want the image improved, then let's improve our customer service

first. Ms. Hicks also mentioned that there are still issues with streetlights being out. Ms. Hicks stated that she had reported outages along the interstate and those lights are still out. Ms. Hicks stated that there is no reason that this publicly owned utility can't fix this issue.

**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 34)

**CONSENT AGENDA**

(Items 1 and 2 and Items 4 through 11)

**Motion To:** v Approve Consent Agenda Items 1 and 2 and 4 through 11.

**RESULT:**        **APPROVED [4 TO 0]**  
**MOVER:**        Carl Person, Vice Chairman  
**SECONDER:** Cheryl Pesce, Board Member  
**AYES:**         Michael Pohlman, Cheryl Pesce, Carl Person, Kevin Woods  
**AWAY:**         Leon Dickson

Commissioner Dickson attended the meeting remotely and therefore did not vote.

Advisory Board Member James Lewellen - Concurs

Advisory Board Member John Butler - Concurs

1. Resolution awarding Contract No. 12575, Pension Actuarial Services to The Segal Company (Eastern States), Inc. dba Segal in the funded amount of \$416,500.00. (Randy Orsby)
  
2. Resolution approving the Ratification, Increase and Extension (Change No. 7) to Contract No. 11928, Mobile Document (On-Site) Shredding Services with Vital Records Control, Inc. to ratify, increase and extend the current contract in the funded amount of \$9,648.00. (Randy Orsby)
  
4. Resolution awarding a purchase order for class 8, 55-foot bucket trucks to Altec Industries Incorporated in the amount of \$550,854.00. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

- 5. Resolution awarding a purchase order for class 8 dump trucks to Rush Truck Centers of Tennessee, Inc. in the amount of \$258,404.00. (Randy Orsby)
- 6. Resolution awarding a purchase order for service bodies for class 8 cab and chassis to ML Utilities in the amount of \$395,729.00. (Randy Orsby)
- 7. Resolution approving the Scope Expansion, Renewal and Increase (Change No. 4) to Contract No. 12368, Mobile Sweeping Cleaning with BFCM Floor Services, LLC to expand the scope, renew and increase the current contract in the funded amount of \$99,745.56. (Randy Orsby)
- 8. Resolution approving the Scope Expansion, Renewal and Increase (Change No. 4) to Contract No. 12353, General Pest Control and Termite Services with Nu Era Pest Control to expand the scope, renew and increase the current contract in the funded amount of \$73,106.00. (Randy Orsby)
- 9. Resolution approving the Scope Expansion, Renewal and Increase (Change No. 4) to Contract No. 12409, Trash Removal Services to BFI Waste Services, LLC dba Republic Services of Memphis to expand the scope, renew and increase the current contract in the funded amount of \$461,421.31. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)
- 10. Resolution approving the Ratification, Extension, Scope Expansion and Increase (Change No. 9) to Contract No. 12118, Generator Maintenance and Emergency Repairs with Cummins Sales and Service to ratify, extend, expand the scope and increase the current contract in the funded amount of \$125,000.00. (Randy Orsby)
- 11. Resolution approving the Ratification, Increase and Renewal (Change No. 7) to Contract No. 11740, Claims Case Management with American Technical Services, Inc. to ratify, increase and renew the current contract in the funded amount of \$79,000.00. (Randy Orsby)

**Motion To:** Delete Item No. 3 from the Consent Agenda

- 3. Resolution approving the Ratification, Increase and Extension (Change No. 3) to Contract No. 12029, Physical Archive Storage with Vital Records Control, Inc. to ratify, increase and extend the current contract in the funded amount of \$9,503.30. (Randy Orsby) (REQUIRES CITY COUNCIL APPROVAL)

<b>RESULT:</b>	<b>DELETED [4 TO 0]</b>	<b>Next: 4/1/2026 8:30 AM</b>
<b>MOVER:</b>	Carl Person, Vice Chairman	
<b>SECONDER:</b>	Cheryl Pesce, Board Member	
<b>AYES:</b>	Michael Pohlman, Cheryl Pesce, Carl Person, Kevin Woods	
<b>AWAY:</b>	Leon Dickson	

Commissioner Dickson attended the meeting remotely and therefore did not vote.

**PRESIDENT'S BRIEFING CONT'D****Chairman Pohlman****Other - Doug McGowen**

President McGowen addressed the public comment regarding street light outage. President McGowen stated that there are issues with the underground wiring which we are working to replace that wiring. President McGowen also stated another issue we are facing is theft especially along the interstate. President McGowen stated that people are breaking into the control cabinets and stealing the wire out of the control center. President McGowen stated that these are locked and monitored, and we are working to replace the cooper wire with aluminum which has less resale value. President McGowen stated that our corporate security team is doing everything they can think of to prevent these thefts, however, the problem is when they do steal, they do extensive damage. President McGowen mentioned that on the regular streetlight system we have a program being implemented this spring that monitors the streetlights for outages and automatically generates a ticket for those outages. President McGowen stated that we have cut the outages significantly and are down to less than 500.

President McGowen also addressed estimated billing. President McGowen provided a summary of the history of the billing issue and how we have greatly reduced this billing issue. President McGowen reminded everyone that the main issue was the register in the meter. President McGowen stated that we have been working to replace the meters and registers, but until such time, the bill for that meter will be estimated. President McGowen reported that Ms. Crowe's meter was just changed in March, so she should start to see bills with readings. President McGowen stated that once the failed register is replaced, we must go in and manually change the account from estimating to reading. President McGowen reported that we are working to get all those replaced. President McGowen also reported that our customer service representatives are working with people and giving them the benefit of the doubt if we are in fact responsible for over billing.

Commissioner Pesce asked if we could be more proactive with these estimated bills by contacting customers before they contact us to let them know that their bill is estimated and why. President McGowen responded.

President McGowen discussed the Goodlett Farms Building. President McGowen reported that we purchased the building in December of 2025 for about \$27,000,000.00. President McGowen discussed the plans for the Goodlett Farms Building and provided a timeline for completing the construction of the control center as well as moving some MLGW operations to that facility.

President McGowen also discussed the spring storm that happened over the weekend with 60 - 70 mph wind gust with entire trees uprooted in some areas. President McGowen reported that our system did significantly better than previously as at our peak, we had about 10,000 customers out. President McGowen stated that had we not done the aggressive tree trimming that we did that number would likely be 20,000 - 30,000 customers. President McGowen spoke of the great job done by our team.

President McGowen recognized that today was National Gas Worker Day. President McGowen stated that our gas workers do a great job everyday. In particular, President McGowen discussed the success of the Weaver-Gill Project that was completed with zero customer delays. President McGowen mentioned that a third-party contractor hit a gas main over the weekend and our team fixed this quickly with minimal disruption to our customers. President McGowen commended the leadership that lead that restoration. President McGowen also mentioned that during the spring storm over the weekend that a valve blew off in Arlington and our crew had to go out in the middle of the storm to fix that. President McGowen discussed our efforts to replace steel tap couplings. President McGowen also recognized our gas workers in the streets, gas engineers, gas purchasing department and our liquid natural gas plant. President McGowen mentioned that because of our Gas Purchasing Department and our Liquid Natural Gas Plant, we saved our customers \$15,000,000.00 during the winter storm. President McGowen thanked all our employees that work on the gas team.

Vice President of Gas and Water Engineering and Construction, Chandrika Rosser recognized some key employees in the gas department, Virgil Deanes, Jeff Sissom, Craig Powers, Timothy Davis, Jason Dunavant Valencia Pope, and Carol Whelchel.

Commissioners made comments. President McGowen responded.

Advisory Board Member John Butler requested that we add estimated billing update to the quarterly metrics update. President McGowen responded.

**COMMITTEE REPORTS:**


**Chairman Pohlman**

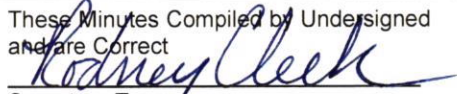
(None)

**ADJOURNMENT**

**Chairman Pohlman**

There being no further business, the meeting was adjourned at 9:19 a.m. (See Minute File No. 1516)

Approved Without Interlineation  
  
 Chairman

These Minutes Compiled by Undersigned  
 and are Correct  
  
 Secretary-Treasurer