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TGA NEWS is a publication of the Tennessee Gas Association.

If you have information for the TGA Newsletter: please submit for the NEXT ISSUE

Send to: Kelley Zamboni, Editor E-mail: kzamboni@tngas.org

## MARK O'NEAI

Thank you! It has been such a privilege to serve you in the role of President of the Tennessee Gas Association for the past nine months. It has been a joy to work closely with Kelley, Jamie, our Executive Committee and Board of Directors. They are all such awesome professionals. If you did not attend our Annual Meeting in Chattanooga, you missed such a great event.

Thank you to Randall Grinder and

the ability to make a decision and then make it right." As we navigate the constant change of the world we live and our industry, there is a human tendency to retreat into the familiar. We must fight that urge and determine to embrace new ideas and innovations. Every decision may not work out as we had hoped but we make the necessary adjustments and then move on. My challenge to each member of our great association is to



#### FROM THE PRESIDENT

his Annual Meeting Committee for planning such an informative and enjoyable meeting.

Make your plans now to participate in our upcoming conferences and events for 2022.

Next up will be our Safety Summit on August 2<sup>nd</sup> – 4<sup>th</sup>, followed by the Scholarship Foundation's

Annual Golf Tournament on August 23<sup>rd</sup> and our Fall Management/
Business-Accounting Conferences on October 25<sup>th</sup> – 27<sup>th</sup>. Thank you to all the members of the Committees and their Chairs who have given their time and efforts in developing these great opportunities for learning and fellowship.

As you know Andy Andrews is one of my favorite people. I want to share one of his quotes with you. He said, "I understand that God did not put in me the ability to always make right decisions. He did, however, put in me

get involved. President Virgil Deanes along with the Executive Committee and Board of Directors will be continuing the execution of our new Strategic Plan. Please make the decision to support the initiatives that will developed as we move through this process. Some of the decisions and initiatives may not work as envisioned however, I know the future leadership of the TGA will make the necessary course corrections as we try new ideas and innovate. Your participation is crucial in continuing the success and growth of the Tennessee Gas Association.

Again, it has been my pleasure and honor to serve these past few months. Please continue to Engage, make an Impact and be proud to say We Are THE Tennessee Gas Association!

TGA membership in attendance experienced a great wrap up to the Association year at the 60<sup>th</sup> Anniversary Annual Meeting in Chattanooga. As we went through the week, I reflected on the last year. We have finally navigated Covid and returned to a full calendar of in person meetings. I honestly will be glad to remove those statements from my presentations and reports.

The Board of Directors began reviewing the strategic plan for TGA and have created a refined mission statement, vision statement and core principles. They wisely kept PACE-Promote, Advocate, Collaborate, and Educate but

answer. This is YOUR association, without YOU TGA doesn't exist. We want to continue to meet the evolving needs of our membership. I understand that without willingness to change we become irrelevant so, we need to know what direction or directions you would like to see us go, what programs to bring in new, what programs are tired and need to be

retired and what is working well for you and you would want to keep. To illustrate my point, TGA and the company assisting in the strategic planning review sent out surveys to ALL member types Primary

# ZAMBONI



#### FROM THE EXECUTIVE DIRECTOR

further focused the objectives. TGA 2022-23 President, Virgil Deanes, will create a task force to dive deeper into committee structures, conference and training offerings, legislative efforts and guiding principles to see us into the coming years.

With that being said, I will say again what I shared during my presentation at the Annual Meeting for those not in attendance. As we continue to work through the strategic plan, we may ask for your input as a member and when we do, please take a moment to

Members last fall, basically everyone listed in the directory which is over 400 member employees. We did not receive the number of respondants that we had hoped. I am simply trying to illustrate that we want your input. I would have loved to have had to organize 400 responses. So the next time you get a link to a survey please take a few minutes to answer.

We are here for YOU!

TGA New Contact Information

Mailing Address: P.O. Box 293059 Nashville, TN 37229

Kelley Zamboni Phone: 615-927-1695

Jamie Wellman Phone: 615-927-5069





(615) 735-1111

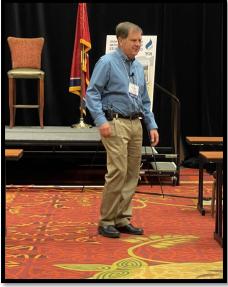


PowellMeadows.com

#### Distribution & Operations Conference

The 2022 D&O Conference was held April 26-28 at the Embassy Suites Hotel in Murfreesboro, TN. The conference presented valuable industry information to over 300 TGA members and offered an exhibit hall featuring close to 50 booths displayed by TGA Business Partners. Attendees kicked off the conference with Natural Gas 101 for those new to the industry. Members also enjoyed a reception in the exhibit hall and multiple breakout sessions focusing on industry related topics like cathodic protection, TPUC guidance, and regulators and valves. The Business Partners held a "Best Booth" contest voted on by the attendees. The winner was the PipeSuite booth. After being virtual for 2020 & 2021 it was great to have everyone back together in person. Mark your calendars for next year's D&O Conference, April 18-20, 2023.

















































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from the
SCHOLARSHIP
FOUNDATION
PRESIDENT

DANIEL C. HICKS



Dear Fellow TGA Member:

I am pleased to report that the Foundation remains financially strong. Our main fundraising activities, the Golf Tournament and **Annual Meeting Silent Auction are** strong once again. The auction at the just concluded Annual Meeting raised over \$9,000. Donations from related associations groups remain consistent and strong. We have received multiple large personal donations from individuals, some still working, and several that are retired. Recent donations also have been received recently in memory of one of TGA's late Past Presidents, Gene Koonce.

Thanks to the TGA Board, TGA members systems, TGA Business Partners, generous donations from individuals, and the hard work of the Scholarship Committee, we were able to award 18 scholarships this year: 14 @ \$2,000 each, 3 named scholarships @ \$3,000, and for the first time, a \$500 scholarship to a TGA system member employee, for a 2022 total \$37,500. The three named Scholarships are in memory of John Ward; and in honor of Les Enoch and Dwight Work. In addition, one of the \$2,000 scholarships is named in honor of Team Construction for being the Title Sponsor of the Scholarship

Benefit Golf Tournament. Six recipients were from East, four from Middle, and eight from West Tennessee.

A little history for our newer members: The idea of a scholarship program began with the TGA Membership Committee back in 1996 with the input of Jimmy Daniel, then with Cookeville Gas, and Donald Blansett, then with Marion Natural Gas, among others. The first Golf Tournament was held in 1997 and the first awards made in 1998. With the leadership of John Ward and Les Enoch, to make it possible to broaden fund raising possibilities, the Association started work in 2011 to set up the TGA Scholarship Foundation. A charter and bylaws were written with John Ward & Les Enoch being the founding signatories. The Foundation was granted 501(c) Charitable status by the IRS in October 2011, making donations tax deductible for donors within the Internal Revenue Code. There have now been 310 scholarships awarded for a total of \$524,500 beginning with the first four scholarships in 1998.

The Foundation Board held its required Annual Meeting June 12, 2022. Officers elected: James Sager, Vice President; Sasha Benjamin, Secretary; Rob Neil, Treasurer; and Mark O'Neil,

President. As Chair of the Scholarship Committee, Doug Miller, of KUB, will serve on the Foundation Board during his term as Chairman of the Scholarship Committee, replacing Richard Clark. Earlier in the afternoon, the TGA Board of Directors appointed Jerry Massie of Greater Dickson Gas, and Eddie Davidson of Piedmont, as new permanent Foundation Directors.

This is my last letter as President of the Scholarship Foundation. I have been involved in the program, in one way or another since 1997. I appreciate all the support from the TGA Board over the years and especially the Foundation Board members since its inception. I especially appreciate the support of our regional gas associations, industry business partners, and several very generous individuals.

Finally, please continue to remember the Foundation as you consider ways to honor or memorialize individuals close to you and/or our industry.

#### 2022 TGA Scholarship Recipients



John Ward Scholarship Sevier County Utility District **Amy Crain** 



Leslie B. Enoch,II Scholarship **Knoxville Utilities Board** Leslye Hartsell



Dwight S. Work Scholarship Sevier County Utility District **Greg Roberts** 



Team Construction, LLC Scholarship Paris Henry Co Public Utility Binh Chau



**Humbolt Utilities** Michael Longmire



**Knoxville Utilities Board** Michele Daniel



Paris Henry Co Public Utility **Patrick Scoggins** 



Elk River Public **Utility District Chris Shearin** 



Jackson Energy Authority **Brandy Davis** 



**Duke Energy Timothy Davidson** 



Harriman Utility Board **Trevor Tilson** 



Paris Henry Co Public **Utility District** Mandy Bullion



Memphis Light, Gas & Water Crystal Love



**Atmos Energy** Steven Steiger



Horton Highway Utility District Athens Utilities Board Joey Gillespie



Cheryl Dunkle



Jackson Energy Authority **Angie Stafford** 



TGA Member Scholarship **Jackson Energy Authority** 



### The Tennessee Gas Association Scholarship Foundation

extends sincerest appreciation to the following donors:

#### January 1, 2022 through June 30, 2022

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Rob Neil

East Tennessee Group
Natural Gas Distributors of East Tennessee
West Tennessee Gas Association
Municipal Energy Acquisition Corporation (MEAC)

In Honor of Les Enoch Jean Meyers

In Honor of Dan Hicks Jean Meyers (2)

Mike & Regenia Ellis Family Fund

Bob Lambert

Rob Neil

In Memory of Charles F. Schmeal, Jr. (Father of Jamie Wellman) Kelley Zamboni

In Memory of Gene Koonce James & Carolyn Sager

Dwight & Brenda Work

Mike & Regenia Ellis Family Fund

In Memory of Butch Parkerson (MTNG Retiree)

Jean Meyers

In Honor of Ed Kelley Jean Meyers

John Knowles

#### 2022 Customer Service Workshops

Identical Customer Service Workshops were held in May. The first workshop was hosted by Greater Dickson Gas Authority on May 5th and the second on May 19th at Oak Ridge Utility District. These 1-day workshops allow customer service representatives the chance to connect with others across the State and hone their skills. The Customer Service Committee worked hard to present current, relevant information that could be put directly into use at their utilities. Representatives from 811, KUB, and company Service Departments educated the attendees on safety, guidelines and purposes for TN811, how to share your positive impact story with your customers as it pertains to natural gas and everything your company does to provide this safe, reliable resource and help open discussions on how to answer the age old question, "why is my gas bill so high?". Attendees wrapped up their day with Jessica Holder's Escape Box exercise which tested problem solving skills, team work and finally reflection on how to incorporate these lessons into both their personal and professional lives. We were excited to have close to 70 total Customer Service & Service Department attendees from TGA member companies.





























#### TGA's New Address & Phone Numbers **Update Immediately**

TGA elected to no longer have a physical office at 83 Century Blvd, Nashville, TN 37214. Please remove this address and previous phone numbers from your records and update with the below information.

> **Mailing Address: Tennessee Gas Association**

> > P.O. Box 293059

Nashville, TN 37729

**Kelley Zamboni Executive Director** 

Phone: 615-927-1695

Jamie Wellman **Director of Member Services** Phone: 615-927-5069

Use the same address and contact information for Scholarship Foundation and PAC Fund communications.



Richard S. Clark, P.E. - rclark@clark-eus.com - www.clark-eus.com - p: 731.630.1600



Tennessee Gas Association (TGA) members now have access to Industrial Training Services' (ITS) proven all-in-one solution for conducting online training and testing, accessing records, and managing their workforce at a TGA annual membership price of **\$140 per user**.\* This partnership provides TGA members with

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- And other features only available from the industry's premier LMS

ITS is the leader in compliance, training, database management, and emerging technologies to support the pipeline industry. Together, TGA and ITS will help ensure TGA members have access to high-quality, time-saving operator qualification and management materials via the OnBoard® suite of interactive learning management products.

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#### The TGA Advantage

Unlike other training, as a TGA Member, every time you use TGA Online Training, a portion of the fee remains with the TGA, benefiting your company and your association.

Tennessee Gas Association (615) 872-2411 For more information, visit www.tngas.org







#### **Underground Utilities Damage Enforcement Board**

The UUDEB met on Tuesday, May 24<sup>th</sup>. The Board reviewed and voted on the grant proposals selected by the Selection Committee. The TGA Grant Proposal was voted on and fully funded as requested. The collected civil penalties to date is \$111,850.00 of \$185,225.00 accessed. There were 14 violations investigated. Nine of the 14 were recommended to training. One 2nd offender due to digging on an expired ticked was assessed \$2,500 and training. Ryan McGehee will be contacting TGA with the contract for the grant. The next Committee meeting is June 28.

#### TENNESEEE STATE ENERGY POLICY COUNCIL

#### **Submitted by: Matt Stennett**

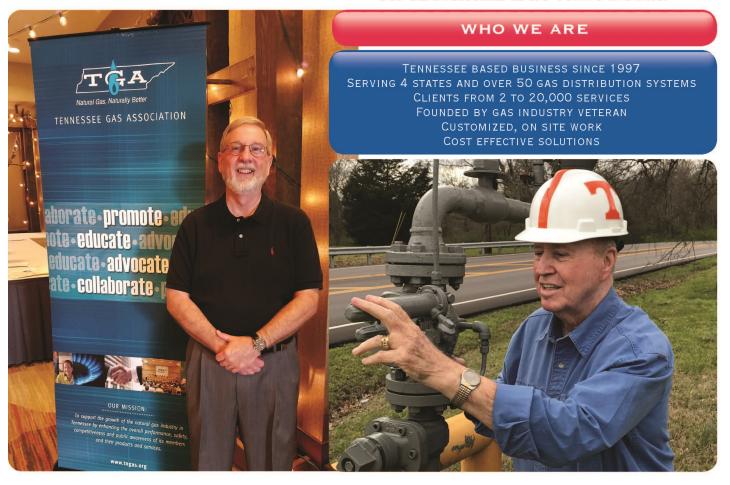
The Council met in person in Memphis on May 19, 2022 for the first time since I've been a member. Regarding the Natural Gas paper, our current plan is to have UT's Baker Center prepare an RFI to better determine how much the full Needs Assessment will cost, and meet with the Commissioners of Economic Development, Environment, and Agriculture to discuss the report in more detail and get into the Governor's budgeting process to fund the full study next year. We had several very promising discussions about the Council's role in highlighting how current Federal policies are making almost any energy infrastructure expansion all but impossible, and how that will have a detrimental effect on the State in the future if we don't do something to change that. Many different options were discussed, but it was very encouraging to see all Council members very much understood the problem and the need to draw attention to it. I'm excited to see how we move forward on this front. Our immediate next focus will be a short paper explaining the challenges and opportunities IF the state decides to push toward a carbon-free future. There is enough talk about this that the Council wants to be sure policy-makers understand all of the real-world difficulties and costs of going this route BEFORE they make any sweeping policy decisions as we are seeing in other states. 2023's focus looks like it's shaping up to be a focus on Nuclear Energy and how Tennessee is uniquely placed to be a leader for the nation in several new nuclear technologies and projects.

In the virtual meeting on July 7<sup>th</sup>, the Council approved a new SEPC logo, and made clear the new "sunshine law" type rules we must operate under. We then reviewed and approved a formal Request For Information (RFI) for the Natural Gas Needs Assessment to zero in on both some qualified companies to perform this assessment, and narrow down the cost expectations. This RFI will be going out soon as we're trying to get responses back in time to get the Needs Assessment in next year's State Budget. Finally, we reviewed, edited and approved the use of a slide deck that gives a quick overall introduction to what the Council does, the basic makeup of energy in Tennessee, and ends with the Natural Gas Supply issue and request for funding. The plan is to use this to talk with several different levels of State Government to both promote the Council as well as try to secure funding for the Natural Gas Needs Assessment.



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#### AT MEETINGS & IN THE FIELD...





#### JERRY FOREMAN JFOREMAN@TRISTARENERGYCONSULTANTS.COM 615.347.1858

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## TENNESSEE GAS ASSOCIATION ANNUAL MEETING JUNE 13-15, 2022

On June 13, 2022, TGA kicked off its 60th Anniversary Annual Meeting at the Westin Hotel in Chattanooga, Tn. We received a very supporting welcome from the Hamilton County Mayor, Jim Coppinger, then we heard updates from TGA Executive Director, Kelley Zamboni and Scholarship Foundation Board President, Dan Hicks, where he shared the financial health of the Foundation and the TGA Scholarship Foundation recipient video. Before heading into our Business Session, we received motivating words from Chuck Carringer illustrating how to lead in todays times. We wrapped up the evening with a hot but fun time at the AT&T Baseball Stadium where we honored the 2022 Silver Flame Recipient, Ed Kelley of Middle TN Natural Gas.

The meeting continued on Tuesday with motivational words from Zach Wamp, TN811 update on damage prevention from CEO, Bill Turner, a look at staffing issues from Bryce Keener of TPUC, a deep dive into RNG from Southern Gas Company panel and a great wrap up on solidifying the natural gas future from Atlanta Gas Light CEO, Pedro Cherry.

The last night attendees enjoyed the President's Dinner, acknowledging the work and dedication to the 2021-22 TGA President, Mark O'Neal of Great Dickson Gas Authority. The day began with Secretary of State, Tre Hargett, followed by valuable updates from TGA Lobbyist, Jim Spears and APGA Representative, Erin Kurilla. Retaining Key Employee methods were shared by Crestpoint Management's Monte Miller followed by TN Comptroller's office as Ross Colona sharing insight into utility company and board governance. A Past President's luncheon acknowledging the contributions and continued support of our past presidents is always enjoyable. We had a great evening dinner honoring Mark and welcoming Virgil Deanes of MLG&W as the 2022-23 TGA President. The keynote speaker Rev. John Deberry sent us on our way with motivating and powerful words. TGA thanks all of the attendees and sponsors for supporting the event as well as everyone who donated items or won items at the Scholarship Foundation Silent Auction and our Together Giving to Another Campaign benefiting the Chattanooga Area Food Bank. The TGA Scholarship Foundation Silent Auction raised over \$9,200 and the Together Giving to Another campaign collected \$1725 for the local food bank. TGA had a great 2021-22 year, now we move forward to 2022-23.









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## Spotlight Spotlight

### East TN Member



Lenior City Utilities Board www.lcub.com 844.687.5282

How many natural gas customers does your utility provide service to? LCUB provides gas services to 6,764 customers.

In addition to gas service, does your system provide other services? Yes, Electric has 71,771 customers, Water has 11,725 customers, and Wastewater has 6,269 customers.

What year was your system established and how many employees do you have?

LCUB was established in 1938, but we only served electricity at that time. The initial gas system was completed in 1951. Overall, LCUB has 158 full-time employees today.

Can you provide us with a few interesting facts about your community? In the early 19<sup>th</sup> Century, the state of North Carolina granted General William Lenoir a 5,000-acre tract of land, which is now known as Lenoir

City. Lenoir City is now nationally known as the Lake Capital of the South. It is surrounded by three beautiful lakes and has five major federal highways passing through it or near it. LCUB is approximately one hour from Pigeon Forge and Gatlinburg with many travelers and tourists taking Highway 321, that runs through the center of LCUB's system, for a spectacular scenic route.

#### Can you provide us with a few interesting facts about your utility?

Lenoir City Utilities Board Gas Department



is experiencing growth and some expansion of service territory. There has been an increase in customers from 4,045 in 2000 to 6,764 in

2022. LCUB was one of the first gas and water fixed base AMI systems in the region. Having an AMI system allows LCUB to identify unapproved use by monitoring use on inactive meters. The implementation of a new GIS system has assisted in design, system modeling, and infrastructure maintenance. The gas, water and wastewater departments also share a state-of-the-art building with the electric department, built in 2018, which includes a state-of-the-art SCADA system with fully integrated mapping systems. This has provided a centralized location for many utilities and affiliated organizations to accommodate meetings and training.

#### What are some of the challenges facing your community and your utility? The

continuous challenges posed by the ongoing COVID-19 pandemic has not only caused global economic unrest, but community uncertainty as well. The rising commodities prices have translated to higher input costs and longer lead time of materials for utilities, pushing us to adjust our spending plans.

Who is your utility director and how long have they been in the position? Shannon Littleton has been the General Manager of LCUB for 12 years. He served in a dual role as the city attorney for the City of Lenoir City, and the Assistant GM for LCUB, before making the full transition as the General Manager at LCUB. Herb Sartin has been the Director of Water, Wastewater, and Gas since 2012. He is set to retire in May 2022 after 42 years of service. Mr. Sarten has brought exceptional leadership to the position and will certainly be missed by LCUB. Leon Shields has

missed by LCUB. Leon Shields has been named as his replacement. He will come to the position with 28 years of experience in the industry, with all years served on LCUB's system. With his experience and expertise in all three departments, LCUB is set for a smooth transition.

Can you tell us about how your system participates in community activities? LCUB partners with The Good Samaritan of Loudon County,

CAC of Knoxville, and Mid-East Community Action Agency to help families with financial hardships in our communities. Our caring and communityminded employees consistently



seek various volunteer opportunities such as annual food banks, safety demonstrations, festivals, Christmas parades, and walk/run events. We significantly invest in education by developing the next generation of the workforce through scholarships, internships, and donations, and sponsorships. We work closely with Loudon County EDA in economic development efforts throughout the region.

#### What value do you get from your membership in TGA?

TGA has provided LCUB and other utilities with the opportunity for education that can't compare to any other. It provides the latest state and federal legislative updates, annual operation certification assistance, and guidance of advanced technology in operational and safety implementations in the field. The annual conferences and seminars by TGA allow employees of utilities a great opportunity for networking within the industry. And.... we can't say enough about the support staff at TGA, which is always so welcoming and provides the most courteous assistance upon contact.



## 

### Middle TN Member

Elk River Public Utility District www.erpud.com

How many natural gas customers does your utility provide service to?

Approx. 17,000 customers and over 700 miles of mains. We serve natural

gas to Coffee and Franklin Counties.

In addition to gas service, does your system provide other services? We provide 24 hr. emergency dispatch, appliance sales & installation, line locations, and safety inspections.

What year was your system established and how many employees do you have? We were established in 1955 and we currently have 55 employees.

Can you provide us with a few interesting facts about your community? Coffee Co. is the home of

Bonnaroo and the

population exceeds over 100,000 the second week of June. Franklin Co. is one of the fastest growing areas in TN and is the home of The University of The South.



Can you provide us with a few interesting facts about your utility?

Our Winchester and Tullahoma

offices were voted Finest Utility in 2022 by the community.



with supply shortages.

Who is your utility director and how long have they been in the position? Don Keele is our General

Manager and has been in this position since Oct 1, 2021

Can you tell us about how your system participates in community activities? We are active members of the Tullahoma Area Chamber of Commerce, Manchester Area Chamber of Commerce, and the Franklin County Chamber of Commerce. We host an annual Customer appreciation Day in October.

What value do you get from your membership in TGA? Being a member of TGA allows ERPUD to stay



What are some of the challenges facing your community and your utility? Like everyone else we are having a hard time

connected with other utilities and provides networking opportunities. TGA also offers online training that has been very beneficial to our utility.



Manchester Office

## TGA SMEMBER 1 ight

### West TN Member



Brownsville Energy Authority www.budutil.com 731.772.8845

How many customers does your utility provide service to? 5,800 Natural Gas Customers

In addition to gas service, does your system provide other services? We also provide Water, Wastewater, Electricity, and Propane in Brownville/Haywood County.

What year was your system established and how many employees to you have? Portions of our system were part of West Tennessee Power and Light in 1939. City of Brownsville Utilities Board formed in 1959 and officially established water, wastewater, natural gas, and electric services. We

currently have 48 employees.

Can you provide us with a few interesting facts about your utility?

Years ago, crews found some old, wooden gas pipe in the ground in the old

downtown of Brownsville. In 2008, Brownsville Energy Authority was established. This would separate us from City government and allowed us to be governed by a 3 person Board of Directors. Fall of 2021, Ford Motor

Company announced they would build "Blue Oval City" in Haywood County. This is an investment of over \$5.6 Billion dollars and, including ancillary suppliers, will result in over 20,000 new jobs in our area. We look forward to working with

Ford, it's suppliers, and the thousands of new residents and visitors that will be contributing to our community.

What are some of the challenges facing your community and your utility? We expect exponential growth due to the Ford Plant. We are planning everyday on how to improve our infastructure to meet these demands, and to be fiscally responsible while doing so.

Construction costs are high and

materials are scarce, so it becomes a

real challenge to balance all of this, especially for mulitple utilities.

Who is your utility director and how long have they been in place? Russ Stoots was appointed General Manager and Ben

Thornton Assistant Manager on April 1, 2022 following the retirement of Regie Castellaw. Regie had a career of 42 years at the Brownsville Utility Department. We look forward to continuing the same great service as always.



Can you tell us about how your system participates in community activities?

Brownsville Energy Authority provides reliable utility services to all of Haywood County at very reasonable prices. Service is what we sell – so we have deep, local roots that help develop relationships with customers. We promote a family atmosphere and value our employees. BEA is happy to host both youth and adult leadership classes, interact with local law enforcement and emergency folks, and participate in various local committees and planning boards.

What value do you get from your membership in TGA? TGA's value is hard to calculate. I would describe the members of TGA with the following traits: faithful, respectful, servicedriven, and accepting. Some of these are hard to find these days. Getting to know members from all over the State, how different systems operate, what to do and what not to do – all very valuable.



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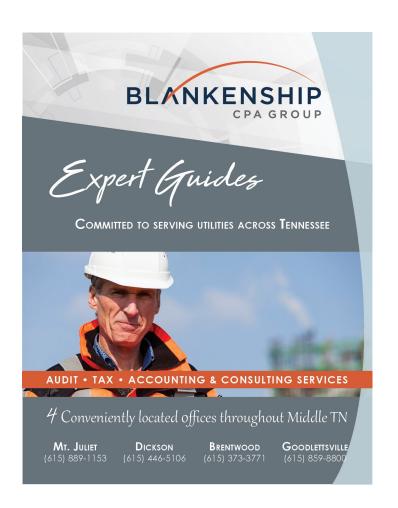
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## Committee Communications



Randall Griner
Annual Meeting

The 60th Anniversary Annual Meeting in Chattanooga was a great success. We hope everyone who attended had a great time and walked away with industry information. There was a great agenda a speakers and 10 Commissioner hours were awarded by the TN Comptroller's office. A hot but great time was had at the ballpark honoring Ed Kelley as the Silver Flame recipient. A shout out again to all of our sponsors that made our meeting possible. We could not hold these great meetings without your support. Mark your calendar for June 12-14, 2023 to enjoy

the 2023 Annual Meeting at the Wyndham Resort in Orlando, Florida.

At the D&O, the Business Partners voted Eddie Moffitt, with Clark Engineering, as the 2<sup>nd</sup> Vice Chair and Jimmy Daniels, with Magnolia River, as the following 2<sup>nd</sup> Vice Chair. The Best Booth Award at the D&O went well. Alexis Thexton, with PipeSuite, was the winner. After discussions with the other Business Partners, they would like us to look into a way to assign booth numbers at registration to avoid the rush before set up at further TGA events.



Chris McCabe
Business Partner



The 2022 Customer service Committee held its Customer Service Workshops on May 5 in Dickson and May 19 in Oak Ridge. Both meetings seemed to go very well with engagement and participation from everyone involved.

I would like to take this opportunity to thank everyone on the Customer Service Committee, TGA Staff, and Officers for their help and support that was received this year.

I would also like to thank the TGA Board of Directors for the opportunity to serve as Committee Chair.

The 2022 Distribution and Operations Conference was a success with over 300 in attendance and many great networking opportunities for our members. Our committee is in the process of organizing and reviewing the returned conference evaluations, which will be passed along to the incoming Committee Chair, Mike Chitwood, to aid in planning for the 2023 D&O Conference. The speaker presentations from the conference are now available to our members on the TGA website.

On behalf of the committee, I want to thank to the TGA President for the strong support he has given to me and this committee. The committee also recognizes the TGA Executive Directors work and dedication as being instrumental in the planning and success of this conference.





The Educational Steering Committee met on May 12<sup>th</sup> to finalize the 2022 Fall Management Conference, October 25 – 27 in Memphis, TN. The agenda will cover broad management topics on Tuesday with a joint session on Wednesday morning with Business, Accounting, and Professional Development (BAPD).

TGA will still offer TPUC-led training in the fall:

DIMP Inspection, Mid-October, 3 locations – west, middle, east Valves, Leaks & Patrolling, Mid-December, 3 locations – west, middle, east

The Committee discussed a timeline to develop a training plan that follows the guidance and direction of TGA Executive Committee's Strategic Plan. We look forward to including TPUC and our business partners to serve the needs of our members. Please reach out to Jocelyn McInturff (Jocelyn.McInturff@kub.org) if you have ideas or improvements that you would like to see offered.



The Marketing Committee has worked very hard in encouraging license plate sales; however, we did not reach the 1,000 commitments. Maybe the timing wasn't right, and we can bring it back in the future with new marketing strategies to encourage sales. This has been a learning experience for the committee, and we hope to be successful at license plate sales in the future. We have continued to do utility spotlights in each TGA magazine in hopes members can learn more about other members. I have enjoyed Chairing the Marketing Committee this past year. I look forward to working with Tamara Nolen with MLGW as the chair

for the coming year. I know she will do an excellent job.

Over the past year the TGA Membership Committee has worked to contact and recruit new members into our organization and to convince lapsed members to renew their memberships. Beginning with the September 2021 Board Meeting and the board meetings that followed there have been 16 new members presented to the board for approval and we have had 10 lapsed members renew their memberships. The Membership Committee will continue to promote TGA membership to new prospects while encouraging lapsed members to renew their commitment to the organization in the upcoming year.





The 2022 TGA Safety Summit agenda has been set and we have received commitments from all presenters. Although it was used as a topic of discussion at the last D&O conference, the committee voted to include Waverly TN's flooding presentation as a safety topic. We have asked him to steer the presentation towards safety and planning as much as possible because we felt it would benefit our field operations attendees. The evening plans at the summit are finalized for both nights. We are still considering company and vendor equipment demonstrations in the hotel parking lot. Kelley will confirm with hotel management whether space will be provided in the hotel parking lot before we make a final decision. The committee will discuss assigning moderators and Monday night's planning session in the next meeting.

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