

PACIFIC GAS AND ELECTRIC COMPANY

PGE + 245 MARKET STREET • SAN FRANCISCO, CALIFORNIA 94106 • (415) 781-4211 • TWX 910-372-6587

February 12, 1985

Local Union No. 1245
International Brotherhood of
Electrical Workers, AFL-CIO
P. O. Box 4790
Walnut Creek, California 94596

Attention: Mr. Jack McNally, Business Manager

Gentlemen:

Attached is a copy of the agreement reached by the Union/Company Meter Reader Committee on October 2, 1984.

It is understood and agreed that the provisions of the attached Exhibit C to the Agreement between the parties dated July 1, 1953 shall be effective on the date of the execution of this letter agreement; or, as otherwise provided in the Exhibit, which is incorporated herein.

If you are in accord with the foregoing and attachment and agree thereto, please so indicate in the space provided below and return one executed copy of this letter to the Company.

Yours very truly,

PACIFIC GAS AND ELECTRIC COMPANY

By *W. Bonbrugh*
Manager of Industrial Relations

The Union is in accord with the foregoing and attachment and it agrees thereto as of the date hereof.

LOCAL UNION NO. 1245, INTERNATIONAL
BROTHERHOOD OF ELECTRICAL WORKERS, AFL-CIO

Feb 13, 1985

By *Jack McNally*
Business Manager

EXHIBIT C

METER READER AGREEMENT

PREAMBLE

The Company and Union agree that reading meters has a priority second only to restoring interrupted service.

Both parties support the need for continued efforts in improving work quality and productivity along with the maintenance of a harmonious work environment.

A. Senior Meter Reader

1. Effective August 26, 1983, all existing Head Meter Readers were reclassified to Senior Meter Reader. Additional reviews may determine the need for additional positions. If necessary, Senior Meter Reader positions may be added by reclassifying other existing positions. Following the 1984 reviews, there will be approximately 55 to 60 Senior Meter Reader positions systemwide.
2. All employees that held the classification of Head Meter Reader retain their present wage step and line of progression. He or she will also receive general wage increases and cost-of-living adjustments, as may be negotiated for the term of the current Agreement. However, these employees will be assigned Senior Meter Reader job duties.
3. Other than provided above, the new Senior Meter Reader positions shall be open to bid by all qualified employees with at least two years' experience as a Meter Reader. (See Exhibit A for lines of progression.)
4. An employee who has accumulated upgrade time as a Head Meter Reader or Senior Meter Reader will receive credit for such time for the purpose of wage rate progression in the Senior Meter Reader classification.
5. Job Definition - The duties of the Senior Meter Reader position, which are subject to the grievance procedure, include the following:
 - (a) Training (office and field as assigned).
 - (b) Access arrangements (office and field; pesticide access; Meter Reading postcard and plastic card appointments and reads). In connection with access arrangements, it is proper to have a Senior Meter Reader pull electric meters to make visual inspection for irregularities and seal the meter with a gold locking ring or other appropriate sealing devices.
 - (c) Clerical duties as assigned and field duties as assigned for rerouting and reserialization (final decision reserved to management; includes new account numbers and individual route inspection).

- (d) Reading any meter route when deemed necessary.
- (e) Maintain records and post standard reports.
- (f) Other bargaining unit work as assigned.
- (g) Plan, organize and staff Meter Reader work assignments as assigned.
- (h) Field verification of high bill inquiries and possible meter reading errors (reread; no customer contact except to explain how to read meter).
- (i) Type III audits (vehicle inspection).

B. Meter Reader

1. Job Definition - A Meter Reader is an employee assigned a route of meter locations. Each meter location is visited, the meter number checked and meter dials read and recorded. Any unusual or abnormal conditions observed are reported. Completed work is submitted at the office and other related work is performed as assigned. The following conditions are to be observed when assigning other related work:
 - (a) Training is provided.
 - (b) Meter Readers can safely perform their job duties.
 - (c) Meter Readers will not be routinely assigned work which falls within the job description of another classification, and when additional work is assigned, route sizes are taken into account.
 - (d) It is part of a Meter Reader's job to return to accounts missed by such Meter Reader.
 - (e) If Union believes that the additional "other related work" merits an inequity adjustment to the Meter Reader wage rate, Company agrees to negotiate on an interim basis.

C. Inclement Weather

1. Hazardous Weather Conditions: Meter Readers are not required to work in weather conditions which represent a real or apparent hazard to the employee's life or health.
2. Extremely Uncomfortable Weather: Meter Readers on their route may temporarily cease reading in extremely uncomfortable weather of reasonably anticipated temporary duration.
 - (a) Company supervisors shall make every effort possible to prioritize types of accounts to be read on days when extremely uncomfortable weather is reasonably anticipated.

- (b) With the supervisor's permission (when the supervisor is available), Meter Readers working in extremely uncomfortable weather may temporarily leave their route areas when necessary to change their clothes, warm up or cool off.
 - (c) Meter Readers working in extremely uncomfortable weather other than extreme heat, may, with the permission of the supervisor when available, leave the office immediately upon completion of their day's work and still be paid for the full day.
- 3. Performance and Productivity: Company and Union recognize that employee performance and productivity are affected by inclement weather.
 - 4. Lockers: The Company will provide lockers if space is available. If no space for lockers is available, the Company will provide closet space if it is available. Closet or locker space is not to be limited to offices only.
 - 5. Rainboots allowance: The Company will provide up to \$45 every two years for rainboots/snowboots. Meter Readers will be required to submit proof of purchase for reimbursement.

D. Standards

- 1. Misses: Standard for codes M-2 (Locked), M-3 (Blocked), M-4 (Can't Locate), M-9 (Other) and M-0 (No Code) that comprise the missed meter standard is broken down into four Division groups:
 - (a) Group I - 4.50 missed meters per 1,000 meters read for East Bay North Bay, San Jose and Shasta.
 - (b) Group II - 5.50 missed meters per 1,000 meters read for Coast Valleys, De Saba, Humboldt and Sacramento
 - (c) Group III - 6.50 missed meters per 1,000 meters read for Colgate, Drum, San Joaquin, Stockton and North San Mateo County District - San Francisco Division.
 - (d) Group IV - 16.00 missed meters per 1,000 meters read for San Francisco District - San Francisco Division.
- 2. Other standards are:
 - (a) Subtraction: A systemwide standard of 2.8 per 1000 meters read each month.
 - (b) Reading Errors: A systemwide standard of 0.60 reading errors per 1000 meters read each month.
 - (c) Class II Rebates: A monthly systemwide standard of 0.60 per 1000 meters read that will be calculated by a four-month accumulation of meters read compared to the total errors made during those same four months. Each consecutive month will be added to the three prior months for the current month's statistics.

3. Probationary and New to Meter Reading Transferred Employees Performance Standards: Employees new to meter reading will be evaluated on a standard established by the Division during their probationary six-month period. These standards will also apply to any employee transferring into the Meter Reader classification from any other Department. Upon completion of six months as a Meter Reader, they will assume the system standard.

(a) Subtraction Errors (per 1000 meters read each month)

<u>Month</u>	<u>One</u>	<u>Two</u>	<u>Three</u>	<u>Four</u>	<u>Five</u>
Standard	7.00	5.00	4.00	3.00	2.80

(b) Class II Rebates

<u>Month</u>	<u>One</u>	<u>Two</u>	<u>Three</u>	<u>Four</u>	<u>Five</u>
Standard	2.90	2.00	1.35	.80	.60

(c) Reading Errors

<u>Month</u>	<u>One</u>	<u>Two</u>	<u>Three</u>	<u>Four</u>	<u>Five</u>
Standard	2.90	2.00	1.35	.80	.60

(d) Missed Meters (By Division groupings shown in missed meter standard above.)

<u>Month</u>	<u>One</u>	<u>Two</u>	<u>Three</u>	<u>Four</u>	<u>Five</u>
Group I	9.00	7.00	6.00	5.00	4.50
Group II	11.00	9.00	7.00	6.00	5.50
Group III	13.00	11.00	9.00	7.00	6.50
Group IV	32.00	27.00	22.00	18.00	16.00

(e) Meter Readers who transfer from one office to another will start at month number three for missed meters and will have to meet the standard by the end of their third month in the position.

4. All Meter Reading standards will be reviewed following the implementation of hand-held meter reading devices. Subtraction error standards will be eliminated upon implementation of the electronic meter reading device.

E. Meter Reader Route Assignments

1. Meter Reader "route strings" will be developed by Senior Meter Readers (all field duties) and the meter reading supervisor (final decision) with maximum participation by Meter Readers effected. A route string is defined as the number of meter books needed to constitute one month's work (approximately 21 routes).

2. Route strings will be bid based on Company service.
3. Route string bidding was implemented in May 1984 to be effective with the "B" serial in June 1984. The procedure for selection will be as follows:
 - (a) The supervisor will meet with the most senior Meter Reader (Company service) who will bid his/her route string.
 - (b) The supervisor will meet with the second most senior Meter Reader who will bid his/her route string. This process will continue until all Meter Readers have bid their route string in seniority order.
4. New route strings will be bid in the same manner set forth above in May of 1984 to be effective until "B" serial in the following June. No Meter Reader may bid the same string two years in a row without the consent of local management. Each year thereafter, route strings will be bid in May to be effective with the "B" serial in June.
5. Local offices, by majority vote and mutual agreement, may establish route assignments in a manner different than set forth above. "Mutual agreement" is written agreement between Company's Manager of Industrial Relations and Union's Business Manager.
6. Route strings may be rebid before May of any year in which there is rerouting other than the minor adjustments of several routes. If rerouting occurs before December, rebid until next June. If it occurs after December, then rebid until following June (this could result in a 13- to 18-month assignment).
7. Company may assign routes on any given day necessary due to sickness, vacations, etc., provided the temporary assignments are equitably distributed among the Meter Readers in the office.
8. Strings vacated permanently will be open for bid to the senior volunteer Meter Reader prior to December 1 of each year. After December 1, vacated strings will be assigned by Company.
9. This procedure shall be in effect from year to year unless amended by written agreement between the Company's Manager of Industrial Relations and the Union's Business Manager.
10. Route string bidding, as agreed to on August 26, 1983, will remain unchanged for all locations except Sacramento District. Sacramento District current route bidding system will remain in effect with seniority to be based on their length of time at that headquarters. The conditions and procedures regarding their system will be in accordance with the agreement reached in Review Committee File No. 1519, as interpreted and implemented by the parties in the past.

F. Pilot Programs

1. The Company shall give the maximum practical notice to the Union of its intent to engage in any pilot programs involving Meter Readers or meter

reading. The Company shall provide the Union with all relevant information on the program and shall encourage maximum employee participation and input in the program.

2. The duration of any such pilot program shall not exceed six months at a headquarters without Union concurrence.

G. Pesticides and Industrial Chemical Hazard

1. Company will provide all Meter Readers a copy of the Pesticide Worker Safety Regulation and will include this information in new employee orientation programs.
2. Company will establish a training program for Meter Readers regarding pesticides and industrial chemical hazards and will provide such training to the Meter Readers on a regular basis.
3. A respirator will be provided and fitted to Meter Readers where necessary.
4. Meter book and accounts should be coded by the Meter Readers regarding any of the above hazards.
5. The Senior Meter Reader will contact the agricultural commission regarding pesticide hazards.
6. Safety equipment (e.g., dust mask) shall be provided where necessary.
7. Company recognizes that if there is detection of asbestos at meter locations, appropriate actions will be taken to protect against any potential health hazards.

H. Starting Times and Flextime

The following starting-time and flextime options are applicable on a local office basis where van pooling is not implemented.

1. Dual starting-time or flextime options will be determined by a majority vote of all Meter Readers assigned to a headquarters. In the event a tie vote occurs, a second vote will be taken no earlier than 24 hours after the first vote. If there is still a tie, one last vote will occur. If a tie vote still exists after the third ballot, then the status quo will prevail. One of the following options may be elected:

Starting-Time Options

- (a) Summer (only available from last Monday in May through first Monday in September) = 6:30 a.m. and 7:00 a.m. or 7:00 a.m. and 7:30 a.m.
- (b) (available first Monday in September through last Monday in May) = 7:00 a.m. and 7:30 a.m. or 7:30 a.m. and 8:00 a.m.

Flexitime Options

- (c) Summer (only available from last Monday in May through first Monday in September) = 6:30 a.m. to 7:00 a.m.
- (d) (available entire year) = 7:00 a.m. to 8:00 a.m.

Voting eligibility shall be:

Meter Reader	- Eligible for all votes.
Meter Reader (Temporary Additional)	- Eligible for all votes.
Meter Reader/Utility Clerk	- Eligible for all votes.
Utility Clerk/Meter Reader	- Ineligible for any vote.
Senior Meter Reader	- May vote on starting time option for group, but may not select personal starting time except as outlined in 2 below.

- 2. Following are the starting time provisions for Senior Meter Readers:
 - (a) If there are two or more Senior Meter Readers in an office, at least one will report at each starting time. If a dispute arises as to reporting times, Company service will prevail in choosing a starting time. If a flexitime option is selected, one Senior Meter Reader will report at beginning of flexitime option and one will report at end of flexitime option.
 - (b) If there is only one Senior Meter Reader in an office where the supervisor has only meter reading responsibilities, the Senior Meter Reader will have choice of starting times.
 - (c) If there is only one Senior Meter Reader in an office where Meter Readers are supervised by a Customer Services Office Supervisor or Meter Reader Supervisor with district responsibility, the Senior Meter Reader will take the earliest starting time used by any Meter Reader.
 - (d) In no event will a Senior Meter Reader be required to take a one-hour lunch break.
- 3. Dual starting time or flexitime will be voted on twice each year in the beginning of May and at the end of August.
- 4. If a dual starting time option is selected by a headquarters, each Meter Reader will have the choice of either of the two starting times. Meter Readers must provide a two-week notice to their supervisor regarding a change of their starting time.
- 5. If a flexitime option is selected, the normal workday will end at the completion of eight and one-half hours, which includes a 30-minute lunch break.
- 6. Other starting times at a headquarters may be established by mutual agreement.

7. When the Company schedules first aid, safety, accident prevention, tailboard or group meetings, all Meter Readers will be expected to report to work at the designated meeting time. Company will give minimum notice of 48 hours prior to the meeting time.
8. When an employee is unable to report to work due to illness or because of circumstances beyond his/her control, he/she must notify his/her supervisor prior to the earliest starting time.
9. Choice of the method used for monitoring starting and completion times of Meter Readers will be at the discretion of local supervision.

I. Rerouting and Route Maintenance

1. Rerouting:

- (a) Specialized field and clerical duties involved in rerouting will be performed by Senior Meter Readers with participation by affected Meter Readers under the direction of a supervisor/coordinator.
- (b) Senior Meter Readers will be given training in rerouting and route standardization.
- (c) Temporary upgrades will be made for additional Senior Meter Reader positions necessary during rerouting.
- (d) Rerouting task force (includes two or more Meter Readers/Senior Meter Readers plus supervisor/coordinator to be used for major rerouting projects) - sign up by Division volunteers. Company selects from sign-up list and will pay employees assigned as Senior Meter Readers. The Meter Readers bypassed in Company's selection shall also be compensated at the appropriate wage step of Senior Meter Reader on a one-for-one basis. That is for each junior Meter Reader assigned to the task force, the single senior bypassed employee will be paid at the Senior Meter Reader rate. The task force may be moved around a Division from office to office. Local office Meter Readers used in project will be upgraded to Senior Meter Reader. These task forces may be established on a district or local office basis when one-way travel time exceeds one hour from headquarters to local office.

The provisions of Subsection 18.4(g) of the Clerical Agreement will apply to requests by Division volunteers for assignment to a rerouting task force.

- (e) Each route must be considered individually in assessing necessary travel time and paperwork time.
- (f) Routes will be sized based on the average reading conditions.
- (g) Rerouting will be completed as soon as practical.
- (h) Periodic rerouting will be performed as needed.

2. Route Maintenance and Adjustment of Individual Routes:
 - (a) At request of Meter Reader, Senior Meter Reader or Company, individual routes may be inspected.
 - (b) Route inspections will be performed by the Meter Reader and a Senior Meter Reader and/or supervisor. The Senior Meter Reader will not set the pace for the Meter Reader.
 - (c) Final decision on inspection and adjustment of individual route will be made by an exempt supervisor. Such decisions by an exempt supervisor are subject to the grievance procedure.
3. The Company will continue to improve rerouting and route maintenance. This will be accomplished by establishing the following programs:
 - (a) Reserialization/Resizing Manual - This manual provides a systemwide, uniform procedure to complete a comprehensive meter route reserialization/resizing project.
 - (b) Electronic Meter Reading Device - Upon implementation of this device, a reading average route sizing program will be developed. Route maintenance needs will be continually monitored.

J. Transportation

Car pooling will be eliminated in all offices and Company will make provisions for each Meter Reader to have a car (either a Company car or the Meter Reader's car reimbursed through a DMA). If requested by the local office, all newly-hired Meter Readers will be required to use a personal car (car must meet DMA requirements) as a condition of employment. This stipulation is also in effect for Meter Readers transferring to another office where a DMA is required. Meter Readers should be made aware of this condition prior to the job transfer being effected.

In the event a Meter Reader using a Company car vacates their position, and the Company car is to remain available to a Meter Reader, the employees on DMA's currently at the headquarters should be assigned the vehicle. Assignment of the vehicle will be based upon seniority.

K. Performance Audits

1. Exempt supervisors will perform Type I (impromptu) audits. Impromptu audits will be distributed equitably among employees provided that Meter Readers whose performance dictates may be audited on that particular aspect of their performance more frequently than usual. An immediate oral review of the impromptu audit shall be conducted in the field. If there is any question as to the equitable distribution of impromptu audits within an office, all relevant information on impromptu audits of other Meter Readers in the office will be provided to the Shop Steward and the Union.

2. Exempt supervisors will conduct Type II (performance evaluation) audits twice a year. The exempt meter reader supervisor will inform the Meter Reader being audited that the Meter Reader is being audited before the audit begins.
3. Type III (vehicle inspection) audits will continue as presently conducted by the Divisions.
4. Employees will receive a copy of any audit (Type I, Type II or Type III) within two workdays after completion of the audit.
5. For the purpose of training Senior Meter Readers may perform the Type I and Type II Performance Evaluations. Such audits conducted by a Senior Meter Reader will not be used as a basis for disciplinary action nor is it intended that Senior Meter Readers will evaluate employee performance. Audits conducted by the Senior Meter Reader will not be placed in an employee's 701 file.

L. Uniforms

1. The Company will provide each Meter Reader with six shirts (Meter Reader may select styles from long sleeve, short sleeve or polo) and five pants to be used as uniforms when performing their assigned duties.
2. Meter Reader will be afforded a choice of tan (khaki) or dark brown in the selection of pant colors.
3. When local suppliers are unable to provide appropriate pant sizes, Meter Readers will be allowed to purchase them from a local supplier who can provide properly-sized pants and the Company will reimburse the employee.
4. Meter Readers may have a windbreaker and a choice of jacket, vest or jacket with removable sleeves for use in cold weather. Choice to be exercised at next jacket replacement for existing Meter Readers and at initial uniform supply for new Meter Readers. The required color is dark brown.
5. Upon purchase of the foregoing items, they will become the property of the employee for whom they were purchased. In the event of termination or transfer to another classification (other than Meter Reader), any patches containing the PGandE logo will be removed and surrendered to the Company. The clothing shall remain the property of the employee.
6. It is the employee's responsibility to maintain (i.e., launder and repair) uniforms and other forms of clothing purchased for his/her use as a Meter Reader.