



LETTER AGREEMENT NO. 13-09-PGE



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LOCAL UNION 1245, I.B.E.W.
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TOM DALZELL
BUSINESS MANAGER

February 14, 2013

Mr. Tom Dalzell, Business Manager
Local Union No. 1245
International Brotherhood of
Electrical Workers, AFL-CIO
P.O. Box 2547
Vacaville, CA 95696

Dear Mr. Dalzell:

Pursuant to Section 109.2 of the Physical Agreement, the Company and Union established a joint training subcommittee to update the Apprentice Metering System Technician Training Program. While the parties are continuing their work in developing the training, the Company has also begun to fill apprentice vacancies to comply with commitments in Letter of Agreement 10-44. In order to meet the current needs of the business and deliver training consistent with the work performed, the Company proposes to utilize a phased-in approach to this training program which will support the on-going development and implementation of the new training material for all Apprentice Metering Systems Technician placements beginning January 1, 2013. As training material is finalized, it will be reviewed and approved by the JATC prior to implementation.

The existing training program described in Letter of Agreement 02-24 is being revised to support advancement through updated curriculum and on the job training requirements. Consistent with the training periods, Company proposes extending the wage progression to align with the training program steps and advancement requirements. To address the short-term transition of employees going in to these positions and internal equity concerns, the Company proposes the following wage progression:

Apprentice Metering Systems Technician - 2433 (SAP 50010426) – 2013 and 2014 Wage Rate

Current	Placements Effective 01/01/13 through 12/31/13		Placements Beginning 01/01/14		
Start	40.55	Start	40.55	Start	40.53
End 6 Mo	41.21	End 6 Mo	41.21	End 6 Mo	41.67
End 1 Yr	42.33	End 1 Yr	42.00	End 1 Yr	42.34
		End 18 Mo	43.00	End 18 Mo	43.49
		End 2 Yr	44.07	End 2 Yr	45.28
		End 30 Mo	45.00	End 30 Mo	46.24
		End 36 Mo	Journey	End 36 Mo	Journey

For each newly indentured apprentice, advancement to the next wage step requires successful completion of the formal training and related hours as specified in the jointly agreed to Administrative Guidelines. The protocol for progression and failure to advance will be consistent with the Master Apprenticeship Agreement and the administrative procedures defined in the Administrative Guidelines for the training program. The parties also discussed whether progression from Meter Maintenance Person (with minimum 6 months in the line of progression) to the Apprentice Metering Systems Technician should exempt those bidders from the six month requirement of F.10c of the Master Apprenticeship Agreement and agreed that those bidders have acquired the necessary skills and knowledge to progress to the first step of the training program.

The attached Administrative Guidelines, which were jointly developed by an appointed subcommittee, have been reviewed by the JATC, and are recommended for approval. Following JATC review and approval of remaining components that are under development, the Committee is expected to submit a recommendation for approval that will completely replace the existing program described in LA 02-24.

This proposed agreement has been reviewed by Assistant Business Managers Mike Haentjens, Joe Osterlund and Bob Dean.

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

Very truly yours,

PACIFIC GAS & ELECTRIC COMPANY

By: 

Stephen A. Rayburn
Director and Chief Negotiator

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

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

February 26, 2013

By: 

Tom Dalzell
Business Manager

Apprentice Metering System Technician

ADMINISTRATIVE PROCEDURES MANUAL



Ver. 2.0 February 27, 2013

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DOCUMENT DESCRIPTION

Document Title

Administrative Procedures for Line of Progression Apprentice Metering System Technician Training Program for Field Metering Operations

Abstract

This document outlines the administrative procedures in support of both implementation and sustainment of the Apprentice Metering System Technician Program.

Keywords

Apprentice, Metering System Technician, Crew Lead,

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DOCUMENT APPROVAL

The present edition of this document has been approved by the following management authorities.

AUTHORITY NAME AND SIGNATURE DATE

TBD

Table of Changes

Rev. #	Date of Change	Section(s) Affected	Author or Editor	Brief Description of Change	Org.
1.0	07-18-12	All	Brian Schroeder	Begin formal transformation to new format	PG&E
1.1	26-Aug-12	All	JATC Sub-Committee	Changes for Final Draft Approval	PG&E
1.2	27-Sep-12	All	JATC Sub-Committee	Changes for Final Draft Approval	PG&E
1.3	5-Sep-12	All	JATC Sub-Committee	Changes for Final Draft Approval, Word-Smithing,, added LRC roles and responsibilities	PG&E
1.4	10-Sep-12	All	W. Seeger/ B. Schroeder	Corrected Qualified to Certified for MST trainers, added Peer Work Group visits, added required hours to the Field Training Permitted Tasks	PG&E
1.5	13-Sep-12	Various	W. Seeger/ B. Schroeder	Added Glossary terms, Corrected ToC errors, Word-Smithing,	PG&E
1.6	17-Sep-12	Various	W. Seeger/ B. Schroeder	Added language for the Practical Knowledge Assessment at the end of each Wage Step. Added language for Classroom Knowledge Assessment after all formal classroom training. Direct Supervision to include Qualified and Certified Trainers	PG&E
1.7	19-Sep-12	Wage Progression – Requirements for Promotion	W. Seeger/ B. Schroeder	Added Practical Knowledge Assessment as a requirement for promotion.	PG&E
		Assessment Policy – Assessment Administration	W. Seeger/ B. Schroeder	Added verbiage re: two attempts to pass an assessment.	PG&E
	20-Sep-12	Wage Progression – Wage Scales	W. Seeger/ B. Schroeder	Removed \$ amounts	PG&E
1.8	2 Jan 13	Standardize with Guideline Template	Jerry Hoops	Entire document	PG&E
1.9	7-Jan-13	Various	JATC Sub-Committee	Certified Trainer to Qualified Journeyman	PG&E
			JATC Sub-Committee	Certified Management Employee to Authorized Management Employee	PG&E
			JATC Sub-Committee	General Formatting	PG&E
		Administrative Procedures – Next Steps	JATC Sub-Committee	Added Meter Maintenance Person and Meter Electronics Technician to Line of Progression	PG&E

Rev. #	Date of Change	Section(s) Affected	Author or Editor	Brief Description of Change	Org.
1.9	7-Jan-13	Wage Step Activities	W. Seeger/ B. Schroeder	Update Classroom Curriculum names in Wage Steps.	PG&E
		Wage Step Activities	W. Seeger/ B. Schroeder	Update Peer visits	PG&E
	9-Jan-13	Various	JATC Sub-Committee	Change ' <i>proficient, proficiency</i> ' to ' <i>qualified, qualification</i> '	PG&E
		Program Phase-in/Transition Plan	W. Seeger/ B. Schroeder	Apprentice's hired after 1/1/2013 will fall under this APM	PG&E
	25-Jan-13	Various	Team	Word-Smithing, minor language changes & permit 8 absences in program instead of 6	

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**Revised Letter of
Agreement goes here**

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Apprentice Metering System Technician Administrative Procedures Manual

Introduction

Purpose The Administrative Procedures Manual is the primary guidance document for the Metering System Technician Apprenticeship (AMST) Program and supports the Letter of Agreement.

Apprenticeship Philosophy

Line of Business Structure The synergy of an apprenticeship program can be found in how it leverages the characteristics of other like programs while customizing the items that set it apart to the benefit of the organization.

The Field Metering Services Line of Business provides end-point electric metering services to our customers. The organization is divided into two geographical regions supporting seven employee areas. These diverse geographical areas are staffed by approximately 130 journeyman Metering System Technicians supporting anywhere from five to 25 Apprentice Metering System Technicians at any time.

The organization employs the following operational structure:

- Field Metering Operations
 - Director, Field Metering Operations
- Field Metering Services
 - Sr. Manager, Field Metering
 - Manager, Field Metering North Area
 - Supervisor, Field Metering Area 7
 - Supervisor, Field Metering Area 6 North
 - Supervisor, Field Metering Area 6 South
 - Supervisor, Field Metering Area 5 North
 - Supervisor, Field Metering Area 2
 - Manager, Field Metering South Area
 - Supervisor, Field Metering Area 5 South
 - Supervisor, Field Metering Area 4 North
 - Supervisor, Field Metering Area 4 South
 - Supervisor, Field Metering Area 3 North
 - Supervisor, Field Metering Area 3 South
 - Supervisor, Field Metering Area 1

Apprentice Metering System Technicians, Metering System Technicians, and Metering Technicians – Crew Leaders are staffed in Areas 1 through 7 above.

Continued on next page

**Local Review
Committee
Process**

The Field Metering Services organization utilizes the Local Review Committee structure as a joint Union Company committee to oversee the progress of each apprentice within the apprenticeship program.

This committee meets ideally on a **monthly basis, but at least quarterly**, to assess the progress of each apprentice by:

- Reviewing the 90 Day Apprentice Review submitted by the local supervisor
- Reviewing the monthly *Step Qualification Sheet* submitted by the apprentice
- Reviewing the monthly *Hours of Training Spreadsheet* submitted by the apprentice

The outcome of the monthly review may include, but is not limited to:

- Establishing an ad hoc meeting between the apprentice, field training coordinator, and Union and Company committee members to communicate the importance that certain standards of achievement that are not being met and the criticality for the apprentice to complete the action plan on time.
 - Identify items to be referred to the JATC for consideration and decision.
 - Positive reinforcement of a job well done.
 - The creation of an action plan to close any apprentice development gaps
-

**Employee
Development
Tracking
Process**

The AMST program utilizes the following tools to track the progress of the apprentice through the program. These tools are:

- *Step Qualification Sheet* submitted on a monthly basis
- *Hours of Training Spreadsheet* submitted on a monthly basis

Daily

- The apprentice will:
 - Complete a timecard
 - Update the Hours of Training Spreadsheet
 - Solicit feedback from supervising journeyman
 - Review previous day's work assignment to identify areas of improvement or excellence
 - The journeyman will:
 - Respond to feedback from the apprentice
 - Review previous day's work assignment to identify areas of improvement or excellence
-

**Observation
and Feedback
Process**

The observation and feedback process of this apprenticeship varies slightly from other apprenticeships due to the geographical locations and crew size component. The apprenticeship is composed of apprentices, local journeyman, crew leads, supervisors, field training coordinators, metering specialists, and managers.

The apprentice:

- Attends training classes
- Documents his or her progress throughout the program
- Is evaluated by local journeyman and crew leads
- Participates in the development process by giving and receiving feedback
- Reinforces new skills on the job working under the direction of qualified journeyman

The local journeyman and crew lead:

- Ensure that the apprentice has the training and direction needed to provide a safe work environment
- Evaluate and verify the progress of the apprentice
- Provide feedback to improve the performance of the apprentice
- Provide direct supervision for high risk tasks
- Provide leadership and direction to the apprentice

The supervisor:

- Ensure the effectiveness of the 90-day evaluation
- Ensure that the apprentice has the training and direction needed to provide a safe work environment
- Evaluate the performance of the apprentice
- Provide leadership and direction to the apprentice
- Remove obstacles that hinder the progress of the apprentice

The field training coordinator:

- Ensure the safety of the apprentice
 - Monitor the 90-day evaluation process
 - Supports the apprenticeship program
 - Provide leadership and direction to the apprentice
 - Remove obstacles that hinder the progress of the apprentice
-

Glossary of Terms

AMST	An acronym for the Apprentice Metering System Technician training program.
Authorized Management Employee	A management employee that is a State Certified Metering System Technician (or equivalent) or a <i>State Certified Meter Technician</i> (or equivalent) temporarily upgraded from bargaining unit to supervisor under a Personnel Change Request (PCR) form.
Classroom Knowledge Assessment	A classroom based exam with written and/or practical exercises following any phase of formal classroom/lab training. The purpose of the assessment is to determine if the apprentice has a practical understanding of the content in the formal training.
Direct Supervision	Direct supervision means that the person providing supervision must be close enough to the apprentice performing the task to intervene physically to prevent harm, injury or damage to property.
Field Training Coordinator	The Field Training Coordinator administers the training components of the Metering System Technician Apprenticeship Program.
Field Training Outline	A field training outline is an on-the-job training document for performing a task in the field which may include, but is not limited to; an objective, required hours of training, instructions, procedures, references, materials, tools, safety requirements, job aids, and self-study guides.
Guest Trainer	A Guest Trainer is a Departmental Expert skilled in a business activity where the apprentice requires general knowledge of the activity, e.g. Billing Operations, Dispatch, Revenue Protection, Field Metering Persons, or Meter Maintenance Persons.
JATC	An acronym for the Joint Apprentice Training Committee composed of members from IBEW Local 1245 (Union) and Company.
Job Aid	A job aid is a source of information that provides guidance for an activity that an apprentice will undertake in a field training outline. A job aid supports performance, and provides some direction on how to accomplish a task. How to use a tool, for example, such as a voltmeter, is a job aid that helps the apprentice to check voltage described in the field training outline procedures. The apprentice will share their understanding of the activity with their trainer after reading the job aid as a prerequisite to a field training outline.

Continued on next page

Glossary of Terms – continued

Local Review Committee	A committee of JATC approved Company and Union representatives with the purpose of reviewing apprentice progress, disputes and corrective action.
Qualification	Proven ability to perform a task in an unsupervised environment.
Qualified Journeyman	A Qualified Journeyman is an employee who has: a) completed the Metering System Technician Apprentice Program, b) or, completed a provisional training plan of the Metering System Technician Program <u>and</u> received an MST classification.
Self-Study Guide	A self-study guide is a form of study where the apprentice is responsible for the instruction. The study is usually without direct supervision or attendance in a class. Completing self-study guides may be required as a prerequisite for a field training outline.
State of California Apprentice Agreement	The standard agreement required between the apprentice, the Company and the State of California. The agreement resides with Labor Relations. A copy of the agreement - 14550 (Metering System Technician) - is found in the Appendix section of this document and on the JATC SharePoint Site: http://wssuo/ccote/jatc/default.aspx .
Wage Progression Test	A practical experience (skill demonstration) and knowledge based test administered to every apprentice at the end of each step. The apprentice must pass this test with a grade of 70% or higher before they can progress to the next wage step.
Web Based Training (WBT)	In the context of the apprentice training program web based training refers to Self-Study Guides in My Learning. This training is conducted by the apprentice and recorded as complete when the student completes the content and knowledge check for each lesson.

Administrative Procedures

- Introduction** Occupying an apprentice position involves a number of required steps. Completion of each action is necessary so that the process continues in an orderly fashion, fulfilling all contractual obligations.
- Eligibility for Apprenticeship** All candidates for an Apprentice Metering System Technician position must meet the following requirements:
- Successfully complete the Physical Pre-employment Test (PTB).
 - Successfully complete the Industrial Skills Test
 - Successfully complete the Apprentice Metering System Technician Entry Test.
 - Possess a current California Class “C” Driver’s License.
-

- Required AMST Orientation** There are Apprentice Metering System Technician (AMST) program orientation requirements that require completion prior to beginning the AMST program.
- The successful candidate will:
- Contact the Field Training Coordinator or immediate supervisor with any questions about the AMST program.
- A Field Training Coordinator will meet with each apprentice candidate to provide a detailed orientation to the AMST program using the ‘New Apprentice Orientation Package.’ The orientation will include a review of:
- Apprentice Metering System Technician (AMST) Administrative Procedure manual.
 - Training methodology
 - Roles and responsibilities of the apprentice, Field Training Coordinator, crew lead, and supervisor.
 - Reporting Procedures & Forms
 - Methods for obtaining assistance with training or performance issues
 - Testing, promotions, and pay
 - The process for resolving conflicts or disputes
 - The consequences for failure to complete the apprentice program satisfactorily
 - The nature of the work, job hazards, and working conditions
 - The requirements documented in the Master Apprenticeship Agreement.
 - Joint Apprenticeship Training Committee (JATC) roles and responsibilities.
 - Complete the State of California Apprentice Agreement.

Upon completion of the orientation the apprentice will sign and receive a copy of the ‘Delivery of Apprentice Program Rules and Regulations’ receipt.

Continued on next page

Administrative Procedures – continued

Processing the Apprentice Agreement

Upon entering the apprenticeship, the Field Training Coordinator will assist the new apprentice in completing the State Apprentice Agreement. The Field Training Coordinator will sign and forward the agreement to Labor Relations at least two weeks before the official start date of apprenticeship. Labor Relations will forward all completed Apprentice Agreements to the State of California Division of Apprentice Standards. When the State returns the form, Labor Relations will notify the Field Training Coordinator that a copy of the completed Apprentice Agreement is available on the JATC SharePoint Site for filing in the apprentice's personnel file.

Veterans Benefits

Successful progress through the apprenticeship program may entitle certain veterans to benefits from the Veterans Administration. Apprentices who believe they may be eligible are encouraged to consult with a veteran's benefits counselor. Upon receipt of the signed Apprentice Agreement, if the apprentice has acknowledged that they are a veteran, Labor Relations will send them the information necessary to apply for Education Benefits should they choose to do so.

Resources

Instructor, Field Training Coordinator, crew leads, Metering System Technician, and supervisors are available to answer the apprentice's questions. There are additional resources available to the apprentice, including the Technical Information Library and Training Center resources. This information is to help the apprentice increase the knowledge and skills the apprentice must possess to become fully competent in the Apprentice Metering System Technician position.

After the Apprenticeship Is Complete

At the completion of the apprenticeship, the Field Training Coordinator will notify Labor Relations and supervisors that training is complete. Labor Relations will notify the State of California that training is complete. The state will return the Certificate of Completion of apprenticeship to PG&E. The Field Training Coordinator will sign the certificate and deliver it for presentation to the new Journeyman Metering System Technician. The supervisor will ensure that a PCR is initiated to promote the apprentice to Unassigned Journeyman Metering System Technician effective the date of completion.

Apprentice Not Successful

Removal of the Apprentice Metering System Technicians, who do not successfully complete the apprentice program described herein, will be in accordance with collective bargaining agreement and the Division Master Apprenticeship Agreement.

Continued on next page

Administrative Procedures – continued

Next Steps

The Line of Progression (LOP) is the career path, defined by both Company and Union that you will follow if you are successful at each stage of the apprenticeship. The career path is as follows:

Job Category	Duration
Meter Maintenance Person	12 months
Apprentice Metering System Technician (AMST)	36 months
Meter Electronics Technician	
Metering System Technician (MST)	
Electric Meter Crew Leader	
Metering Technician Crew Leader	

General Information

Objective PG&E expects an apprentice to accomplish the duties assigned in a manner that is consistent with the Company's safety, procedure, and performance standards. This includes completing all training requirements in assignments you receive from your supervisor or Field Training Coordinator during the apprentice program or as you progress through the line of progression.

The Master Agreement The Master Apprenticeship Agreement (MAA) applies to all portions of the training program unless the parties, by Letter of Agreement (LOA) and associated administrative program guidelines, modify the program.

Apprenticeship Duration The Apprentice Metering System Technician program is 36 months long.

Training for Activities Not Available at Local Headquarters The Field Training Coordinator will make reports available to apprentice training coordinators, supervisors, superintendents, managers, journeypersons, and apprentices. These reports show:

- Completion of on-the-job training (OJT) requirements
- Outstanding OJT (on-the-job training) requirements that remain.
- Outstanding OJE (on the job experience) requirements that remain.

Apprentices will primarily work with supervisors and apprentice training coordinators, using these reports and the forecast of work, to plan and schedule suitable apprentice training opportunities.

If the forecasted work does not support the required training needs and reasonable efforts to make the needed work available are not successful, then the supervisor will contact the apprentice training coordinator in a timely fashion to arrange to have the apprentice assigned to work that will facilitate needed training and experience.

Apprentices should expect to spend time away from their headquarters to complete all training requirements.

Mandatory Web Based Training and Self-Study Guides Step Qualification Sheets contain mandatory task specific Web Based Training/Self Study Guide assignments that apprentices must complete before going into the field to be trained on that specific task.

In-class and field training modules contain mandatory self-study assignments that are not completed in the allotted course time must be completed on the apprentices' time outside the normal workday. Monetary compensation is not associated with these mandatory self-study assignments.

Continued on next page

General Information – continued

**Recommended
Self-study**

Additional evening work—or homework—during formal training is recommended for review and reinforcement of knowledge learned during the day, in addition to the mandatory self-study or web based training noted above.

In addition to the mandatory self-study noted above, recommended evening work (homework) during formal training is identified for review and reinforcement of knowledge acquired during the day. Monetary compensation is not associated with these recommended self-study assignments.

**Workload
Management**

Supervisors and apprentices are required to ensure that normal workload or mandatory or voluntary overtime does not interfere with any of the following activities:

- Mandatory self-study activities and preparation for formal schools.
- Formal schools.
- Training assignments in the field
- Field training assignments that are necessary because training is not available at the local headquarters.

Consistent with the need to maintain continuity of service and with the efficient cooperation of their workgroups, supervisors will manage workload and any mandatory or voluntary apprentice overtime to minimize any adverse impact on apprentice self-study and preparation for training classes.

**Appropriate
Work
Assignments**

The work assignments in each step of the apprenticeship will provide apprentices with opportunities to obtain basic knowledge of equipment and procedures. Work assignments will also allow apprentices the opportunities to practice essential skills and gain confidence in their ability to do the work.

Work assignments will increase in complexity and responsibility as the apprentice attains increased knowledge and capability. The primary purpose for apprentice work assignments is to reinforce training. For that reason, work assignments will concentrate on the development of new skills and knowledge.

Repetitive, production-type work that offers little or no learning activity is to be minimized.

Continued on next page

General Information - continued

OJT and OJE Training Documentation

The OJT and OJE requirements for the apprenticeship are documented in the *Step Qualification Sheet* and the *Hours of Training Spreadsheet*. The requirements and procedures contained in the Step Qualification Sheet's Field Training Outline (FTO) are a part of these administrative rules and are mandatory.

Apprentices are responsible for maintaining and managing all OJE and OJT documentation during their apprenticeship. The apprentice is to ensure that all electronic records and hard copies match. Failure to document the OJE or OJT accurately will be subject to investigation.

If the investigation finds intentional falsification of records, apprentices will be subject to review and this will be considered just cause for discipline and or discharge.

OJE and OJT Not Linked to Current Wage Step

As a general practice, assignment of duties and work procedures in any period of training will concentrate on those specified in the *Step Qualification Sheet* for the current wage step or for previous steps.

If the nature of the work in a headquarters provides a rare training opportunity for required skills that are out of the normal sequence, and if the immediate supervisor and the apprentice agree, with concurrence from the Field Training Coordinator, that the apprentice is ready for such training, then these special training events may be completed out of the normal sequence.

The hours associated with special training events must be recorded in the correct step's Hours of Training Worksheet. If qualification is achieved for the specified task it must be documented in the correct wage step's Step Qualification Sheet.

The apprentice, the apprentice's assigned journeyman and the immediate supervisor must give due consideration to the need for safety, the apprentice's skills, and the nature of the work.

For records purposes an Email from the apprentice will be sent to the Field Training Coordinator, the supervisor and the Qualified Journeyman with the following information:

- Email Subject Title: [Apprentice's last name] Task Out of Sequence
- Apprentice Name
- Date of Task
- Location of Task
- Type of Task
- The apprentice will self-evaluate his/her qualification at the specified task or determine that more training is required.

The Qualified Journeyman will verify that the special training activity happened by replying to the supervisor and Field Training Coordinator and the apprentice.

Continued on next page

General Information - continued

Supervision Requirements

California Code of Regulations (CCR), Title 8, §210, “Working Conditions”:

“Apprentices shall work under and with competent journeymen and/or instructors and shall be assigned to work and learning tasks so that they obtain the diversified training on-the-job provided for in the apprenticeship standards.”

The spirit of the language above is to ensure that apprentices are performing work with proper oversight and that they receive the necessary supervision and training to safely perform and learn the work procedures presented in the apprentice program.

An apprentice may work on assignments without direct supervision as part of the workgroup only after the apprentice has successfully completed instruction and training in the Task outlined in the FTO on the Step Qualification Sheet. He or she must have performed such work under direct supervision, performing such work safely and proficiently, and has the sign off with the date of qualification by an Authorized Management Employee.

Tasks Requiring Direct Supervision

Tasks with the potential to cause harm or injury to the apprentice, co-workers, or the public or damage to property must be performed under the **direct supervision** of a Qualified Journeyman.

Direct supervision means that the Qualified Journeyman must be close enough to the apprentice performing the task to intervene physically to prevent such harm or injury or damage to property.

Tasks Without Direct Supervision

An apprentice may be assigned to work without direct supervision as part of the workgroup only after the apprentice has been instructed and trained in the duties or work procedures required, has performed such work under direct supervision, and is capable of performing such work safely.

Though the apprentice is NOT under direct supervision, he or she is still under the supervision of a journeyperson, crew leader, or supervisor. This means that the apprentice is a crew member on the jobsite performing a task in which he or she is capable of performing safely.

Continued on next page

General Information - continued

Assignment to Higher Classifications

While participating in this apprenticeship the temporary assignment to a higher classification is prohibited. An apprentice will not:

- Be temporarily assigned to a higher union classification or
- Accept a rotational assignment to a non-bargaining unit position

To accept another position outside the apprenticeship, the apprentice must self-remove himself or herself from the apprenticeship. This will constitute the use of one apprenticeship according to the Master Apprenticeship Agreement.

Notification of Classes

Formal training classes for apprentices are scheduled by PG&E Academy and a confirmation email notification will be sent out to the apprentice, the supervisor, and field training coordinator.

Pre-requisites

Each formal school held at the training facilities may require mandatory, pre-requisite preparation by the apprentice before the class begins. Pre-preparation materials may include web-based training, review of video-based content, reading, and exercises completed on-line or on paper.

The apprentice must complete all pre-requisites as required by and within the prescribed timelines identified in the program. If it is determined that an apprentice has not completed the required mandatory, pre-requisite preparation prior to a formal school, then the apprentice may not be allowed to participate in the formal school, which will result in a failure for that school.

Continued on next page

General Information, Continued

Failure to Meet Standards

In addition to obtaining and proving competency of the required knowledge and physical skills, Apprentice Metering System Technicians will be evaluated on their safety performance, attitude and behaviors associated with PG&E Values. The crew lead, Metering System Technician, and the supervisor will conduct critical core evaluations.

All evaluations of the Apprentice Metering System Technician shall be fair and objective.

If it is determined that an apprentice:

- Does not consistently demonstrate the ability to make sound decisions within their progression,
- Has failed to demonstrate the work ethic and positive attitude required,
- Has knowingly disregarded safety rules or work procedures,
- Has failed to meet the standards of achievement within the prescribed time period,

Then, this information will be presented to the Local Review Committee for review and a recommendation of either corrective action or forwarding of the case to the JATC for review and a final decision.

Examples of standards and expectations are listed, but not limited to, the following:

- Attend formal training.
- Complete pre-requisite training requirements.
- Successfully pass tests, skill checks, training courses and assessments within prescribed time requirements.
- Report Hours of Training and Step Qualification Sheets on time.
- Maintain accurate records.
- Report to work on time.
- Favorable 90 Day Reviews.

Apprentice Metering System Technicians who do not meet the standards of achievement described within the Administrative Procedures Manual and Master Apprenticeship Agreement will be removed in accordance with Title 206 of the collective bargaining agreement.

Training Requirements

Achieving Competency

It is essential to follow uniform and safe practices during the apprenticeship; therefore, assignments of duties and work procedures will conform to those provided for each wage step in these guidelines. The amount of time for each task shown in the Step Qualification Sheet are sufficient to permit an apprentice to develop competency in the specified duties and work procedures; however, such time or work units should not be considered inflexible.

AMST Divided into Six-Steps

During the apprenticeship, the apprenticeship training is divided into six periods that coincide with the wage steps of the classification. Each step is six months long.

OJE and OJT by Wage Step

As early as practicable in each wage step of the apprenticeship, supervisors will assign an apprentice to work that is relevant to the on-the-job training (OJT) and on-the-job experience (OJE) activities for that wage step described in the *Step Qualification Sheet*.

Travel Time

Hours shown for training contained in the Step Qualification Sheet exclude any travel time needed to reach the place where the training is to be given. However, the training hours do include the time needed to prepare and maintain tools and equipment, i.e., when traveling to attend a training class with an instructor.

Hours shown for experience in the Field Guide include any travel time needed to reach the place where the work experience is provided. Thus, if the travel time to the job site is one hour, and the tasks take two hours to complete, the apprentice will report three hours in the appropriate OJE category (based on the nature of the work being done) in My Learning, i.e., when traveling to gain experience working with a journeyman in the field.

Examples of acceptable travel time include traveling to and from the job site or any location on Company business. This does not mean, however, that one can arrive at training locations late or leave training early as part of their normal day. Training assignments must be completed in their entirety.

Continued on next page

Training Requirements, Continued

Sequencing Training

These guidelines specify those training periods in which an apprentice will receive related academic or class training. The type of on-the-job training and experience activities contained in the *Step Qualification Sheet* will apply if a Metering System Technician at an apprentice's headquarters performs such duties and procedures. If the apprentice's supervisor anticipates the recommended on-the-job training will not be available because of a lack of related work, the supervisor will notify the Field Training Coordinator to determine if relevant training is available in other areas.

All training requirements specified in the Apprentice Metering System Technician program must be complete prior to the achievement of Metering System Technician status.

Ensuring Opportunities for OJE

An AMST may be required to travel to any part of the system at any time to obtain the necessary training in their wage step. This requirement provides experience working throughout PG&E's service territory and familiarizes the apprentice with the nuances of working at different Headquarters in different geographical areas.

It is important that the Apprentice visit different areas to gain as much local knowledge as possible over the course of the three-year apprenticeship.

The specific training, experience, and duration of training assignments are to be reported to the JATC on a monthly basis for review. The Field Training Coordinator is responsible for monitoring and tracking these assignments to ensure apprentices are receiving the required experience.

The specific training task and duration will be communicated to the apprentice with as much advance notice as practicable but no less than 48 hours prior to the assignment.

Work Schedules and Supervision

Apprentices will assume the schedule of their working crews. Functional supervision of the apprentice is assumed by the receiving supervisor.

Continued on next page

Training Requirements, Continued

Failure to Advance Because of Course Failure

If an apprentice fails any knowledge or skill assessments given during an AMST course, that apprentice will be released back to his or her respective headquarters and will be rescheduled for the next training opportunity available. During that time, the apprentice will:

- Complete the time in step.
- Be held in step until such time as the course to be repeated is made available, assuming course is available within 90 days.
- Be required to retake the entire course.

During such time that an apprentice is waiting for the next available course that exceeds 90 days, the Local Review Committee will:

- Work with other stakeholders to determine if there are any other alternative training solutions that can expedite the apprentices training requirements.

The recommendation will then be submitted to JATC for approval.

Number of Formal Classroom Training Course Retakes Permitted

- One formal classroom training course retake per year.
- No more than two retakes during the 36 months of the AMST program.

Time	Number of Course Retakes Permitted
Year	1
Program	2

Failure to successfully complete all apprentice training courses, including passing all knowledge and skill assessments, demonstrates a failure to meet the established standards of achievement.

Disputes

Any dispute should be resolved by the Local Review Committee (LRC). Any dispute regarding these assignments not resolved by the Local Review Committee will be subject to the grievance procedure (Title102) with the option of expedited referral to the Joint Apprenticeship Training Committee (JATC) for a recommendation of settlement, after the timely filing of a grievance.

Wage Progression

Requirements for Promotion

Each of the six steps of the apprenticeship program has unique training requirements and a specific pay rate. As apprentices progress through the program, they gain skills and knowledge and thereby become more productive on the job. This increase in the value of their work results in a corresponding increase in pay.

The advancement to the next wage step is a promotion that must be earned.

Promotion to the next step in the apprenticeship requires the completion of all of the following items:

- Required time in the current step (six months per step); and
- Successful completion of all formal training at Company approved facilities specified for the apprentice's current step, and
- Passing a Classroom Knowledge Assessment for each phase of formal training, and
- Completion of all OJE and OJT activities that are specified for the apprentice's current step to include all OJE and OJT recorded on the Step Qualification Sheet and the Hours of Training sheet, and
- Sign off for the qualification assessment by an Authorized Management Employee, and
- Complete all required hours for the FTOs on the Step Qualification Sheet, and
- A sign off for completing the reading of all Job Aids in the Step, and
- A sign off for completing all of the Self-Study Guides in the Step, and
- Passing a Practical Knowledge Assessment test at the end of each Step.

Wage Scales

Each of the six steps of the Apprentice Training Program has specific training requirements and a specific wage rate. The apprentice must earn the advancement to the next wage progression step for a promotion, based on the requirements outlined in the AMST Administrative Procedures Manual.

Continued on next page

Wage Progression, Continued

Failure to Progress for not Meeting Other Requirements

Apprentices who are due to progress to the next higher wage step in the wage progression and who have not met established standards of achievement as defined below:

- Required time in the current step (six months per step)
- Successful completion of all formal training at Company approved facilities specified for the apprentice's current step.
- Completion of all the OJE and OJT Hourly Requirements in the apprentice's current step.
- Sign off for qualification by an Authorized Management Employee on the Step Qualification Sheet
- A sign off for completion of the reading of all Job Aids in the Step
- A sign off for completion of all the Web Based Training/Self Study Guides in the Step.

Will be:

- Notified by Email of inadequate performance prior to the date the apprentice is scheduled to receive the next higher wage step (a copy of the notification will be furnished to the Union Business Representative and Labor Relations)
- Held in the present wage step
- Held at the wage step for a maximum of 90-days to meet the established standards of achievement for the step

Number of 90-Day Extensions Permitted

Level	Number of Extensions Permitted
Year	1
Program	2

The expectation is for the apprentice to progress within the established program timeline.

Continued on next page

Wage Progression, Continued

Extended Absences

Extended absences from the workplace detract from training effectiveness and are detrimental to the apprentice. The rules that describe the treatment of absences due to illness or leave of absence are found in sections 204.2 of the collective bargaining agreement. Apprentice Decision 86-26 also reinforces these provisions for employees who suffer an industrial injury. Section 204.2 states in part:

"The 'Wage Progression' of an employee who is absent on leave of absence without pay for more than ten consecutive workdays will be delayed by a period of time equivalent to such leave of absence. The 'Wage Progression' of an employee in a beginning or other negotiated training classification who is absent for more than 25 consecutive workdays because of an industrial injury as defined in Section 108.1 or for an illness or disability and is receiving sick leave pay as provided in Section 112.1, will be delayed by the period in excess of the 25 consecutive workdays."

Wage Progression after a Delay

If, during the 90-day period described above, the apprentice meets the established standards of achievement, the apprentice will receive the next higher wage rate effective on the date the standards are met.

The apprentice will not be eligible for further progression in the wage rate until six months have elapsed from the date the apprentice received the wage increase and until the standards of achievement of the next wage step are met.

Effective Dates

Each training step or phase begins on the day of the promotion from the previous step. Extra time spent in any step will not count as time in the subsequent step.

Examples:

1. An employee enters the apprenticeship program on January 1. Because of illness, all training events and qualification checks are not completed until August 1 of the same year. The promotion to Step 2 is effective on August 1 and the six months of Step 2 will run through February 1 of the following year.
 2. An employee enters the apprenticeship program on March 1. Because of poor performance, the JATC requires an additional 30 days of training to be added to the first step. After passing the wage progression test, promotion to Step 2 will be delayed until October 1.
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Failure to Advance Due to Failed Wage Progression Requirements

If an apprentice fails to meet the standards of achievement related to wage progression requirements, he or she may be provided:

- One extension of up to 90 days in one program year
- Two non-consecutive 90-day extension periods during the 36-month apprenticeship program

Number of 90-day extensions permitted **with one retest per extension.**

Level	Number of 90-day Extensions Permitted
Per Year (12 month period)	1
Per Program (Duration of entire program)	2, non-consecutive

The number of extensions is not guaranteed, the expectation is for the apprentice to progress within the established program timeline.

If an apprentice is attempting to meet the standards of achievement to progress from any step of the wage progression and fails to meet the established standards as provided above, it will be considered just cause for removal from the classification and demoted in accordance with Title 206 of the Collective Bargaining Agreement.

Early Promotion

During the apprenticeship, there is no provision for early advancement to the next wage step. Accumulated time in step and the training events must be completed as specified.

Completion of Apprenticeship

All requirements contained in these administrative procedures (i.e., formal schools, Hours of Training, OJT/OJE requirements, etc.) must be successfully completed before an apprentice may be promoted to Journeyman Metering System Technician.

While in their 6th wage step, apprentices who have successfully completed all the requirements contained in these administrative procedures may choose to accept a job award offer, and bid to Metering System Technician.

The bid, however, will remain pending until completion of time and program requirements.

Assessment Policy

Purpose of Assessments	The purpose of assessment is to permit apprentices to display their mastery of required skills and knowledge. Apprentices must pass all assessments that are a part of the formal training.
Assessment Administration	The assessments will be administered by an Authorized Management Employee. Assessment may be administered on a task by task basis or as an entire step assessment.
Assessment Opportunities	<p>The apprentices will have two (2) opportunities to pass any assessment. This includes either the Classroom Knowledge assessment or the Practical Knowledge assessment.</p> <p>An apprentice failing to pass any assessment after the initial attempt and one retry will be referred to the Field Training Coordinator and/or the Local Review Committee for further recommendations.</p>
Assessment Content	<p>The assessments are based on the stated learning and performance objectives and the content of technical material (standards, guidelines, manuals, vendor documentation, etc.) that are a part of the Metering System Technician's craft and will include skills and knowledge components from previous steps.</p> <p>The assessment will consist of the following components for each step:</p> <ul style="list-style-type: none">• Field demonstration of practical experience.• Knowledge based test that may be administered in a written, oral or web-based format.• Assessment results will be communicated and signed-off in a timely manner.
Cumulative Assessments	All assessments will cover the content of the course(s) contained in the present step as well as topics covered in previous steps, OJT, OJE, and self-study.

Continued on next page

Assessment Policy, continued

Assessment Location and Timing

All assessments are typically conducted on the job, but may occur at a PG&E Testing or Training Centers. Administration of course assessments during the formal classroom training will be part of the regular curriculum.

Reassessments for OJT/OJE must be requested and scheduled in advance.

Assessment Schedule

Assessments are scheduled in advance for all apprentices. The apprentice will request an assessment from an Authorized Management Employee. The Authorized Management Employee will inform the apprentice of the assessment date(s).

Photo ID Required

The apprentice must present a valid photo identification card for admission to the test. Approved types include:

- State issued driver's license or
 - Company Identification card
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Mandatory or Emergency Work

Apprentices, who miss a test due to mandatory or emergency work necessary to preserve safety or continuity of service, may be rescheduled for a special test day.

Apprentices must contact their apprentice training coordinator with all relevant facts and request a special test day.

Late Arrival on Assessment Day

Apprentices who arrive late for an assessment may not be permitted to proceed with the assessment and will need to be rescheduled.

Excused Absences

Apprentices who miss a test or leave a test before completion for an excused reason will be rescheduled for the next regular test date. Types of absences include, but are not limited to:

- Personal illness
- Sick family member
- Death of a family member

Excused absences will be handled on a case by case basis.

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Assessment Policy, continued

Cheating

Wage progression testing is an assessment of the apprentice's knowledge and/or skill and is intended to be an individual, not group, effort. Any apprentice found cheating during a test will:

- Receive a failing grade for the test.
- Be subject to disciplinary action up to and including removal from the apprenticeship and termination.

Only authorized aids or reference materials are permitted during the test.

Subsequent Retests Must Include a Time to Prepare

Apprentices may not retest the same day of a test failure, nor shall they be permitted to retest without a period of time in which to prepare for any subsequent retest.

This is to permit the apprentice time to seek out additional assistance, instruction, or time to self-study should that be the preferred method of remediation.

If the test date is beyond the wage progression date of the apprentice, he or she will be held in step until successful completion of the wage progression standards of achievement are met.

Apprentice Role and Responsibilities

Safety First

The apprentice must learn and observe the safety rules and procedures applicable to the tasks being performed. Safety is a condition of employment, and shortcuts, deviations from approved practices, or failure to observe all safety requirements will not be tolerated and are cause for termination.

Core Attitudes and Behaviors

Apprentices are at all times responsible for upholding PG&E's vision and values. In addition, apprentices are expected to display the following critical core attitudes and behaviors at all times:

- Compliance with all applicable safety rules and work procedures at all times
- Consistent attendance at all times
- Supporting other Metering System Technicians and Crew leads
- Practicing learned skills independently to build competency and efficiency
- Demonstrating a positive work attitude
- Motor Vehicle operation behaviors and abilities that meet the expectations of PG&E policies and values.
- Accepting performance feedback in a positive spirit
- Asking for guidance and assistance when needed
- Following directions given by your supervisor, crew lead and journeymen
- Showing up on time and being fully prepared to engage and participate in formal schools held at the Training Centers, and on-the-job training and experience requirements assigned in the field
- Must continuously and successfully demonstrate critical core competencies

Documentation of apprentice performance on the critical core behaviors is in:

- The supervisor's 90 Day Review
- The Field Training Coordinator's Quarterly Interview

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Apprentice Role and Responsibilities, Continued

Program Requirements

The AMST Field Training program is designed to support the successful completion of the program. The apprentice tracks the performance of the required activities in the *Step Qualification Sheet* and the *Hours of Training Spreadsheet*.

The Apprentice is responsible for his/her own success. This means that the apprentice must:

- Meet with your Crew Lead and Journeyman on a bi-weekly basis to review your critical core progress.
- Meet with your supervisor every six weeks to review your critical core progress.
- Maintain the required documentation, and turn in your *Step Qualification Sheet* and the *Hours of Training Spreadsheet* monthly to the Field Training Coordinator.
- Complete all required tasks under the observation of the journeyman and/or crew lead, and ensure that the Journeyman documents your completion appropriately.
- Escalate any concerns you have about the work you are doing and its applicability to the required tasks to your journeyman, supervisor, and the Field Training Coordinator immediately.
- Complete and document as completed all Self-Study guides as assigned.
- Read and document as completed, all Jobs Aids as assigned.
- Prepare for the next wage progression test including the skill and knowledge assessments.
 - The skill assessment tests the ability to safely and efficiently perform the tasks being performed in the field. Therefore, ensure that adequate work opportunities are made available. This is the reason it's so important that the apprentice speak up if he or she is not getting the opportunities needed to accomplish the assigned tasks.
 - The knowledge assessment tests the academic component of the foundational information needed to accomplish the tasks the apprentice is performing.

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Apprentice Role and Responsibilities, Continued

Monthly OJT/OJE Reporting

The apprentice must document OJT/OJE activities on the *Step Qualification Sheet* and the *Hours of Training Spreadsheet* as they occur.

If a *Step Qualification Sheet* or *Hours of Training* is not submitted to the Field Training Coordinator within five workdays of the end of the month:

- The report is considered late or missing.
- Late/missing reports must be submitted as soon as possible with an explanation for the lack of training completion(s).

The apprentice may report planned future no-training events with corresponding dates in advance. They include, but are not limited to:

- Vacation
- Military duty
- Jury duty
- Scheduled medical procedure, etc.

Step Qualification Sheet and the *Hours of Training Spreadsheet* completions may not be reported in advance.

Instances of failure to report on time will be reviewed by the Local Review Committee (LRC). The LRC will:

- Provide a documented verbal warning for the first offense
- All remaining offenses will be documented in a formal action plan, which, if not remedied, may result in removal from the apprentice program.

There may be no more than eight unexcused late reports for the duration of the apprenticeship. If an apprentice accumulates more than eight unexcused late reports in the apprenticeship, he or she may be removed from the program.

Resolving Problems and Requesting Assistance

If a problem or issue arises, the apprentice will first attempt to resolve the problem or issue at the local headquarters. If the problem cannot be resolved satisfactorily, the Apprentice will contact the crew lead and supervisor immediately and work with them to resolve these issues in a timely fashion.

The apprentice may report a problem or an issue, and may request assistance by submitting an Email of the problem to the Field Training Coordinator.

Continued on next page

Apprentice Role and Responsibilities, Continued

Correcting Errors in Training Records

Apprentices are required to check their on-line training records to ensure accuracy.

- A monthly review of records is required.
- Links to the on-line records can be found on the PG&E intranet on the MyLearning portal.
- Notify PG&E Academy Operations and the Field Training Coordinator promptly if errors are found.
- Omissions and errors in apprentice on-line training records may cause delays in wage progression.

Maintenance and Use of Books and Documents

The supervisor or designate will provide each apprentice books and reference documents to support self-study and practice. These books and documents include some or all of the following items:

- AMST Administrative Procedures Manual
- Gas & Electric Requirements Manual
- Code of Safe Practices, Safety and Human Performance Fundamentals Handbook
- Metering Practices Book
- Metering Handbook

The Apprentice is required to keep these materials clean, current (updated with the latest revisions), and in good repair.

It is important to maintain manuals and all reference materials since all wage progression assessments require access to these materials. Failure to maintain the manuals with the most current updates may lead to a failure of the test.

Crew Lead Role and Responsibilities

Safety First

The Crew Lead ensures a safe and healthy work environment for the Apprentice, insisting that the apprentice observes all safety practices and procedures. He or she ensures that the apprentice is always supervised by a Qualified Journeyman when the apprentice is performing tasks that need supervision as defined by the apprentice program.

The crew lead will ensure that the apprentice has direct supervision until the apprentice has become qualified at the task as verified by the Qualified Journeyman.

Direct supervision means that the Qualified Journeyman must be close enough to the apprentice performing the task to intervene physically to prevent such harm or injury or damage to property.

Program Duties

The crew lead is expected to do the following:

- Use personal observation and conversations with other knowledgeable workers to monitor the apprentice's progress.
 - Actively teach and demonstrate relevant skills in accordance with work procedures taught in the Apprentice Program.
 - The crew leader/foreman includes:
 - Instructions in what is to be done.
 - How it is to be done.
 - Reasons for doing the work in a specific manner.
 - Identification of anticipated hazards and appropriate mitigation.
 - Methods for doing the work safely and efficiently.
 - Act as a role model for the apprentice, demonstrating correct work procedures and best practices at all times.
 - The crew leader/foreman leads by example.
 - “Do as I say, not as I do” is not acceptable.
 - Assign meaningful and challenging work to the apprentice that is appropriate for the level of training needed for the current step.
 - The crew leader/foreman consults the apprentice's training and experience records and frequently refers to feedback from the LRC.
 - He or she assigns work that provides opportunities for the apprentice to gain experience and achieve competency in critical apprentice work areas.
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Crew Lead Role and Responsibilities, Continued

Documentation Crew Leads will fulfill the documentation requirements for their role. They are required to make entries in the following:

- *Hours of Training* spreadsheet.
- Apprentice Field Guide

When the apprentice satisfactorily completes the *Hours of Training* spreadsheet the crew lead must initial, record LAN ID, and date the entry on the *Hours of Training* spreadsheet.

When the apprentice satisfactorily completes an OJT or OJE task listed in the apprentice's *Field Guide*, a qualified person must initial and date the entry in the book. Only crew leads, Qualified Journeyman, field training coordinators, and guest trainers may sign off (initial and date) these requirements. Apprentices may not make sign-off entries in this book.

It is expected that when the crew lead signs off on a task he or she has the concurrence of the other crew leads at the apprentice's headquarters, and they are all in agreement about the apprentice's performance on the task

Important note: Additional validation of satisfactory completion of OJT and OJE requirements is obtained during the wage progression test.

Reporting Progress and Problems

The crew lead will place his or her LAN ID on the apprentice's monthly "Hours of Training" sheet after reviewing the tasks and hours for that month. The crew lead will forward the sheet to the supervisor for his or her signature.

The crew lead shall provide feedback identifying specific areas where the apprentice may be excelling and/or specific areas where the apprentice fails to meet expectations.

If, during a 90-Day Review, it is identified that the apprentice fails to meet expectations, then the crew lead will provide feedback indicating what actions are required to meet or exceed expectations. If an apprentice is not meeting expectations, then the crew lead notifies the supervisor of the actions required to meet or exceed expectations.

A copy of the relevant page(s) of the *Step Qualification Sheet* and *Hours of Training Sheet* is given to the following:

- The supervisor
- The field training coordinator

Examples of items related to meeting or not meeting expectations may include, but are not limited to:

- Demonstrating a positive and professional attitude at all times.
- Willing and active participation in tailboards.
- Making good use of time and completing all assigned tasks.
- Acquiring, retaining, and demonstrating craft skills and knowledge.
- Identify and discuss craft and safety processes through the review of external resource (trade magazines, web sites, safety alerts, etc.) materials.

Journeyman Metering System Technician Role and Responsibilities

Safety First

The Journeyman Metering System Technician ensures a safe and healthy work environment for the apprentice, insisting that the apprentice observe all safety practices and procedures. He or she ensures that the apprentice is always supervised by a Certified metering system technician when the apprentice is performing tasks that need supervision as defined by the Apprentice Program.

The Journeyman will provide direct supervision until the apprentice has demonstrated qualification at the task.

Direct supervision means that the person providing supervision must be close enough to the apprentice performing the task to intervene physically to prevent harm, injury or damage to property.

Program Duties

The Metering System Technician is expected to do the following:

- Use personal observation and conversations with other knowledgeable workers to monitor the apprentice's progress.
- Notify the Crew Lead of issues that need to be resolved.
- Take an active training role, as established by precedent and contract.
 - Actively teach and demonstrate relevant skills in accordance with work procedures taught in the Apprentice Program.
 - Provides instructions in what is to be done.
 - How it is to be done.
 - Reasons for doing the work in a specific manner.
 - Identification of anticipated hazards and appropriate mitigation.
 - Methods for doing the work safely and efficiently.
- Act as a role model for the apprentice, demonstrating correct work procedures and best practices at all times.
 - The Metering System Technician leads by example.
 - “Do as I say, not as I do” is not acceptable.

Documenting Task Completion

When the apprentice satisfactorily completes an FTO task listed in the apprentice's *Step Qualification Sheet*, and is qualified, an Authorized Management Employee must initial and date the entry on the Step Qualification Sheet. Only Authorized Management Employee, Field Training Coordinators, and Advance Metering Specialists may sign off (initial and date) these requirements. Apprentices may not make sign-off entries in this book.

Continued on next page

**Reporting
Progress and
Problems**

As needed, the Metering System Technician is encouraged to report the apprentice's performance and behaviors to their supervisor or Field Training Coordinator.

If the nature of the work in the headquarters offers a unique opportunity for training in necessary skills that is out of the normal sequence, and if both the immediate supervisor and the apprentice agree that the apprentice is ready for such training, these special training events may be completed out of the normal sequence.

For records purposes an Email from the journeyman will be sent to the Field Training Coordinator with the following information;

- Apprentice Name
 - Date of Task
 - Location of Task
 - Type of Task
 - Whether the apprentice is qualified at the specified skills or requires more training.
-

Supervisor Role and Responsibilities

Scheduling Activities

The supervisor coordinates training with the forecast workload. The supervisor identifies work opportunities that are suitable for apprentice training in their current step.

Maintaining a Reservoir of Work

The supervisor identifies work opportunities, in conjunction with the planning and scheduling team, that are appropriate for apprentice training activities. Suitable work is reserved for apprentice training consistent with good business practices and the requirements for safety, protection of resources, and continuity of service. The supervisor ensures that the field training coordinator has an up-to-date knowledge of suitable work available for apprentice training.

Monitoring Progress

The supervisor monitors the apprentice's accomplishments through frequent discussions with the apprentice's Crew Lead and Metering System Technician in addition to field observations of the apprentice's performance. The supervisor uses the Step Qualification Sheet and Hours of Training spreadsheet to track and monitor apprentice performance.

Maintaining Records

Each supervisor, in collaboration with the Field Training Coordinator, will maintain necessary records on each apprentice to assure that each apprentice has the opportunity to meet the standards of achievement set forth in these guidelines.

Each month the supervisor will review and sign the Hours of Training sheet.

Each month the supervisor will review the Step Qualification Sheet.

Every Quarter, the supervisor will conduct a formal interview with the Apprentice and will complete the 90 Day Review.

The supervisor will discuss with the crew lead and Metering System Technician the apprentice's progress before meeting with the Apprentice.

The supervisor is responsible for ensuring that the apprentice, crew lead, Metering System Technician and self, are documenting the apprentice's performance during these calibration meetings and will fill out the 90-Day report documentation.

The supervisor and apprentice will print and sign their names agreeing to the level of performance of the apprentice.

The supervisor will send the Original 90-Day Review to the Field Training Coordinator for their signature and placement in the apprentice's file.

Continued on next page

Supervisor Role and Responsibilities, Continued

Monthly OJT/OJE Reporting

The supervisor signs off on the OJT/OJE activities on the *Hours of Training Spreadsheet*, then forwards to their Field Training Coordinator who will place it in the apprentice's file. The supervisor signs off on OJT job aid and Self-Study guide activities in the *Step Qualification Sheet*.

Only an Authorized Management Employee may sign off on OJT FTO activities. The supervisor will forward the *Step Qualification Sheet* to the Field Training Coordinator.

Meeting Expectations

The supervisor will provide feedback identifying specific areas where the apprentice may be excelling and / or specific areas where the Apprentice is not meeting expectations.

If during these calibration discussions it is identified the apprentice is not meeting expectations, the supervisor will provide feedback indicating what actions are required to meet or exceed expectations.

If a supervisor receives notification of or identifies that an apprentice is not 'meeting expectations', they will notify the Field Training Coordinator by email of any deficiencies.

Examples of items related to meeting or not meeting expectations may include but are not limited to:

- Demonstrating a positive and professional attitude at all times
 - Willing and active participation in Tailboards
 - Working in a manner that facilitates correctly finishing all assigned tasks
 - The acquisition, retention and demonstration of skills, and knowledge
 - Demonstrated ability and motivation to seek knowledge of craft and safety through outside sources (trade magazines, web sites, safety alerts, etc.)
 - Demonstrated willingness to share knowledge with others where needed
 - Driving behaviors and abilities that meet the expectations of PG&E policies and values.
-

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Supervisor Role and Responsibilities, Continued

Developing Corrective Action Plans

The supervisor, in cooperation with the Field Training Coordinator, will prepare a corrective action plan to address any significant training deficiency, including those items that have the potential to delay the timely progression of the apprentice. Corrective action plans will identify the specific problem, specify the additional training and/or practice needed, establish a timeline for completion, and identify the measures to use that ensure the corrective action will be successful.

Implementing Corrective Action Plans

The supervisor, in conjunction with the Field Training Coordinator, will arrange work assignments and any necessary training to ensure the apprentice is given the opportunity to complete the corrective action plan in a timely manner.

In the absence of a successfully completed action plan, the supervisor will enact the provisions of the following sections as appropriate

- Failure to Progress for not Meeting Other Requirements
 - Failure to Advance because of Failure of a Wage Progression Requirement
-

Field Training Coordinator Role and Responsibilities

Managing the Training Process

The Field Training Coordinator will monitor and support the overall AMST training program for their assigned geographic area. The field training coordinator monitors and tracks all phases of the AMST training program and identifies and corrects conditions or situations that interfere with the efficient training and timely progression of all apprentices. The training coordinator is the day-to-day resource for the administration of the apprentice field training.

Monitoring Progress

The Field Training Coordinator monitors the progress of all apprentices by reviewing written and electronic records, conducting telephone interviews, and by visiting field-training sites for personal observations of training activities. The Field Training Coordinator will conduct a private interview with each assigned apprentice once a quarter.

Identifying OJE Opportunities

The Field Training Coordinator coordinates with the apprentice's supervisor to suggest appropriate work assignments to ensure efficient timing and sequencing of OJE.

Supporting Role

As necessary, the Field Training Coordinator provides training resources, guidance, and advice and facilitates access to technical experts to support all persons who have a role in the apprentice training process.

Maintaining Records

The Field Training Coordinator keeps all records of the apprentices and verifies all information.

Continued on next page

Field Training Coordinator Role and Responsibilities, Continued

**Developing
Corrective
Action Plans**

In conjunction with the apprentice's supervisor, the Field Training Coordinator co-develops corrective action plans that are timely and efficient in the resolution of training deficiencies.

**Conducting
Formal
Evaluations**

As required, the Field Training Coordinator performs formal evaluations of apprentice performance during field visits. The Field Training Coordinator also monitors and reports on the performance of field mentors and field trainers during field visits.

**Suggesting
Improvements**

The Field Training Coordinator suggests changes and revisions to the training program when appropriate

Manager Role and Responsibilities

Monitoring Progress

All Field Metering Operations Managers will monitor the apprentice's accomplishments through frequent discussions with the apprentice's supervisor and Field Training Coordinator. These discussions should take place on a quarterly basis at a minimum.

The manager is also encouraged to participate in the 90-day apprentice review process with the local supervisor to get a first-hand account of each apprentice's progress.

The manager may also request Step Qualification Sheets, Hours of Training spreadsheets and 90 Day Reviews to track and monitor the supervisor's or Field Training Coordinator's performance in managing the apprentice's Training progress.

Suggesting Improvements

The manager may suggest changes and revisions to the training program when appropriate, while also providing support to the supervisors and Field Training Coordinator as needed.

Local Review Committee Role and Responsibilities

Purpose The Local Review Committee (LRC) provides consistent evaluation of apprentice performance when an investigation or dispute resolution needs to be conducted.

The LRC provides guidance and counsel to the apprentice on his or her performance. It makes recommendations about advancing an apprentice, implementing an action plan, or removing him or her from the program.

Monitoring and Reviewing Progress The LRC reviews the following items in support of their decision-making.

- Performance Assessment results.
- Formal training results.
- *Step Qualification Sheets* and *Hours of Training* spreadsheet documentation.
- 90 day reviews

LRC Composition The LRC is composed of the following members:

Role	Attendance
Manager	Required
Supervisor	Required
Field Training Coordinator	Required
Crew Lead	As Needed
Journeyman	As Needed
Area Specialist	As Needed
Union Business Representative	Optional

The Area Manager is responsible for scheduling and facilitating the LRC meetings as necessary.

Continued on next page

**Authority and
Decision
Making**

The LRC has the authority for the following:

- Approve wage progression if the apprentice has successfully completed all formal training, passed the wage progression test, completed and properly reported all OJE requirements, and earned a sustained favorable apprentice review.
 - Design and recommend a performance action plan when necessary.
 - Develop a recommendation to remove an apprentice from the program based on formal training performance, performance assessments, OJE performance, apprentice review reports, and any other information made available that will support decision-making for apprentice progression.
-

**Assessment
Tools/Structure**

The LRC will assess performance using the measures described above. In addition, a clearly defined process to manage the assessment process will be developed for the LRC to ensure consistency in the assessment and review process.

**Critical
Success
Requirements**

The LRC needs to maintain objectivity in its reviews and recommendations. It is important that the apprentices understand the power of the review committee and the importance of consistently performing to the best of their ability through the entire apprentice program.

**Removal
Process**

If a decision is made to recommend for removal, the case will be referred to JATC for final decision and removal from the program.

AMST Course Sequence

Academic Requirements

Completion of the courses listed below is a requirement during the apprenticeship.

Wage Step 1 – 0 to 6 months:

- Electric Metering I
- Electric Metering II
- Smith Driver Training

Wage Step 2 – 7 to 12 month

- Electric Metering III – Solid State Fundamentals
- Electric Metering IV – Watthour Testing (3s, 4s, 2k)

Wage Step 3 – 13 to 18 month

- Electric Metering V - Watthour Testing (9S,16S,5S,12S,8S,15S)
- Electric Metering VI - Advanced Metering

Wage Step 4 – 19 to 24 month

- Electric Metering VII – Primary Metering

Wage Step 5 – 25 - 30 month

- Electric Metering VIII – Solid State Metering (JEM, rkva)

Wage Step 6 – 31 - 36 month

- None
-

Training Activities

Introduction

The goal of the AMST program is the development of the skills and knowledge that represent the safe and effective performance of all electric metering tasks. Each course in the AMST program is designed to provide training for apprentices in the foundational knowledge and skills leading to competency in all identified tasks.

The listing of activities below is by wage step, with prohibited activities indicated, as appropriate.

Working Conditions per CCR, Title 8

As noted earlier, the *California Code of Regulations* (CCR), Title 8, §210, “Working Conditions” says:

“Apprentices shall work under and with competent journeymen and/or instructors and shall be assigned to work and learning tasks so that they obtain the diversified training on-the-job provided for in the apprenticeship standards.”

The spirit of the language above is to ensure that apprentices are not performing work without oversight and that they are getting the necessary supervision and training to learn the proper work procedures and perform the work safely.

An apprentice may be assigned to work without direct supervision only after the apprentice has been instructed and trained in the duties or work procedures required, has performed such work under direct supervision, and is capable of performing such work safely as certified by the Authorized Management Employee.

Direct Supervision

Tasks with the potential to cause harm or injury to the apprentice, co-workers, the public or damage to property, require **direct supervision** of a Qualified Journeyman.

Direct supervision means that the person providing supervision must be close enough to the apprentice performing the task to intervene physically to prevent harm, injury or damage to property.

Wage Step 1 Activities

Attend the Electric Metering I & Electric Metering II Classes

As early as possible in Step 1 the apprentice will be scheduled to attend the Electric Metering I course at the learning facility. The course will contain a written final exam (knowledge assessment) and a skills (performance) assessment. The rules for testing and re-testing are contained in the "Assessment Policy" section.

Shortly after attending Electric Metering I the apprentice will be scheduled to attend the Electric Metering II course at the San Ramon Learning Center. The course will contain a written final exam (knowledge assessment) and a skills (performance) assessment. The rules for testing and re-testing are contained in the "Assessment Policy" section.

Successful completion of the classes requires a passing grade (70%) on the Classroom Knowledge Assessment that follows each class.

Attend Business Knowledge Training with Peer Work Groups

The apprentice will receive training from Guest Trainers of Peer Work Groups;

- Net Energy Metering Representative – 1 Day – Learn how the Net Energy Metering department as it relates to how customers receive Net Energy service.
 - Revenue Assurance – 1 Day – Learn how the Revenue Assurance do their business and what the apprentice should look for.
-

Wage Step 1 Completion

When the apprentice has completed all requirements for Wage Step 1, he or she will be qualified and signed off in all of the permitted tasks.

At this time the apprentice will be administered the Practical Knowledge Assessment test and must pass this test with a grade of 70% or higher in order to progress.

Continued on next page

**Permitted
Tasks during
Wage Step 1**

The apprentice is permitted to perform all tasks from Step 1 and will gain the general knowledge of the Step 1 AMST tasks through participation in all work that is permitted in Step 1 and by completing all applicable Self Study Guides and by reviewing all applicable Job Aids.

Field Training Outline	Req. Hours
Safety & Tailboard Training	40
Meter Inventory Management	45
Read Meters and Recorders	5
Utilize a Laptop Computer	80
Operate a Warm-Up Board	7
Identify 1-Phase Services	20
Inspect and Evaluate a Meter Site	40
1S SmartMeter™ Change	10
2S SmartMeter™ Change	40
12S Network SmartMeter™ Change	10
Build and Operate a Portable Test Standard	16
Test 1S Meter	10
Replace 1-Phase A-base Adapter	10
Test a 240V, 3W, 1-Phase, Form 2S Meter (no By-Pass)	120
Test a 120V, 3W, Network, Form 12S Meter	40

Continued on next page

Wage Step 1 Activities, Continued

**Prohibited
Tasks during
Wage Step 1**

PROHIBITED

The Apprentice will not work on 3-phase service.

The Apprentice will not work on any service with voltage in excess of 240 volts.

The apprentice will not perform any energized Primary Metering tasks.

The apprentice will not perform any energized transmission metering tasks.

**Services over
240 Volts**

The Apprentice may work on circuits intended for voltage in excess of 240 volts if the circuit is de-energized and only direct supervision by a Qualified Journeyman.

Wage Step 2 Activities

Continue to Perform Previous Duties

An Apprentice will continue to perform the functions and duties of the previous wage step and, in addition, will practice the tasks described below.

Attend Electric Metering III & Electric Metering IV Classes

As early as possible in Step 2 the apprentice will be scheduled to attend the Electric Metering III course at the learning facility. The course will contain a written final exam (knowledge assessment) and a skills (performance) assessment. The rules for testing and re-testing are contained in the "Assessment Policy" section of this document.

During Step 2 the apprentice will be scheduled to attend the Electric Metering IV course at the learning facility. The course will contain a written final exam (knowledge assessment) and a skills (performance) assessment. The rules for testing and re-testing are contained in the "Assessment Policy" section of this document.

Successful completion of the classes requires a passing grade (70%) on the Classroom Knowledge Assessment that follows each class.

Attend Business Knowledge Training with Peer Work Groups

The apprentice will receive training from Guest Trainers of Peer Work Groups;

- Visit Senior New Business Representative – 1 Day – Learn how the New Business Process as it relates to how customers apply for and receive new service.
 - W&R Dispatch – 1 Day – Learn how the dispatching system works and how customer service calls are distributed to field personnel.
 - Records Clerk – 1 Day – Learn how records clerks manage customer accounts, adjust customer bills and request service calls to fix metering problems.
-

Wage Step 2

When the apprentice has completed all requirements for Wage Step 2, he or she will be qualified and signed off in all of the permitted tasks.

At this time the apprentice will be administered the Practical Knowledge Assessment test and must pass this test with a grade of 70% or higher in order to progress.

Continued on next page

Wage Step 2 Activities, Continued

Wage Step 2 Permitted Tasks

The apprentice is permitted to perform all tasks from Step 1 and the following tasks and will gain the general knowledge of the Step 2 AMST tasks through participation in all work that is permitted in Step 2 and by completing all applicable Self Study Guides and by reviewing all applicable Job Aids.

Field Training Outline	Req. Hours
Safety & Tailboard Training	40
Read Meters and Recorders	5
Operate a Warm Up Board	7
Inspect and Evaluate a Meter Site	32
Operate a Laptop Computer	80
Meter Inventory Management	45
Inspect a Switchboard 0-600V	8
Replace K-base Meter/Adapter	15
3S SmartMeter™ Meter change	10
4S SmartMeter™ meter change	10
Single Phase By-Pass	20
Test a 240V, 3W, 1-Phase, K-Base Meter	40
Test a 240V, 3W, 1-Phase, Form 4S Meter	20
Test a 120V, 2W, 1-Phase, Form 3S Meter	20
600V CT Jobs	80

Wage Step 2 Prohibited Tasks

PROHIBITED

- The apprentice will not perform any tasks on service in excess of 240 Volts
- The apprentice will not perform any energized Primary Metering tasks.
- The apprentice will not perform any energized transmission metering tasks

Wage Step 3 Activities

Continue to Perform Previous Duties

An apprentice will continue to perform the functions and duties of the previous wage step and, in addition, will practice until qualified, the tasks described below.

Attend the Electric Metering V & Electric Metering VI Classes

As early as possible in Step 3 the apprentice will be scheduled to attend the Electric Metering V - Watthour Testing (9S,16S,5S,12S,8S,15S) course at the learning facility. The course will contain a written final exam (knowledge assessment) and a skills (performance) assessment. The rules for testing and re-testing are contained in the "Assessment Policy" section of this document.

During Step 3 the apprentice will be scheduled to attend the Electric Metering VI - Advanced Metering course at the learning facility. The course will contain a written final exam (knowledge assessment) and a skills (performance) assessment. The rules for testing and re-testing are contained in the "Assessment Policy" section of this document.

Successful completion of the classes requires a passing grade (70%) on the Classroom Knowledge Assessment that follows each class.

Attend Business Knowledge Training with Peer Work Groups

The apprentice will receive training from Guest Trainers of Peer Work Groups;

1. Ride with Troubleman – 1 Day – learn the electric distribution system, switching and other types of customer service work.

Wage Step 3

When the apprentice has completed all requirements for Wage Step 3, he or she will be qualified and signed off in all of the permitted tasks.

At this time the apprentice will be administered the Practical Knowledge Assessment test and must pass this test with a grade of 70% or higher in order to progress.

Continued on next page

Wage Step 3 Activities, Continued

**Wage Step 3
Permitted
Tasks**

The apprentice is permitted to perform all tasks from previous steps and the following tasks, and will gain the general knowledge of the Step 2 AMST tasks through participation in all work that is permitted in Step 2 and by completing all applicable Self Study Guides and by reviewing all applicable Job Aids.

Field Training Outline	Req. Hours
Safety & Tailboard Training	40
Inspect and Evaluate a Meter Site	32
Operate a Laptop Computer - FAS, FSU, UIQ, MVLT	40
Meter Inv Mgmt Process and Ship Meters	45
Read Meters and Recorders	5
Operate a Warm Up Board	7
Identify Overhead Xfrmr Configurations	6
Operate Phase-Sequence Indicator	1
Test a 120V, 4W, Y, 3-Phase, Form 9S Meter	40
9S SmartMeter Change 120V	10
Test a 120V, 4W, Y, 3-Phase, Form 16S Meter	60
16S SmartMeter Change 120V	10
Test a 240V, 3W, Delta, 3-Phase, Form 5S Meter	40
5S SmartMeter Change 240V	10
Test a 240V, 3W, Delta, 3-Phase, Form 12S Meter	40
12S SmartMeter Change 240V	10
Test a 240V, 4W, Delta, 3-Phase, Form 8S Meter	in class
8S SmartMeter Change 240V	in class
Test a 240V, 4W, Delta, 3-Phase, Form 15S Meter	in class
Burden Test CTs	8
3-Phase A-base Meter Change	8
15S SmartMeter Change	10

**Wage Step 3
Prohibited
Tasks**

PROHIBITED

The apprentice will not perform any tasks on service in excess of 240 Volts

Wage Step 4 Activities

Continue to Perform Previous Duties

An apprentice will continue to perform the functions and duties of the previous wage step and, in addition, will practice until qualified, the tasks described below.

Attend the Electric Metering VII – Primary Metering

During Step 4 the apprentice will be scheduled to attend the Electric Metering VII – Primary Metering course at the learning facility. The course will contain a written final exam (knowledge assessment) and a skills (performance) assessment. The rules for testing and re-testing are contained in the “Assessment Policy” section of this document.

During step 4 the apprentice will be scheduled to attend the Solid State Metering course at the learning facility. The course will contain a written final exam (knowledge assessment) and a skills (performance) assessment. The rules for testing and re-testing are contained in the “Assessment Policy” section of this document.

Successful completion of the classes requires a passing grade (70%) on the Classroom Knowledge Assessment that follows each class.

Attend Business Knowledge Training with Peer Work Groups

The apprentice will receive training from Guest Trainers of Peer Work Groups;

1. Ride with TMSC Technician – 1 Day – learn the work that TMSC communications techs perform.

Wage Step 4

When the apprentice has completed all requirements for Wage Step 4, he or she will be qualified and signed off in all of the permitted tasks.

At this time the apprentice will be administered the Practical Knowledge Assessment test and must pass this test with a grade of 70% or higher in order to progress.

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Wage Step 4 Activities, Continued

**Wage Step 4
Permitted
Tasks**

Field Training Outline	Req. Hours
Safety & Tailboard Training	40
Inspect and Evaluate a Meter Site	32
Operate a Laptop Computer - FAS, FSU, UIQ, Reports, mvl	80
Process and Ship Meters Meter inventory Management	45
Read Meters and Recorders	5
Operate a Warm Up Board	7
Basic Telephone Maintenance	8
Install and Remove a Voltage Stabilizer	20
Install and Test a Line-Sharing Device	10
Install Land Lines	10
Replace a Test Block	20
Test a 277/480V, 4W, Y, 3-Phase, Form 16S Meter	10
16S SmartMeter™ Change 480V	10
Test a 277/480V, 4W, Y, 3-Phase, Form 9S Meter	10
9S SmartMeter™ Change 480V	10
Test a 480V, 3W, Delta, 3-Phase, Form 12S Meter	20
12S SmartMeter™ Change 480V	10
Test a 480V, 3W, Delta, 3-Phase, Form 5S Meter	20
5S SmartMeter™ Change 480V	10
Test Meter off Bypass Section~Safety Socket Panel	16
Test the Phase Angle of a Meter	40
Install an isolation relay	8
RKVA testing	80
KYZ testing	10
Pole-Top Primary	40
Primary Metering	80
Inspect Primary Switchgear	8

**Wage Step 4
Prohibited
Tasks**

PROHIBITED
none

Wage Step 5 Activities

Continue to Perform Previous Duties

An apprentice will continue to perform the functions and duties of the previous wage step and, in addition, will practice until qualified, the tasks described below.

Attend Electric Metering VIII – Solid State Metering Classes

During Step 5 the apprentice will be scheduled to attend the Electric Metering VIII – Solid State Metering (JEM, rkva) course at the learning facility. The course will contain a written final exam (knowledge assessment) and a skills (performance) assessment. The rules for testing and re-testing are contained in the “Assessment Policy” section of this document.

Successful completion of the classes requires a passing grade (70%) on the Classroom Knowledge Assessment that follows each class.

Wage Step 5

When the apprentice has completed all requirements for Wage Step 5, he or she will be qualified and signed off in all of the permitted tasks.

At this time the apprentice will be administered the Practical Knowledge Assessment test and must pass this test with a grade of 70% or higher in order to progress.

Wage Step 5 Permitted Tasks

Field Training Outline	Req. Hours
Safety & Tailboard Training	45
Inspect and Evaluate a Meter Site	63
Operate a Laptop Computer - FAS, FSU, UIQ, Reports	45
Process and Ship Meters	45
Read Meters and Recorders	45
Operate a Warm Up Board	7
Antennas MPAK, relays w/xfrmrs	72
Basic Telephone Maintenance	10
Complete an Installation Request or Change Form	2
Install a Cell Phone	8
Install and Test a Line-Sharing Device	10
Install Land Lines	10
RKVA Testing	80
Install an Isolation Relay	8
KYZ Testing	20
Select Correct Transformer Size and Type	8
Test Intertie Meters	40

Wage Step 5 Prohibited Tasks

PROHIBITED
none

Wage Step 6 Activities

Continue to Perform Previous Duties

An apprentice will continue to perform the functions and duties of the previous wage step and, in addition, will practice until qualified, the tasks described below.

Classes

None

Attend Business Knowledge Training with Peer Work Groups

The apprentice will receive training from Guest Trainers of Peer Work Groups;

- Visit TMSM Representative – 1 Day – Learn how the Tele-Metering Service crew works with customers and Metering Service Technicians to enable connectivity for non-SmartMeter™ interval meters.

Wage Step 6

When the apprentice has completed all requirements for Wage Step 6, he or she will be qualified and signed off in all of the permitted tasks.

At this time the apprentice will be administered the Practical Knowledge Assessment test and must pass this test with a grade of 70% or higher in order to progress.

Wage Step 6 Permitted Activities

Field Training Outline	Req. Hours
Safety & Tailboard Training	45
Inspect and Evaluate a Meter Site	63
Operate a Laptop Computer - FAS, FSU, UIQ, Reports	45
Process and Ship Meters	45
Read Meters and Recorders	45
Operate a Warm Up Board	7
Energize a Pole-Top Primary Job	10
Energize a Transmission Job	20
Energize an Underground Primary Job	10
Inspect a Transmission Job	10
Install a Transmission Job	80

Wage Step 6 Prohibited Tasks

PROHIBITED
none

Permanent Training Record

Apprentice

Each apprentice maintains an individual *Step Qualification Sheet* and *Hours of Training Spreadsheet*. The apprentice, journeymen, supervisors, the Field Training Coordinator, and other authorized persons will verify entries. The Field Training Coordinator must receive the Step Qualification Sheet and Hours of Training Spreadsheet monthly.

Supervisor

Each supervisor, in collaboration with the Field Training Coordinator, maintains the necessary records on each apprentice.

Once a quarter, the supervisor interviews each of their apprentices for the 90-day review. The Field Training Coordinator will receive the original of the review for evaluation and signature. The review must be in no later than 10 working days after the end of the quarter.

Coordinator

The Field Training Coordinator maintains copies of all apprentice records, including records of all knowledge, performance assessments, Step Qualification Sheets and Hours of Training spreadsheet. The Field Training Coordinator provides hard copies of this documentation as well as an electronic backup.

Access to the Training Record

Training records are always available during the apprenticeship for review by the Field Training Coordinator, the immediate supervisor, or higher level of supervision, the apprentice, and representatives of the Union.

Apprentice Quarterly Performance Reviews

Purpose

Apprentice quarterly performance reviews are very important. They document the successful progression of the apprentice through the training program. They serve as written explanations for the demonstrated skills and abilities acquired by the apprentice and of the additional work responsibilities that are expected of the apprentice. In addition, the reports explain and justify any additional training or personnel actions that are required in the case of an apprentice who does not meet the required standards of performance.

Performance Review Sheet

Performance reviews are completed at the end of the quarter. The interval begins when the apprentice is awarded the apprentice classification.

The Performance Review Sheet is used to record specific training accomplishments and problems during the 90-day period. It records:

Work activity for the quarter.

Training requirements completed.

Planned work activity for the next quarter.

Planned training requirements to be completed.

Areas where improvement has been noted.

Areas requiring improvement.

The improvement action plan (developed by the supervisor and the Field Training Coordinator).

Resolving Conflicts—the Appeals Process

**Informal
Resolution
First**

Problems and conflicts concerning apprentice training should be resolved at the lowest possible level. Participants are expected to work together in good faith to reach consensus in achieving a fair resolution to the problem.

Formal Appeals

If problems or conflicts cannot be resolved at the local level, one or more parties may appeal to the JATC for resolution of the issue. The JATC will investigate, as required, and will reach a determination on the issue under review.

Any dispute not resolved by the JATC investigation will be subject to the grievance procedure (Title 102) with the option of expedited referral to the Joint Apprenticeship Training Committee (JATC) for a recommendation of settlement, after the timely filing of a grievance.

If the issue cannot be resolved by the JATC, the apprentice may choose to file a complaint with the California Division of Apprenticeship Standards.

Changes

The JATC has final authority over changes in program content, sequence, extensions of schedules, retesting, deviations, adjustments, and other serious issues.

Program Phase-in/Transition Plan

Introduction On the date this agreement is adopted, the Apprentice Metering System Technician program will contain a mixture of apprentices.

Apprentices Not Affected by This Agreement Apprentices, who are currently under LA-R1-02-24-PGE, will not be impacted by this program.
Based on the development cycle of the new Apprenticeship program, current apprentices may receive training using updated materials and may have the opportunity to attend new classes.

Apprentices Affected by This Agreement All new Apprentices hired after January 1, 2013 will fall under the provisions of this Administrative Procedure Manual and will be governed by the Letter of Agreement currently pending approval.

Achieving a Harassment-free Workplace

Standards

PG&E is committed to maintaining a work environment that respects individual differences. Conduct yourself in a professional manner and treat others with respect, fairness, and dignity. PG&E does not tolerate harassment or discrimination, including behavior, comments, jokes, slurs, e-mail messages, pictures, photographs, or other conduct that contributes to an intimidating or offensive environment. Harassment and discrimination also can occur in the form of bullying, initiation activities, or workplace hazing, which can be humiliating, degrading, or cause emotional or physical harm. No forms of harassment or discrimination are tolerated, regardless of the employee's willingness to participate, and such conduct can result in termination.

You must comply with applicable federal, state, and local statutes prohibiting conduct that could reasonably be construed as sexual in nature¹, or discrimination or harassment based on race, color, religion, age, sex, pregnancy, physical or mental disability, national origin, ancestry, medical condition, veteran status, marital status, sexual orientation, gender identity, genetic information, or any other non-job-related factor. This applies to all employment practices, including advancement, disciplinary decisions, benefits, training, and general workplace conduct.

Further, Officers and other supervisors are expected to be familiar with PG&E's standards on harassment and discrimination and with relevant federal, state, and local laws. Supervisors, who fail to take action, engage in harassment, or permit harassment to occur not only expose PG&E to liability, they also expose themselves to personal liability. Employees can be held personally liable for engaging in harassment.

Appendix

Appendix Documents

The Appendix provides examples of the following two documents:

1. Step Qualification Sheet
 2. Hours of Training.
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Step Qualification Sheet

TBD

Hours of Training Spreadsheet

TBD