

# REVIEW COMMITTEE



PACIFIC GAS AND ELECTRIC COMPANY  
245 MARKET STREET, ROOM 444  
SAN FRANCISCO, CALIFORNIA 94106  
(415) 781-4211, EXTENSION 1125

**CASE CLOSED  
LOGGED AND FILED**

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 4790  
WALNUT CREEK, CALIFORNIA 94596  
(415) 933-6060  
R.W. STALCUP, SECRETARY

D.J. BERGMAN, CHAIRMAN

**RECEIVED JUN 4 1984**

### REVIEW COMMITTEE DECISION

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

North Bay Division Grievance No. 4-1097-83-112  
Review Committee File No. 1576-84-11

This case concerns changing the hours of a Senior Meter Reader. On December 1, 1983, the employee's hours were changed from 7:30 a.m. to 4:00 p.m. with a 30-minute lunch to 7:00 a.m. to 4:00 p.m. with a one hour lunch.

The Union's position was that letter agreement 83-76 signed August 26, 1983 clearly provided starting times for Meter Readers and that Senior Meter Readers were included in that group.

This case was referred to the Review Committee and then to the Meter Reader Negotiating Committee pursuant to Step Five B(iv)(4).

The Meter Reader Negotiating Committee discussed the issue of requiring Senior Meter Readers to take either a 30-minute or one hour lunch. The Committee agreed that Senior Meter Readers will not be required to take a one hour lunch. The grievant in this case will be allowed to again take a 30-minute lunch.

On the basis of the above, the Review Committee agrees to close this case, and its closure should be so noted by the Local Investigating Committee.

**FOR COMPANY:**

- N. L. Bryan
- F. C. Buchholz
- R. C. Taylor
- L. V. Brown

By LUB  
Date 4-25-84

**FOR UNION:**

- R. L. Choate
- P. Nickeson
- F. Pedersen
- R. W. Stalcup

By Roger Stalcup  
Date 6/4/84

~~L.O.P. (C)~~  
~~EX C (C)~~  
83-76-PGE

PACIFIC GAS AND ELECTRIC COMPANY

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

August 9, 1983

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

Attention: Mr. Jack McNally, Business Manager

Re: Meter Reader Committee

Gentlemen:

Pursuant to our November 23, 1982 and December 2, 1982 Letter Agreements, I am attaching a copy of the agreement reached by the Union/ Company Meter Reader Committee.

It is understood and agreed that the provisions of the attached Agreement shall be effective on the date of the execution of this Letter Agreement; or, as otherwise provided in the Agreement, which is incorporated herein.

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

Yours very truly,

PACIFIC GAS AND ELECTRIC COMPANY

By

A. W. Bonbright  
Manager of Industrial Relations

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

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

Aug 26, 1983

By

Jack McNally  
Business Manager

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### Job Definitions

Senior Meter Readers: A Senior Meter Reader position will be immediately established by placing all existing Head Meter Readers into this new classification and where deemed necessary, add Senior Meter Readers by reclassifying existing positions. The total systemwide will range between 55 to 60 Senior Meter Readers. Additional reviews may produce a need for more positions. These reviews will be completed by January 1, 1984.

Eliminate all existing Head Meter Readers by red circling these positions and assigning them duties of a Senior Meter Reader. They will, however, maintain their present rate of pay and will receive general wage increases, cost of living adjustments and same lines of progression as may be negotiated for term of current agreement.

Other than provided above, the new Senior Meter Reader positions shall be open to bid by all qualified Meter Readers at the top of the Meter Reader wage scale, and they will have a new line of progression as negotiated for the term of current agreement.

The salary for this position shall begin at \$518.40 per week then move to \$534.40 at the end of six months.

The duties of this new position, which are subject to grievance procedure, include the following:

1. Training (office and field as assigned).
2. Access arrangements (office and field; pesticide access; plastic card appointments and reads).
3. Clerical and field duties as assigned for rerouting and reserialization (final decision reserved to management; includes new account numbers and individual route inspection).
4. Reading any meter route when deemed necessary.
5. Maintain records and post standard reports.
6. Other bargaining unit work as assigned.
7. Plan, organize and staff Meter Reader work assignments as assigned.
8. Field verification of high bill inquiries and possible meter reading errors (reread; no customer contact except to explain how to read meter).
9. Type III audits (vehicle inspection).

Meter Reader: An employee assigned a route of meter locations. Visits each meter location, checks meter number, reads and notes figures indicated on dials. Observes unusual or abnormal conditions. Turns in completed work at the office and performs other related work as assigned. Company agrees to the following conditions when assigning other related work.

1. Training is provided.
2. Meter Readers can safely perform their job duties.
3. They are not assigned work belonging to another classification, and when additional work is assigned, route sizes are taken into account.
4. If Union believes that the additional "other related work" merits an inequity adjustment to the Meter Reader wage rate, Company agrees to negotiate on an interim basis.

Inclement Weather

Hazardous Weather Conditions: Meter Readers are not required to work in weather conditions which represent a real or apparent hazard to the employee's life or health.

Extremely Uncomfortable Weather: Meter Readers on their routes may temporarily cease reading in extremely uncomfortable weather of reasonably anticipated temporary duration.

Company supervisors shall make every effort possible to prioritize accounts to be read on days when extremely uncomfortable weather is reasonably anticipated.

With the supervisor's permission, when available, Meter Readers working in extremely uncomfortable weather may temporarily leave their route areas when necessary to change their clothes, warm up or cool off.

Meter Readers working in extremely uncomfortable weather other than extreme heat, may, with the permission of the supervisor when available, leave the office immediately upon completion of their day's work and still be paid for the full day.

Performance and Productivity: Company and Union recognize that employee performance and productivity are effected by inclement weather.

Lockers: The Company will provide lockers if space is available. If no space for lockers is available, the Company will provide closets if space is available. (Not to be limited to offices only.)

Rainboots Allowance: The Company will provide up to \$45 every two years for rainboots/snowboots. Meter Readers will be required to turn in their receipt for reimbursement.

## Standards

Misses: Eliminate codes M-1\*, M-5\*, M-6\*, M-7\* and M-8\* from standard effective January 1984, and establish a missed meter standard in January 1984 for the remaining codes after comparative data has been accumulated and analyzed to determine the new standards. During the interim, retain existing standard. New employees will be evaluated on a standard established by the Division during their probationary six-month period. Upon obtaining regular status, they will assume the office standard.

Maintain a status quo on all missed meter standards by headquarters for the remainder of 1983. Management will not take action against employees for misses falling in the category of M-1, M-5, M-6, M-7 and M-8 for the remainder of the year.

Subtraction: Establish a systemwide subtraction standard of 2.8/1000. All offices are to use current standards for the remainder of 1983, if standard is above 2.8/1000.

Reading Errors: Company to monitor reading errors for balance of year and negotiate new standard in January 1984.

Subtraction and reading error standards will be eliminated upon implementation of the electronic meter reading device.

Class II Rebates: Establish a monthly system standard of .60/1000 that will be calculated by a four-month accumulation of meters read compared to the total errors made during those same four months. Each consecutive month will be added to the three prior months for the current month's statistics. New employees will be evaluated on a standard established by the Division during their probationary six-month period. Upon obtaining regular status, they will assume the system standard. All offices are to use current standards for the remainder of 1983, if the standard is above .60/1000.

\*M-1 = Dog  
\*M-5 = Unsafe Road  
\*M-6 = No Card  
\*M-7 = Damaged  
\*M-8 = Removed

Meter Reader Route Assignment:

1. Meter Reader "route strings" will be developed by Senior Meter Readers (all field duties) and the supervisor over meter reading (final decision) with maximum participation by Meter Readers effected. A route string is defined as the number of meter books needed to constitute one month's work (approximately 21 routes).
2. Route strings will be bid based on Company seniority.
3. Route string bidding will be implemented in May 1984 to be effective with the "B" serial in June 1984. The procedure for selection will be as follows:
  - A. The supervisor will meet with the most senior Meter Reader (Company seniority) who will bid his/her route string.
  - B. The supervisor will meet with the second most senior Meter Reader who will bid his/her route string. This process will continue until all Meter Readers have bid their route string in seniority order.
4. New route strings will be bid in the same manner set forth above in May of 1984 to be effective until the "B" serial in June 1985. No Meter Reader may bid the same string two years in a row without the consent of local management. Each year thereafter, route strings will be bid in May to be effective with the "B" serial in June.
5. Local offices, by mutual agreement, will have the option of bidding strings or establishing rotational assignments in a manner different than that set forth in Section 3, above.
6. Route strings may be rebid before May of any year in which there is rerouting other than the minor adjustment of several routes. If rerouting occurs before December, rebid until next June. If it occurs after December, then rebid until following June - could result in a 12- to 18-month assignment.
7. Management will retain authority to assign routes on any given day necessary due to sickness, vacations, etc., provided the temporary assignments are equitably distributed among the Meter Readers in the office.
8. Strings vacated permanently will be open for bid to the senior volunteer Meter Reader prior to December 1 of each year. After December 1, vacated strings will be assigned by supervisor.
9. This procedure shall be in effect from year to year unless amended by written agreement between the Company's Industrial Relations Department and the Union's Business Manager.

Pilot Programs

The Company shall give the maximum practical notice to the Union of its intent to engage in any pilot programs involving Meter Readers or meter reading. The Company shall provide the Union with all relevant information on the program and shall encourage maximum employee participation and input in the program.

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



Pesticides and Industrial Chemical Hazard

1. The Company will provide all Meter Readers a copy of the Pesticide Worker Safety Regulations and will include in a new employee orientation.
2. The Company will establish a training program for Meter Readers regarding pesticides and industrial chemical hazards and will provide to the Readers on a regular basis.
3. A respirator will be provided and fitted to Meter Readers where necessary soon as possible.
4. Meter books and accounts should be coded by the Meter Readers regarding any of the above hazards.
5. The Senior Meter Reader will contact the agricultural commission regarding pesticide hazards.
6. Communication equipment will have to be researched further. (Company may want to consider a call-in plan for drive routes.)
7. We agree that safety equipment should be provided where necessary. (Include dust mask where appropriate.)
8. The issue on hazardous dumps will have to be studied further.
9. Company is sending a letter to the Divisions on detection of asbestos at meter locations and action to take to protect against any potential health hazards.

Starting Times

The Company/Union agrees to establish the following starting-time options applicable on a local office basis where van pooling is not implemented:

1. A dual starting-time option will be determined by a majority vote of all Meter Readers assigned to a headquarters.

Starting-Time Options

Summer (Daylight Savings Time) = 6:30 a.m. and 7:00 a.m. or 7:00 a.m. and 7:30 a.m.

Winter (Standard Time) = 7:00 a.m. and 7:30 a.m. or 7:30 a.m. and 8:00 a.m.

2. The dual starting times will be voted on before the beginning of each season (twice a year).
3. Once a dual starting time is decided by a headquarter, each Meter Reader will have the choice of either of the two starting times. Meter Readers must provide a two-week notice to their supervisor regarding a change of their starting time.
4. Other starting times at a headquarters may be established by mutual agreement of the parties.
5. The one exception to this will be on days when the Company schedules first aid, safety, accident prevention, tailboard or group meetings. On these occasions, all Meter Readers will be expected to report to work at the designated meeting time. Company will give a minimum notice of 48 hours prior to the meeting time.

Flexitime

Company agrees to three flexitime pilot tests in a large, medium and small office. These tests will run for a period of at least three months, but will not exceed six months. These pilots will give the individual Meter Reader the option of starting work anytime between 7:00 a.m. and 8:30 a.m. and finishing 8½ hours later. The one exception to this will be on days when the Company schedules first aid, safety, accident prevention, tailboard or group meetings. On these occasions, all Meter Readers will be expected to report to work at the designated meeting time. Company will give a minimum notice of 48 hours prior to the meeting time. Company will select offices for these pilot tests which will be separate from van pooling pilot-test offices.

Rerouting and Route Maintenance

1. Rerouting

- A. Specialized field and clerical duties involved in rerouting will be performed by Senior Meter Readers with participation by effected Meter Readers under direction of supervisory coordination.
- B. Senior Meter Readers will be given training in rerouting and route standardization.
- C. Temporary upgrades will be made for additional Senior Meter Reader positions necessary during rerouting.
- D. Rerouting task force (includes two or more Meter Readers/Senior Meter Readers plus Supervisory Coordinator to be used for major rerouting projects) - sign up by Division volunteers. Company selects from sign-up list and pays as Senior Meter Reader. The Meter Reader(s) bypassed by Company's selection shall be compensated at the appropriate wage step of Senior Meter Reader on a one-for-one basis for each junior Meter Reader assigned to the task force. Task force can be moved around Division from office to office. Local office Meter Readers used in project are upgraded to Senior Meter Reader. (This procedure will be used for reestablishing existing task forces upon execution of this agreement.)
- E. Each route must be considered individually in assessing necessary travel time and paperwork time.
- F. Routes will be sized based on the average reading conditions.
- G. Rerouting will be completed as soon as practical.
- H. Periodic rerouting will be performed as needed.

2. Route Maintenance and Adjustment of Individual Routes

- A. At request of Meter Reader, Senior Meter Reader or Company, individual reroute may be inspected.
- B. Inspection performed by Meter Reader, Senior Meter Reader and/or supervisor. The Senior Meter Reader will not set the pace for the Meter Reader.
- C. Decision on inspection and adjustment of individual route to be made by exempt supervisor.
- D. Decision of exempt supervisor subject to the grievance procedure.

3. The Company will continue to improve rerouting and route maintenance. This will be accomplished by establishing the following programs:

- A. Reserialization/Resizing Manual - This manual will provide a system-wide, uniform procedure to complete a comprehensive meter route reserialization/resizing project.

- B. Computer Assist Route Sizing Program - This program will provide an analysis of every route to establish a continual route size monitoring program.
  - C. Electronic Meter Reading Device - Upon implementation of this device, route maintenance needs will be continually monitored.
4. The above agreement will be reviewed in January 1984. Any changes to the above agreement will apply to any task force established after the letter agreement has been finalized in 1984.

Transportation

The Company/Union agrees to eliminate car pooling in all offices and provide all Meter Readers with their own car (Company car or DMA). The Company/Union also agrees to conduct three additional van pooling pilot programs to further explore its feasibility. These additional pilot programs will be established based on the following conditions:

1. Selection of the offices for van pooling
  - A. The Company will select offices for the pilot programs that are representative of the Company's overall service area from offices large enough to facilitate van pooling.
  - B. The Union will be notified regarding the selection of the offices chosen by the Company.
  - C. Prior to implementing the additional pilot programs, representatives of the Union will be allowed to meet with the Meter Readers in the selected offices for one hour on Company time to explain the Union/Company mutual interest in exploring the feasibility of van pooling.
2. Assignment of Meter Readers to the van
  - A. The van shall be limited to a maximum of nine (9) Meter Readers and one (1) supervisor.
  - B. During the implementation of the three additional pilot programs, all van routes will be identified and the string-bidding procedures set to go into effect in May 1984 will be implemented immediately.
  - C. The Union agrees to encourage experienced Meter Readers to bid van pooling route strings.
3. The van driver
  - A. A van pool supervisor will drive the van during the additional pilot programs, and the pending grievance concerning the van pool driver will remain unsettled until completion of the pilots without prejudice to the positions of either party.
  - B. Each van pool driver will be required to have a Class II license, training in CPR and the American Red Cross Multimedia First Aid Course (eight-hour classroom training).
  - C. Each additional pilot program will have a back-up plan to cover emergency and unusual conditions for providing a relief driver or an assistant in the field when necessary.
4. Bathroom access
  - A. The Company will test the use of walkie-talkies for all van pool Meter Readers in one van pool pilot office. This test office will begin approximately one month prior to the other two pilots. If this test shows favorable results during the first month, then the

use of walkie-talkies will be expanded to be included in the other two pilots.

- B. The Company, with the assistance of Meter Readers, will identify clean restrooms available for Meter Readers use in each van pool route prior to the start of the pilot program.
- C. Meter Readers should be picked up for trips to a bathroom as often as requested (either prearranged with the driver, requested over the walkie-talkie or by phoning the office for pick up).

5. Breaks

- A. Meter Readers assigned to the van will adhere to existing Company rules concerning breaks until the completion of the pilots without prejudice to the positions of either party regarding any future grievance.

6. Lunch

- A. All Meter Readers will be provided time off for lunch between the hours of 11 a.m. and 1 p.m. The Company will determine the number of shifts and the number of Meter Readers assigned to each shift. Eating in the van will remain an option to each Meter Reader.
- B. Delayed lunch - If a Meter Reader's time off for lunch is delayed because it is ordered or caused by supervisor, then the Meter Reader shall be paid at the overtime rate for work performed during the regular lunch period.
- C. Meter Readers will be provided the option to take their time off for lunch after they have completed their route, even if it is subsequent to the normal 11 a.m. to 1 p.m. lunch period.

7. Inclement weather

- A. All provisions of the Union/Company agreement on inclement weather will apply to Meter Readers working in the van pool.
- B. Each van will be equipped with a secured storage space with the key assigned to the van pool supervisor. Meter Readers participating in the van pooling pilots will be provided lockers or closet space at their headquarters in addition to the limited storage space in the van.
- C. Ice water, air conditioning, defrosters and a heater will be provided in all vans.

8. Miscellaneous

- A. Paperwork performed in the van by Meter Readers when the van is moving will be at the option of the Meter Reader.

- B. Time will be allowed to complete paperwork at the office at the end of the day.
- C. The three additional van pool pilots will not exceed six months without Union concurrence.



Performance Audits

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

Exempt Meter Reader Supervisors will conduct Type II (performance evaluation) audits twice a year. The exempt Meter Reader Supervisor will inform the Meter Reader being audited that he/she is being audited before the audit begins.

Type III (vehicle inspection) audits will continue as presently conducted by the Divisions.

Employees will receive a copy of any audit (Type I, Type II or Type III) within two workdays after completion of the audit.

Floating Holiday

Union/Company has agreed to delete Section 14.3 of the Clerical Agreement in 1984. This eliminates the requirement that all Meter Readers have to take their first floating holiday on the first non-read day of the year.