

2009 CONTRACT NEGOTIATIONS

**NATIONAL GRID
and
UWUA, AFL-CIO, LOCAL 318, BUW**

COMPANY PROPOSALS #13 A

CUSTOMER METER SERVICES AGREEMENT

1. The Company will create a new Customer Meter Services career path by combining the existing Customer Transactions and Process Field Requests groups as follows:

<u>Current CMS</u>		<u>New CMS</u>
<u>Customer Transactions</u>	<u>Process Field Requests</u>	
Leader-Meter Reading Office		Working Leader
	Senior Technician	Meter Service Technician A
	Technician Apprentice Technician	Meter Service Technician B
Credit Representative Meter Reader	Leak Survey Technician	Meter Service Representative

1.1 All current National Grid CMS employees within Local 318 on the property as of June 1, 2009, will be mapped into the new CMS career path at their existing wage rates. In the future upon progression through the CMS career path, existing employees will promote up and maintain their wage rate unless the promotion would take them to a higher wage rate. Existing employees who bid out of the CMS Department will go to the new rate of the respective classification that they are bidding in accordance with the CBA.

1.2 All CMS employees will be required (unless specifically outlined within this agreement) to become trained and qualified to perform all duties within their new classification.

1.3 Local 318 employees hired prior to June 1, 2009 who bid into CMS Department will be hired in at the seventh (7th) step of the Meter Service Technician B.

2. Customer Meter Services Department – Schedule of Wages:

Title	1	2	3	4	5	6	7	8	9
Working Leader	35.535								
Meter Service Technician "A"	33.930								
Meter Service Technician "B"	31.408	30.295	29.181	28.068	26.954	25.841	24.727	23.614	22.500
Meter Service Representative	22.000	20.000	18.000	15.000					

- Step progressions will be on an annual basis.
- There is no forced progression from one classification to another.
- Progressions into higher classifications as determined by the Company.
- Employees will be hired into the Meter Service Representative position at 100% of the wage rate.

3. The new CMS career path will be as follows:

Meter Service Representative

- All meter reading (Pedestrian, AMR, soft off & on)
- Physical offs
- ERT changes
- Leak Survey and Leak Surveillance (including leak classification)
- Field collections
- Wires down standby
- Assist on two-person assignments as needed

Meter Service Technician B

- Emergency Response (i.e. Gas leaks, CO, No Gas)
- Emergency Markouts
- Leak Investigation
- Turn On & Off
- Change/remove/set meter
- Inspect Regulator
- Residential and Commercial Fitting work up to & including meter size 1000 & associated regulator work
- Customer High Bill Investigation
- Clear gas service freeze ups & blockages (when trained)
- Storm restoration
- Perform all duties of lower classification

Meter Service Technician A

- Investigate higher level metering conditions (i.e. Irregular or complex metering, Revenue Protection, crossed meters, shared metering and theft of service)
- Residential and Commercial Fitting work above meter size 1000 and associated regulator work
- Perform all duties of lower classifications

Working Leader

- Monitor & prioritize workload and staffing, tools & equipment in coordination with Dispatch & Schedule Department.
- Perform general office work
- QAs & safety checks
- Provide feedback and coaching to all employees
- Conduct employee meetings
- Industrial Gas Equipment (initial start-ups)
- Majority of this person's work day is spent in the field performing lower level tasks.
- Perform all duties of lower classifications

- 3.1. The Company will map the existing Meter Reader, Michael Shea, to the title of Meter Service Representative and he will be grandfathered into his existing meter reading duties and wage.
- 3.2. The Company will map the existing Credit Representative, Joseph Sironi, to the title of Meter Service Representative and he will be grandfathered into his existing collection duties and wage.
- 3.3. The Company will create and maintain one (1) Working Leader position within the Beverly yard. This position will be filled through a one-time polling from within the CMS progression starting with qualified Senior Technicians. The number of Working Leaders will be as determined by the Company. Any future vacancy within the Working Leader classification that the Company determines to fill will be filled via polling from the Meter Service Technician A classification.
- 3.4. The Company will map the existing Leader-Meter Reading Office, Timothy Lane, to the title of Working Leader and he will be grandfathered into his existing lead meter reading office duties and wage. Upon Timothy Lane vacating the position, lead meter reading duties will be absorbed into the Working Leader role to the extent that such duties continue to be performed by Local 318.
- 3.5. The existing Fitting Inspector, David Kowalski, will retain his existing duties and wage consistent with prior agreement.
- 3.6. The only current Apprentice Technician, Sabato Depasquale, will promote to Meter Service Technician B at the top step.
- 3.7. In fulfillment of the 2006 Contract Settlement Agreement, Joseph Bouthiller and Joseph Gigliotti will promote to Meter Service Technician A on their fifth (5th) anniversary in the department, July 12, 2009, at the current Senior Technician rate (plus applicable GWI).
- 3.8. Two current CMS vacancies will be posted following ratification of the contract. If filled by an existing Local 318 member, the individual will enter at the current top rate (plus applicable GWI) of Apprentice Technician and assume the title and duties of Meter Service Technician B. If the vacancy is filled from outside of Local 318, the individual will assume the title, duties, and bottom rate of Meter Service Representative.
- 3.9. The Company will conduct annual polling in the fall for shift assignments, both hours and days of relief. The polling will cover both winter and non-winter operations. The number of employees required by assignment and shift will be as determined by the Company. Prior to polling, the Company and the Union will meet to discuss the schedules.
- 3.10. Polling for two-person truck assignments will be on an annual basis for the primary position on the truck. The primary person on the two-person truck will be one (1) Meter Service Technician A and the second person will be either a Meter Service Representative or Meter Service Technician B or A, as determined by the Company. Qualified CMS personnel who sign for a posting will be rotated into the assignment as dictated by workload.

- 3.11. The provisions of the 2006 MSF/PFR Absence Relief Procedure will remain in effect within CMS.
- 3.12. The current practice will remain for filling permanent vacancies that the Company determines to fill.

4. Customer Meter Services – One Person Piping Guidelines:

- 4.1. On pipe one and one-half inches (1 ½ ") and below in diameter, the following work will be performed by one (1) Meter Service Technician B, A or Working Leader.
 - a.) Installing insulating unions or insulating kits for corrosion work.
 - b.) Upgrading service risers / meter manifolds for added loads up to two (2) meter bars.
 - c.) Installing new or replacement (prefabricated and/or non-prefabricated) service risers/meter manifolds or meter stations up to two (2) meter bars.
 - d.) Inside reconnects where inverted cock cannot be used.
 - e.) Ins to Outs (up to two (2) meter bar sets)
 - f.) Residential regulator work.
 - g.) Leak repair on meter fits and or meter stations up to 425 meters and two (2) meter bar sets. The restrictions only applies when pipe greater than one and one-half inches (1 ½ ") or more than two (2) meters and associated piping need to be disassembled to complete the repair.
 - h.) Periodic Meter Changes up to and including 425 meters.
 - i.) The number of CMS employees called in for off-hour work of an emergency nature, when responding personnel can not complete or make temporary repairs, will be based on the work types as defined.

Piping work not listed above will be performed by two-person crews.

- 4.2. Should a situation arise where an assist is required on one-person work, the employee should call the appropriate Supervisor or Dispatch and Scheduling. A second person of any classification may be assigned to assist.
- 5. Emergency markout work will primarily be performed by Damage Prevention. At any time when Damage Prevention personnel are unavailable, such work may be performed by trained and qualified employees within CMS.

6. Leak Survey

- 6.1. The Company agrees to staffing level of one (1) Meter Service Representative to perform leak survey work within the 318 area during the life of the contract.
- 6.2. Any of the following leak survey duties may be assigned; Mobile Survey, Walking Survey, Transmission Line Survey, Winter Patrol Survey, Public Buildings Survey, Business District Survey, Grade 2 and 3 rechecks. CMS classifications that currently perform leak survey duties such as Public Buildings Survey and Grade 2 and 3 rechecks will continue to perform this work.

- 6.3. Contractor and Union personnel will complete the required inside and outside inspections of services for accounts with meter sets located inside and outside a premises.
- 6.4. In the event that a contractor performing the walking survey is unable to gain entry to complete the inside inspection, all follow-up will be performed by Local 318 personnel.
7. The Company and Union agree to implement a pilot for a voluntary vehicle take home program.
8. A joint Union-Company committee will oversee the establishment and implementation of a pilot for CMS Performance-based Pay Programs. The intent of these programs will be to compensate Local 318 personnel for the degree of success they achieve in improving results that clearly benefit both the Company and Local 318.

Any previous agreement, whether in whole or in part, that does not conflict in any way with the provisions set forth herein will remain in effect.