

2009 CONTRACT NEGOTIATIONS

**NATIONAL GRID
and
UWUA, AFL-CIO, LOCALS 350 & 369, BUW**

COMPANY PROPOSAL #11 A

CUSTOMER METER SERVICES AGREEMENT

1. Career Path

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

<u>Current CMS</u>		<u>New CMS</u>
<u>Commercial</u>	<u>Process Field Requests</u>	
	Senior Technician	Meter Service Technician A
	Technician Apprentice Technician	Meter Service Technician B
Field Representative Meter Reader		Meter Service Representative

1.2 All current National Grid CMS employees within Local 350 & 369 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.

1.3 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.

1.4 Local 350 & 369 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. Schedule of Wages:

Title	A	B	C	D	E	F	G	H	I
Meter Service Technician "A"	32.574								
Meter Service Technician "B"	29.411	28.547	27.683	26.819	25.956	25.092	24.228	23.364	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. Roles and Duties

Meter Service Representative

- All meter reading (Pedestrian, AMR, soft off & on)
- Physical offs
- ERT changes
- Leak survey and leak surveillance including 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)
- 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
- *Storm restoration*
- Perform all duties of lower classification

Meter 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

The number of employees in each classification and progression to higher classifications as determined by the Company.

4. Leak Survey

- 4.1. Contractor personnel will complete the required inside and outside inspections of services for accounts with meter sets located inside and outside a premises.
- 4.2. 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 350 & 369 personnel.

5. Vehicle Take Home

The Company and Union agree to implement a voluntary vehicle take home program.

6. Performance-based Pay Program

A joint Union-Company committee will oversee the establishment and implementation of a CMS Performance-based Pay Programs. The intent of these programs will be to compensate Locals 350 and 369 personnel for the degree of success they achieve in improving results that clearly benefit both the Company and Locals 350 and 369.