

MEMORANDUM OF UNDERSTANDING

PILOT HELPER PROGRAM- CUSTOMER SERVICE FIELD METERS

The Company and the Union agree to post a minimum of 5 (five) Helpers. The intent is to reduce the hiring and training lead time currently required while allocating the right resource for the current workload. These Helpers will relieve as Meter Installers for six months from their Field Meters start date but no later than August 31st, 2021. This program will not reduce the current Meter Electrician "B" staffing levels or the way overtime is assigned to current classifications (meter Electrician "B" or current Meter Installers).

This MOU is intended to maintain a strong Customer Service organization of well trained and experienced employees. Employees hired under this pilot, will be allowed to attend climbing school, but will not be awarded a job through the Job Posting Process outside the Customer Service Business Unit prior to six months of their Field Meters start date. Employees hired under this pilot will be made aware of this bidding restriction before hiring.

The Helpers successfully awarded or hired into these positions following the signing of this agreement will remain permanent employees provided they successfully complete their probationary period. Employees will be expected to start bidding positions posted in Job- posting within 30 days of expiration of this MOU. The Business Manager and Director of Meter Technology and Operations will meet to address the issue if any helpers are not successful bidders at that time.

Helpers relieving as Meter Installers and current Meter Installers will receive the single phase, self-contained meter portion of the Meter Electrician "B" training and will be able to change existing and set new single-phase meters as defined in Pilot Job Criteria, numbers 2 and 5 below. They will not perform any work on Revenue Protection or Bolt-in meters.

This MOU extends the current Helper MOU dated 6-9-2020 for an additional six months, however, per this MOU, these employees can be awarded any job successfully bid through the Job Posting Process outside of Customer Service with an effective date of February 1st, 2021 or after, as previously agreed upon.

The responsibilities and job criteria of the Pilot Meter Installer are as follows:

PILOT METER INSTALLER JOB CRITERIA

The responsibilities of the Meter Installer include both shop and field tasks as follows:

- 1) Operates in a safe manner at all times in accordance with all safety rules.

