

Memorandum of Understanding (MOU)  
No Loss of Service Specialist (NLSS) Pilot

The Company and Union have agreed to the following No Loss of Service (NLS) Specialist Pilot. The overall goal of the pilot is to perform work in the most cost-efficient manner, eliminate low value investigative work, better plan and schedule outage work, leverage technology where applicable, and improve customer service through improved SLAs (service-level agreements).

The participants for this pilot will be volunteers from Distribution Operations Service Centers by seniority for seven (7) NLSS positions: three (3) from Dade, two (2) from Broward and two (2) from Palm Beach counties.

The participants will receive the non-climbing portion of the Service Specialist B training. The NLSS will make thirty-five dollars and ninety-one \$35.91 an hour, and will receive percentage increases as agreed to in Exhibit A of the Memorandum of Agreement (MOA). When used as an Overhead crew, the crew will consist of the NLSS and one other employee. If used with another NLSS, the senior employee will receive fifty cents (\$0.50) an hour more than his regular pay for all hours worked together. The NLSS position shall be subject to the call out fill rate.

The pilot participants will report to the designated Power Quality work locations and work within their geographical boundaries. They will be assigned a Monday through Friday schedule, working the hours of 07:00 to 15:00.

The participants will investigate no loss of service tickets and properly code their findings. In addition, they will make repairs as necessary to return the customer to normal service. They will record all findings and document any work performed. They may refer the ticket if the situation necessitates. The NLSS will work under the direction of a Distribution Dispatcher from the DCC. In the event there is no NLS work available the investigators will be assigned Disconnect and Reconnects (D&Rs) or Service and Meter Orders (SMOs).

Vacancies created as a result of this pilot will be posted and filled in accordance with paragraph 20. Upon completion of this pilot participants shall be returned to their previous classification, pay and location.

This MOU will be applicable until May 1, 2022 or until successfully negotiated into the MOA.

Either party may rescind this agreement by giving thirty (30) days written notice to the other party.

If any unforeseen issues arise during the term of this pilot the parties will meet and resolve.

To the extent the terms of this MOU conflicts with the MOA, this MOU shall apply.

<u>Wendell W Nixon</u>	<u>1/14/22</u>	<u>Patricia Guice</u>	<u>1/14/22</u>
For Jack Wilson	Date	For Kelley Tveter	Date
Business Manager		Director of Labor Relations and Safety	
System Council U-4, IBEW		Florida Power & Light	