

FPL Distribution Employee Callout Process Guidelines

1. General Callout and Response Process Guidelines

- 1.1 Employees should meet a minimum of fifty percent (50%) callout fill rate during the six (6) month evaluation period. This rate, classified as the fill rate will be calculated by dividing the number of callout overtime assignments accepted by the number of callout overtime assignments offered. There will be two (2) callout evaluation periods established for each calendar year. The first evaluation period will commence at the end of the payroll period ending nearest to January one (1) of each year and conclude on the last day of the thirteenth (13th) pay period. The second evaluation period will commence at the beginning of the fourteenth (14th) pay period and end on the last day of the last pay period for the year.
- Employees must have been offered at least six (6) callouts in order to be evaluated. Employees accepting thirteen (13) callouts during a review period will be considered as having met their fill rate.
- 1.2 Employees will have one (1) hour to call back to accept a callout.
- i. The one (1) hour begins with the start of the call to the employee's primary/secondary contact telephone number as provided.
 - ii. If the callout is not filled and still active the employee can accept the callout even if outside of the one (1) hour by responding and expressing a desire to work. Employees who work will be given credit for accepting the assignment.
 - iii. If the employee calls back within one (1) hour expressing a desire to work and the assignment has been filled they will not have the callout charged against the fill rate.
- 1.3 Employees will be charged a maximum of one (1) decline in a twenty-four (24) hour period. (Midnight to Midnight).
- 1.4 Callout for Relieving – Employees electing to be on relieving lists will be called for classifications they are eligible to relieve in. Employees' fill rate will not be charged for any relieving callouts declined outside their classification. However, all callouts accepted while relieving will apply towards the employees' fill rate.
- 1.5 Distribution employees identified in Exhibit "A" Hourly Wage Schedules by a single asterisk will not be permitted to opt off the overtime list. .
- 1.6 Automated Roster Callout System (ARCOS) is the system of record for tracking the callout fill rate.
- 1.7 The Company and Union will review and discuss the application of the call out process on a quarterly basis, or as requested by either party.

(Commitment Letter)

- 1.8 Employees in Power Systems Distribution Exhibit "A" identified by a single asterisk who fall under the callout process are as follows:

CHIEF LINE SPEC	RESTORATION SPEC
SR LINE SPEC	DSBN DISPATCHER
CREW LEADER	ASST DSBN DISPATCHER
LINE SPEC	DISPATCHER CLERK
CONSTR SPEC	OPERATION CLERK A STENO
LINE SPEC - HOT STICK	OPERATION CLERK A
APPR LINE SPEC	DISTRIBUTION INSPECTOR
URD SPECIALIST	EQUIPMENT OPER
CABLE SPLICER	GROUND WORKER
NETWORK MAINT ELECT	TRUCK ATTENDANT
UG PROD TECH	TRUCK DRIVER HELPER
APPR CABLE SPLICER	HELPER
LEAD CONSTR SPEC	CHIEF LINE LEADER
CONSTR SPEC	

2. Supervisor ARCOS Responsibility

- 2.1 Supervisor or designee shall maintain a current and accurate employee roster and schedule data in ARCOS.
- 2.2 Supervisor or designee will post the Callout Fill Rate Report on the same schedule as and alongside the current overtime list.
- 2.3 Supervisors shall investigate circumstances related to corrected responses prior to approving corrections and will communicate resolution back to the employee within a maximum of ten (10) days after receipt of the dispute submittal.
- 2.4 Supervisors shall ensure consistent application of the Callout Fill Rate Process.
- i. Supervisors shall conduct informal fill rate reviews throughout each evaluation period to ensure employees are meeting the fifty percent (50%) fill rate.
- 2.5 Callout Fill Rate Reports shall be reviewed with a job steward in conjunction with the OT review in accordance with the provisions of the Memorandum of Agreement (MOA) to assure all callouts are charged in accordance with terms of the MOA.

3. Callout Initiator's ARCOS Responsibility

- 3.1 The Callout initiator will assure that any employees that accept or decline assignments outside of the ARCOS application are properly documented using the manual response function in ARCOS.

- 3.2 Manual callouts shall be documented in the ARCOS system using the manual callout function. In the event ARCOS is not used at the time a manual callout is conducted ARCOS must be updated with the results of the manual callout prior to the end of the current pay period to assure accurate reporting.
- 3.3 The Callout initiator shall make every effort to request only the actual resources needed for the work involved. Crew make-up considerations should be made and when applicable include Cable Splicers, Apprentices and Ground Workers as a part of the callout requests.
- 3.4 The Callout Initiator should evaluate and effectively utilize current resources on the property.

4. Callout Responder's ARCOS Responsibility

- 4.1 Distribution employees identified in Exhibit "A" should meet a minimum of a fifty percent (50%) callout fill rate during the six (6) month evaluation period as defined in 1.1
- 4.2 Employees may provide a maximum of two telephone numbers.
- 4.3 Employees are required to update their telephone contact information. (Inaccurate phone numbers are not a basis for having callout results reversed/corrected)
- 4.4 Employees should review the ARCOS Callout Fill Rate Report for any inaccuracies and report them immediately to their supervisor and job steward.
- 4.5 Employees can call into the ARCOS Voice Response unit at any time to obtain their current Callout Fill Rate.
- 4.6 Employees must accurately account for all payroll hours in sMobile. This includes overtime codes.

5. Bargaining Unit Clerical Employee's ARCOS Responsibility

- 5.1 Generate and provide to the supervisor the current Callout Fill Rate report at the beginning of each pay period.
- 5.2 Update and assure all callouts rosters remain up to date.
- 5.3 Edit/Correct callout fill rate records as directed by the supervisor.
- 5.4 Maintain and update employee schedules, exceptions (vacation, employee illness, short term disability, etc.) and records as directed by the supervisor.

6. Performance Standards

- 6.1 All employees who are at or above sixty-five percent (65%) callout fill rate in an evaluation period will receive a five hundred dollar (\$500) financial incentive.

C-17 Callout Response Rate

6-13-14



Gary Aleknavich



Brendan Callaghan

Employees who are at or above an eighty percent (80%) fill rate in an evaluation period will receive a two thousand dollar (\$2,000) financial incentive.

- i. The incentive will be paid within two (2) pay periods following the evaluation period.