

Letter of Intent
Transferring of Uninvestigated Trouble Tickets

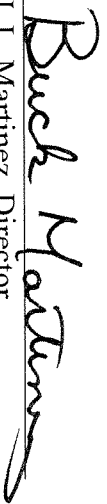
The following process for handling uninvestigated trouble tickets has been agreed to by the Company and Union. This document was written to provide clarification on when uninvestigated trouble tickets could be transferred to the Service Center and who will be responsible for issuing the tickets upon receipt at the Service Center. It is also our desire to settle all current disputes arising from this issue of transferring uninvestigated trouble tickets and to prevent any further disagreements.

The most effective and desired method for handling uninvestigated trouble tickets is to have them remain within the jurisdiction of the Distribution Dispatcher at the Dispatch Center. However, if the volume of these tickets exceeds the Dispatcher's ability to effectively dispatch, and/or the investigators (Restoration Specialist) ability to effectively investigate the tickets in a timely manner, and there are available crews in the Service Center that could be utilized effectively. The Dispatch Supervisor will authorize the release of uninvestigated tickets to the Service Center. The number of uninvestigated tickets transferred to the Service Center will be limited to the population of crews available to investigate those tickets transferred. Once referred tickets become available and the crews can be used effectively with the preferred process (Investigate-Refer), the transfer of uninvestigated tickets will cease. As crews become available this process could recycle throughout the event.

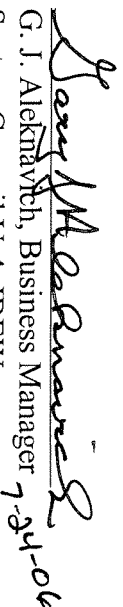
Once tickets are released to the Service Center, it will be the responsibility of the Dispatcher Clerk to utilize their skills to issue tickets to these Service Center crews to be investigated.

Notes

1. Dispatching of tickets is a function of the Bargaining Unit.
2. Dispatcher Clerks or any Bargaining Unit employee performing the duties of the dispatching uninvestigated tickets at the Service Center will be paid at the Dispatcher Clerk rate of pay or maintain their current rate of pay if at a higher rate.
3. The selection of uninvestigated tickets to be moved from the Distribution Dispatch Center to the Service Center will be selected by the Distribution Dispatcher and/or Dispatch Supervisor then moved by the Distribution Dispatcher in a timely manner.
4. Distribution Dispatchers will move all uninvestigated tickets from the Dispatch Center to include those to a Contract Administrator if situation necessitates movement.
5. It is not the intent of this letter to replace Distribution Dispatchers with Dispatcher Clerks on overtime.



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