

PSEG Services Corporation
Human Resources – Labor Relations
234 Pierson Avenue, Edison NJ 08837



April 15, 2020

Mr. Cornelius Wojceichowski
Business Manager
UA Local 855
261 East Main Street
Somerville, N.J. 08876-3008

COVID-19 TECH TALK PROGRAM

Dear Mr. Wojceichowski:

As a result of the COVID-19 pandemic, the Board of Public Utilities has temporarily suspended all non-essential appliance repair work, thus limiting the services provided to WorryFree customers at this time. The Company and Union recognize the importance of preserving WorryFree service contracts during this time. Therefore, customers will be given the option to receive a "call back" from a qualified technician who will attempt to resolve the service issue remotely. If that is not feasible, the technician will provide other service options to meet customer's needs. To that end, the parties have agreed to the following temporary operational modifications:

- A minimum of six (6) volunteers per Region from the 9301W Service Specialist Technician/9300W Service Inspector job classifications, and two (2) volunteers per Region from the 9360H HVAC Coordinator/9361H HVAC Estimator job classifications, shall telecommute and provide "call backs" to WorryFree customers.
- Volunteers shall be solicited in order of seniority in accordance with the Collective Bargaining Agreement, and shall telecommute until further notice. It is understood that additional volunteers may be assigned based on operating conditions.
- Volunteers will receive training regarding the Tech Talk process steps prior to beginning this assignment. This includes a review of the purpose of the program, over the phone appliance assessment, properly coding service notifications addressed, solutions that may be offered to customers, and lastly, empathy and how to address escalated customer issues.
- Volunteers will utilize their company-issued MDTs and smart phones to complete these work assignments. Employees must be accessible by phone during work hours.

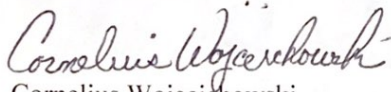
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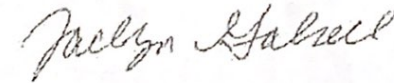


- Employees may be required to report to their designated work location at any time while telecommuting based on operating conditions.
- The Company and Union agree to discuss supplementing this program with additional resources from the districts as needed due to workload.

These measures will remain in place during the business continuity activation period, which is determined by the Vice President-Gas Operations, and are not intended to set a precedent for the future or intended to permanently modify the terms and conditions of the Collective Bargaining Agreement.

It is the intention of the Parties to work together to implement this Agreement and to resolve any unforeseen problems. The Parties agree to meet and discuss any issues that may arise.


Cornelius Wojceichowski
Business Manager
U.A. Local 855


Jaelyn Gabriel
Labor Relations Manager