



May 12, 2022

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

TECH TALK PROGRAM – WHITE GOODS

Dear Mr. Murray:

This letter reflects the agreement between the Company and the Union on the creation of the new classification, 9300T Tech Talk Service Specialist. This position will provide remote-based customer support to White Goods WorryFree service contract customers. The Job Specification (Attachment A) and Wage Progression (Attachment B) schedule for this position are attached to this agreement. All provisions of the Collective Bargaining Agreement will apply except as otherwise provided in this Letter of Agreement.

ORGANIZATION

For purposes of this agreement only, UA L855 territory shall be divided into three divisions as listed below.

Northern Division: Oakland, Clifton, Oradell
Mid-Central Division: New Brunswick, Plainfield, Orange
Southern Division: Burlington, Audubon, Trenton

The initial staffing for the Tech Talk Service Specialist will be three (3) per Division in the White Goods department, which will not result in an increase to the total staffing level in the White Goods department. Both parties agree to meet quarterly to review the staffing level and possible expansion based on the performance of the program (ex: scorecards).

Tech Talk Service Specialists will work from home and the at-home work location will be New Jersey or an adjacent State (New York, Connecticut, Delaware or Pennsylvania) but must be within 60 minutes from a UA Local 855 represented location. The Company defines working at home, also known as telecommuting, to mean performing all of the duties and responsibility of employees' current job from a remote location. Employees may be required to report to their designated work location at any time while telecommuting based on operating conditions or as requested by supervision. Employees will utilize communications technology, including a company-issued laptop and smart phone, to perform work remotely or at a Company office. Phone calls may be monitored for quality or training purposes.

Any Tech Talk Service Specialist requesting to work from their company location will require a discussion between the Company and the Union, with final determination to be made by the Company as to whether the request will be granted. If an employee is granted the ability to work from their Company location the duration of that assignment will be long-term and they will not be entitled to the monthly stipend of \$25.00.

TRAINING

Employees will receive training regarding the Tech Talk process prior to beginning this assignment. This includes but is not limited to 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 empathy in addressing escalated customer issues. In addition, the Company is committed to providing all Tech Talk employees with 8 hours of online technical training annually.

SCHEDULE

Tech Talk employees will work a four-day/ten-hour workweek. The hours of work will be 8:00 AM to 6:30 PM, and the regular workweek will be Monday through Thursday or Tuesday through Friday with a half hour unpaid lunch period. Work on the last scheduled day off in the payroll week shall be considered the second day of rest for purposes of pay treatment. Work on earlier scheduled days off in a payroll week shall be considered the first day of rest for purposes of pay treatment. Overtime shall be paid at the appropriate rate for hours worked outside the schedule pursuant to the collective bargaining agreement. Overtime assignments on scheduled days off shall be made in 8-hour increments.

Employees are entitled to a holiday off with regular pay (10 hours) only if the holiday is observed on one of the regularly scheduled basic workdays within their basic 4-day workweek. When such employees are required to work on a holiday which is observed on one of their regularly scheduled basic workdays within the basic 4-day workweek, they shall be given the regular holiday pay (10 hours) and, in addition, one and one-half times for all time worked within their regularly scheduled working hours on the holiday. Hours worked outside of the regularly scheduled working hours on a holiday observed on one of the employees' basic workdays within their basic 4-day workweek shall be paid for at two and one-half times.

Employees shall be given the regular holiday pay of 8 hours at straight time when any of the holidays are observed on their days of rest. When employees are required to work on a holiday that is observed on their days of rest, they shall be given the regular holiday pay and, in addition, one and one-half times for all time worked within the regularly scheduled working hours on the holiday. All other hours worked on a holiday observed on an employee's day of rest shall be paid at two and one-half times. The provisions of this Subsection supersede the provisions of Article III, Sections 2 and 3.

Employees who are required to continue work for more than 15 minutes beyond their normally scheduled quitting time shall be entitled to a meal paid for or provided by the Company and to an additional meal for each additional 5 hours worked thereafter.

Days off for Death in Family and Marriage shall be paid at the rate of 10 straight time hours of pay.

Vacation and disability benefits will accrue on an equivalent hourly basis. Vacation and illness absences on a 10 hour workday will be paid and charged on an hourly basis. Additional part day personal absences taken without pay to round off vacation entitlement hours to obtain full vacation days shall not be charged to an employee's availability.

Floating Holidays will be used on an hourly basis (maximum 16 hours per year). At the employee's option, a floating holiday may be taken at the rate of 8 or 10 hours of pay during this period. Additional part day personal absences taken without pay to round off floating holiday entitlement hours to obtain full days shall not be charged to an employee's availability.

Family and Medical Leave Act (FMLA) hours will be used on an hourly basis.

Jury duty shall be administered in accordance with existing rules and Article VII (j) of the Agreement.

Employees assigned to the Edison Training Center for more than 2 days will be returned to the 8-hour 5 day work schedule for the duration of the training and the workweek.

OVERTIME

All 9300T Tech Talk Service Specialists in the state will be considered one work group for purposes of required overtime. Assignments shall be made in order of low overtime once all volunteers have been exhausted.

WORK GROUP/VACATION SELECTION

All Tech Talk Service Specialists per Division will be considered one work group, a separate pool of employees, for purposes of seniority as it relates to vacation selections.

AT HOME SET-UP

Each employee will ensure that they have a designated workspace for the performance of their duties.

1. The workspace must be conducive to a quiet work environment away from distractions and other individuals occupying or visiting the home. It is expected that the employee will maintain professionalism while working at home and that the computer will be situated in a quiet, private place where background distractions (television, radio, conversations, pets, children, etc.) will not occur. Working from home is not a substitute for dependent care arrangements. The employee is to manage dependent care and other personal responsibilities in a way that allows him/her to successfully fulfill job responsibilities.
2. Employees will be provided a checklist to guide them in the proper set up of a safe and secure work environment.
3. The employee is responsible for designating and maintaining a work environment that is safe and free from recognized hazards. The employee must promptly notify the Company of any recognized hazards in the home work area.
4. PSE&G will provide employees with the necessary equipment (e.g. computer, monitor, headset) to perform their job duties and responsibilities in the employee's home work location. The Union and the employee understand the Company will not provide office furnishings for the employee's home office. The employee agrees to use all equipment for its intended purpose, in accordance with the manufacturer's instructions and in a safe manner, and only for the performance of Company business. Company-owned software may not be duplicated and no peripheral equipment or unauthorized software may be loaded or attached to the Company provided hardware. The employee shall promptly notify the Company if any of the equipment malfunctions, performs improperly or is not safe for use.
5. During in-office visits, employees should obtain all supplies required to complete their work at home. Out-of-pocket expenses for supplies that are available at the office will not be reimbursed, unless approved by supervision in advance and a receipt or proof of purchase is provided.
6. The Company will provide each telecommuting employee a monthly stipend of \$25.00, less applicable taxes, to compensate the employee for internet and utility costs. In exchange for this stipend, the employee must maintain a high-speed internet connection of 200 megabytes per second (Mbps), or greater, and show evidence of this internet service level in their home. The Company may conduct periodic audits that will require employees to show evidence of maintained high-speed internet service.
7. In the event there is a technical problem, telephone outage, an internet outage, or a power failure, it is the expectation that the following steps will be initiated by the employee:
 - Immediately contact his or her supervisor.
 - If the internet service is unavailable, immediately contact the Internet Service Provider directly, following contact to supervision.
 - Report to their normal reporting location, if necessary
8. Employees will have a regular work schedule in accordance with this agreement
 - Absenteeism and performance will be monitored in accordance with current practices and CBA.
 - Computer and phone activity can and will be monitored in accordance with current practices.
 - When required to report to a Company location, employees will report at the start of their shift and remain at the location for the remainder of their shift.
 - Commuting time to/from the employee's normal reporting location under the circumstances described in this Agreement or any other circumstance will not be compensable time unless the commuting is authorized to take place during normal work hours.
9. Employees will be required to report to their normal reporting location in the event of technical or connectivity difficulties, training, meetings, or based upon business need at management's discretion. Where possible, advance notice will be provided to the employee. Consideration will be given, on a case-by-case

basis, to the expected duration of the technical issue and other factors such as time of day, scheduled overtime assignment, etc.

10. All employees working from home must make themselves available for communications by management (e.g., via Skype, Zoom, email, instant messaging and phone) during normal working and overtime hours. Employees shall maintain their Outlook calendar inclusive of out-of-office messaging.
11. The Company retains the right to make on-site inspection of the home work location only as it relates to an investigation (e.g. a reported unsafe condition or incident response following any report of injury resulting from, or relating to, their work). The inspection will be scheduled and conducted during the employee's normal work schedule. The employee will be notified of the inspection within a reasonable period of time prior to management's arrival at the home work location. The inspection will be limited to the employee's work area. Where unsafe or hazardous work conditions may exist, the employee may be directed to report to their normal reporting location.

FITNESS FOR DUTY

The employee is required to meet all fitness for duty requirements while on Company scheduled time, including overtime.

LIABILITY FOR INJURIES

The Company is responsible under its workers' compensation plan solely for injuries to its employees arising out of and during the course of employment. PSEG shall not be liable for injuries to family members, visitors, and others that might occur in the employee's home during working hours. The employee waives any claim against PSEG for any injuries to any third parties (including, but not limited to, family members and visitors) that occur in their home whether or not during work hours. The employee shall indemnify and hold harmless PSEG, PSEG's affiliates, including PSE&G, and their respective employers, officers, directors, managers, and agents from and against any claims, losses or damages arising from or relating to any injuries to third parties, including but not limited to, family members and visitors that occur in their home.


Employees are required to immediately notify their supervisor of any injuries resulting from, or relating to, their work.

GENERAL

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.

Christopher M. Munyan
Labor Relations Manager



Gregg Murray
Business Manager, UA Local 855

ATTACHMENT A

9300T TECH TALK SERVICE SPECIALIST

Possesses the necessary experience and qualifications to be a supervisor and serves as such upon occasion when the work warrants it, for example and not all inclusive; training other technicians; but otherwise performs the necessary work and remote diagnostics. Must have a thorough knowledge of all types of white goods appliances and installations; in particular refrigerators, freezers, washing machines, dishwashers, electric dryers, electric ranges and electric ovens. Shall have all of the qualifications of a top grade Service Specialist Technician White Goods (9301W) to receive training for this classification. Performs duties such as listed below:

GENERAL

Conducts remote white goods service repair and diagnostics or less skilled work of the occupational group. Includes expertise and capability of repairing all electric appliances except air conditioners, heat pumps, and water heaters.

QUALIFICATIONS:

Must meet the Company's requirements as to general qualifications; must have all the qualifications of Service Specialist Technician White Goods (9301W) and, in addition:

1. Must have demonstrated aptitude for and ability in the performance of the duties of Service Specialist Technician White Goods (9301W);
2. Must be able to work from complex drawings, diagrams and specifications;
3. Must have a thorough knowledge of the use of all applicable repair instruments;
4. Must have demonstrated aptitude of computer systems (Word, Excel, CAD, SAP, etc.)
5. Must be able to work remotely and perform remote diagnostics utilizing company provided equipment such as computer, phone and access all requisite systems.
6. Must be able to deal with the general public, such as, customers, contractors, and plumbers and must be able to obtain their cooperation and satisfactorily dispose of questions arising from appliance repair problems;
7. Must have the ability to supervise the work of others and be capable of assuming supervisory responsibilities;
8. Must know the Company's safety rules applying to the work.

ATTACHMENT B

9300T TECH TALK SERVICE SPECIALIST	6 MO 46.877	6 MO 47.940	MAX 48.996
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