

Memorandum of Understanding
No Loss of Service (NLS) Pilot

The Company and Union have agreed to the following No Loss of Service (NLS) Pilot. At FPL our customers depend on us to provide safe, reliable, and cost-effective service. 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, improve customer service through improved SLAs (service-level agreements).

The participants for this pilot will be offered, using volunteers by seniority for two (2) Craft Workers and two (2) Ground Workers within Broward County. Only those employees volunteering for the entire duration of the assignment will be eligible to participate in the NLS Pilot program. The Craft Workers for the purpose of this pilot will be from the, Restoration Specialist, Senior Line Specialist or Line Specialist classification. The offers will be afforded from the Wingate Service Center (WGO), Gulfstream Service Center (GSO) and Pompano Service Center (PMO).

The participants will receive training to ensure everyone involved understands the reason for the pilot, expectations and the process for proper coding and documentation of the findings. The System Committeemen representing Power Systems will attend the training and expectation meeting.

The pilot participants will report to their regular Service Center and are permitted to cross service center boundaries within Broward County to work no loss of service tickets. They will be assigned to a Monday through Friday schedule working the hours of 7:00 am to 3:00 pm. They will remain on their current overtime list at their appropriate service center and be available for overtime.

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.


Vacancies created as a result of this pilot will be filled in accordance with paragraph 35 a) (4) 8.

This pilot will start upon the completion of the volunteers being trained and will continue for a period up to three (3) months. The pilot may be extended month by month with the concurrence from the Manager of Labor and the Business Manager. The parties will review the data and status of the pilot at the Distribution monthly update meetings.

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.



Gary J. Aleknavich
Business Manager
System Council U-4, IBEW

3-12-19
Date



Jeremy Ferrell
Manager Labor Relations
Florida Power & Light

3/12/19
Date