2025-2027

AGREEMENT

By and Between

the

CITY OF TACOMA

and

LOCAL NO. 483
INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS

CUSTOMER AND FIELD SERVICES UNIT

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2025-2027

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INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
CUSTOMER AND FIELD SERVICES UNIT

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2025-2027
COLLECTIVE BARGAINING AGREEMENT
Between
CITY OF TACOMA

and

LOCAL 483
INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS
CUSTOMER AND FIELD SERVICES UNIT

PREAMBLE

For the purpose of maintaining cordial relations between the City of Tacoma and Tacoma Public Utilities, hereinafter designated as the "City" and the party of the first part, and the Local 483, International Brotherhood of Electrical Workers, hereinafter designated as the "Union" the party of the second part, the parties hereto do hereby enter into, establish, and agree to the following conditions of employment.

The City and the Union have a common and sympathetic interest in municipal services. Therefore, a working system and harmonious relations are essential to the relationship between the City, the Union, and the public. All will benefit by continuous peace and by adjusting any differences by rational common sense methods. Progress in industry demands a mutuality of confidence between the City and the Union. To these ends this Agreement is made.

The City shall not be required to take any action under this Agreement which is in violation of federal or state law, or the ordinances of the City of Tacoma.

The Union agrees that its members, who are employees of the City, will individually and collectively perform efficient work and service, and that they will avoid and discourage waste of materials, time, and manpower, and that they will use their influence and the best efforts to protect the property of the City and its interests and to prevent loss of tools, and materials and that they will cooperate with the City in promoting and advancing the welfare of the City and the service at all times.

The Union and the City share in a commitment to attracting and retaining a highly skilled workforce that reflects the diversity of our community. We believe that diversity makes us strong and furthers the City of Tacoma’s commitment to workforce equity and anti-racism initiatives. We will continue to partner in recruitment and workforce development initiatives to increase the participation of historically marginalized groups in the City’s workforce.

ARTICLE 1 – TERM OF AGREEMENT

This Agreement shall remain in full force and effect from January 1, 2025 to and including December 31, 2027, provided that if either party desires to terminate the Agreement on the anniversary date of December 31, 2027, written notice of such intent must be given to the other party ninety days (90) days in advance of that date, and provided further that this Agreement shall be subject to such change and modification during its term as may be mutually agreed by the parties hereto.

ARTICLE 2 – UNION RECOGNITION

Section 2.1 – Union Recognition The Union shall be the exclusive bargaining agent in all matters of wages, hours, and employment conditions in the application of the Agreement to employees in those classifications now listed and later added to the classifications set forth hereinafter. Should existing classifications be reclassified without the addition of significant new or different duties, the Union shall continue to be recognized for those classifications. Should new classifications in the City classified service be created, the City shall recognize the Union for those classifications, if such classifications perform a substantial portion of work presently performed by classifications listed in this Agreement. However, if another bargaining representative requests recognition for such a new classification, recognition procedures set forth under Chapter 41.56 RCW shall apply.

Section 2.2 – Leave for Business Manager/Representative The Director of Public Utilities or City Manager will approve granting a leave of absence without pay for the period covered by this Agreement without loss of Civil Service status and/or without loss of continued accrual of seniority, and aggregate City service or tenure status for all purposes, to no more than two (2) employees of the City who are members of the Union, and whom the Union may desire to have act as its Business Manager/Representative to be locally engaged in the business of the Union.

Section 2.3 The City will inform new bargaining unit employees of the Union's exclusive representation status. The City will provide Union access to new employees entering the bargaining unit within ninety (90) days of hire. The City will allow the Union thirty (30) minutes to meet with such individuals during work hours and at their usual worksite or a mutually agreed upon location. During such meetings, an employee designated by the Union will be permitted, for up to thirty (30) minutes and without loss of regular straight-time pay, to meet with new represented employee(s). The Employer shall incur no costs for travel time or mileage, nor shall the Union use City vehicles or resources in the conduct of this Union business.

Section 2.4 – Deductions The City agrees to deduct from the pay of each employee, who has so authorized it, the Union initiation fees, monthly dues, and assessments as certified by the secretary of the Union. The City will rely on information provided by the Union regarding the authorization and revocation of deductions, and the Union will provide such information to an email address provided by the City. Upon receiving notice of the employee's authorization from the Union, the City will deduct from the employee's pay membership dues and remit the same to the Union no later than the second payroll cycle following receipt of the authorization. The amounts deducted shall be remitted monthly by the City to the Union on behalf of the employees identified by the Union as authorizing deduction(s). The Union shall provide the City with at least one full pay period notice of any change in the amount of Union initiation fees, monthly dues, and assessments. The Union agrees to refund to the City any amounts paid to it in error on account of the provisions of this Section upon presentation of proper evidence thereof. There shall be no retroactive deduction of Union initiation fees, monthly dues, or assessments.

Upon receipt of an employee request for authorization of payroll deduction of Union initiation fees, monthly dues, or assessments, the City will forward the request to the Union electronically within two weeks. The City will take no action upon receiving an employee request until receiving confirmation from the Union to begin deductions.

The employee's authorization will remain in effect until expressly revoked by the employee by written notice to the Union in accordance with the terms and conditions of the authorization. The

cancellation will become effective no later than the second payroll cycle after receipt of the confirmation from the Union that the employee has revoked authorization for deduction.

Section 2.5 The City will furnish to the Union a roster and pay status of current bargaining unit employees. It is understood that this tabulation will be used by the Union for the sole purpose of compiling the Union dues formula and that the Union will not divulge any information from the subject tabulation to any other person or agency.

Section 2.6 The Union agrees to indemnify and hold the City harmless against any liability which may arise by reason of any action taken by the City to comply with the provisions of this Article, including reimbursement for any legal fees or expenses incurred in connection with such action.

Section 2.7 The Business Manager or Business Representative of the Union may, after notifying the City of Tacoma official, or their designated management representative in charge of the workgroup, visit the work location of employees covered by this Agreement for the purpose of investigating conditions on the job. There shall not be any interference with the duties of employees or the operations of the Department.

Section 2.8 The City recognizes and will not interfere with the right of their employees to become members of the Union and agrees there shall be no discrimination, interference, restraint or coercion by the City against any employee because of their membership in the Union.

Section 2.9 The City agrees to use reasonable efforts to notify the Union prior to releasing any requested information when the City receives a Public Disclosure Request specifically asking for the name, date of birth, membership status, duty station/location, address, or work email address of all of the members of the Union's bargaining unit. The Union agrees to use reasonable efforts to notify the City prior to filing any court action to prevent the City from releasing information under such a request. The parties' obligations under this section are not subject to grievance.

Section 2.10 The City agrees to provide space for a Union bulletin board at each major work site. Postings by the Union on such boards are to be confined to official business of the Union.

ARTICLE 3 – MANAGEMENT RIGHTS

The Union recognizes the prerogative of the City to operate and manage its affairs in all respects in accordance with its lawful mandate, and the powers or authority which the City has not specifically abridged, delegated, or modified by this Agreement are retained by the City. Examples shall include the right to hire, promote, direct the employee workforce, discipline employees for just cause up to and including discharge, determining operating hours, and to take actions required in the event of a (major) emergency. Provided, however, that the above items shall not be in conflict with City ordinances, personnel rules or this labor Agreement.

Except as provided by this Article or elsewhere in this Agreement, the Union retains the right to bargain the decision and the impacts of the decision that affects hours, wages and working conditions.

ARTICLE 4 – STRIKES AND LOCKOUTS

It is recognized that the City is engaged in a public service requiring continuous operation, and it is agreed that recognition of such obligation of continuous service during the term of this Agreement is imposed upon both the City and the Union.

The Union will not authorize a strike, work stoppage, or slowdown; and the City will not engage in a lockout during the term of this Agreement.

The Union will take every reasonable means within its powers to induce employees engaged in strike, work stoppage, or slowdown, in violation of this Agreement, to return to work; but the Union, its officers, representatives, or affiliates shall not be held responsible for any strike, work stoppage, or slowdown which the Union, its officers, representatives, or affiliates have expressly forbidden or declared in violation hereof. Every attempt shall be made to settle all disputes or controversies arising under this Agreement under the grievance procedure and/or arbitration procedures provided for herein.

ARTICLE 5 – DEFINITIONS

Section 5.1 – Shop Steward – A Union member designated by the Union as such. The Union shall provide updates of the newly appointed stewards to Labor Relations.

Section 5.2 – Department/Division Head – "Department/Division Head" shall mean the General Government Department Director, the Tacoma Public Utilities Superintendent or Customer Services Manager.

Section 5.3 – Union Representative – "Union Representative" shall mean the Union Business Manager or designee.

Section 5.4 – Labor/Management Committee – A standing committee composed of equal representatives from the City and the Union.

ARTICLE 6 – LABOR/MANAGEMENT COMMITTEE

The Labor/Management Committee shall be advisory in nature. It is formed to foster a relationship of mutual respect, open communications and to discuss items of mutual concern.

Section 6.1 The City and Union agree to hold labor/management meetings as necessary. These meetings will be called upon request of either party to discuss contract or non-contract issues affecting employees covered by this Agreement. Subjects for discussion at labor-management meetings during the term of this Agreement shall be agreed to by the parties. The Union shall be permitted to designate members and/or stewards in affected department(s) to assist its Union Representatives in such meetings. The purpose of labor-management meetings is to deal with matters of general concern, such as anticipated job announcements, to the Union and management in a timely and efficient manner.

Section 6.2 The responsibility of chairing the Labor/Management Committee shall alternate each meeting between Labor and Management.

Section 6.3 The Union will be notified of any changes to class specifications/job descriptions.

ARTICLE 7 – NON-DISCRIMINATION

Section 7.1 Pursuant to RCW 41.56 there shall be no discrimination against union members, union officers or union activity.

Section 7.2 Neither the City nor the Union shall discriminate against any employee covered by this agreement based on applicable local, state and federal laws. Union and management shall work cooperatively to assure the achievement of equal employment opportunity.

Section 7.3 It is mutually agreed that there shall be no unlawful harassment. The City's Anti-Discrimination and Anti-Harassment Policy is set forth in Personnel Management Policy #130.

Section 7.4 If an otherwise reasonable accommodation is requested, pursuant to the Americans With Disabilities Act, and the Washington Law Against Discrimination which would result in or require a violation of any provision of this contract, or recognized work rule adopted by the parties pursuant to this contract, the City may propose a written amendment and the Union agrees to consider the proposal and respond in writing, either agreeing to the same, proposing a modification which would make the amendment acceptable, or explaining why the modification cannot be made.

ARTICLE 8 – GRIEVANCE PROCEDURE

Section 8.1 Definitions:

Grievance – A grievance under this Agreement is defined as an alleged violation of a specific Section or Article of this Agreement. To be valid, a grievance must be submitted in writing within (30) calendar days of the alleged violation by the grieving party.

Section 8.2 It is the goal of both the Union and the City to settle problems at the lowest possible level in a cooperative and objective manner. To this end, every effort will be made by both parties to resolve problems at the lowest level. Both parties shall work cooperatively to identify the appropriate manager to respond to a grievance. Initially, the employee is advised to discuss the incident with the shop steward (or Union Representative). Further contacts shall follow this procedure:

Step 1 Discussion with Immediate Supervisor. The employee, or employee and shop steward (or Union Representative), are encouraged to meet with the immediate supervisor (written communication not required). Such meeting shall take place as soon as possible.

The immediate supervisor shall advise the employee, or employee and shop steward (or Union Representative), of the proposed resolution within five (5) working days of this meeting.

Step 2 If the incident cannot be resolved at the first step, with a discussion with the immediate supervisor, and the employee would like to pursue the grievance, the grievance shall be reduced to writing specifying Section or Sections of the contract

violated, relevant facts including the name(s) of the employee(s) affected if applicable, and the proposed remedy and shall be presented to the appropriate manager, with copies to the Union and Labor Relations within thirty (30) calendar days of the alleged violation by the grieving party. This step shall not preclude contacts at lower levels, if this may expedite the resolution process. The appropriate manager shall, within ten (10) working days render a decision in writing to the employee and Union.

Step 3 If the employee is not satisfied with the response, then within ten (10) working days of receipt of the appropriate manager's answer, the grievance shall be forwarded to the Department/Division Head.

Step 4 If the employee is not satisfied with the response, then within ten (10) working days of receipt of the Department/Division Head's answer, the employee (or designated representative) will forward the grievance to the Director of Human Resources/Utilities Director for possible resolution.

The Director of Human Resources/Utilities Director (after consultation with the Department/Division Head, the Human Resources Director or their designee, and the Union Business Manager or their designee) shall submit their answer in writing within ten (10) working days after personal receipt of the grievance.

Option Optional Grievance Mediation. If the parties are unable to resolve a grievance at the Step 4 level, upon mutual agreement of the City and the Union, the parties may request grievance mediation utilizing services provided by the Public Employment Relations Commission. If mediation is agreed to, the parties shall hold timelines of the grievance in abeyance until the conclusion of mediation.

Step 5 Grievances not resolved under the above steps may be referred to arbitration by either party to this Agreement. Either party may give notice of intention to arbitrate within fifteen (15) working days following completion of the steps listed in the aforementioned sections. A list of five (5) arbitrators shall be requested from the Public Employment Relations Commission, both parties shall meet and each shall strike a name until one (1) arbitrator is selected. The decision by the arbitrator shall be final and binding upon both parties. Each party is responsible for the costs of its representatives, attorneys and all costs related to the development and presentation of their respective cases in arbitration. In the event that the City unsuccessfully challenges an arbitrator’s decision in court, or the Union is forced to file an action in court to compel compliance with an arbitrator’s award, the Union may seek recovery of attorneys’ fees incurred in the court action to the extent such recovery is permitted under RCW 49.48.030. All other agreed to expenses incident to the arbitration shall be divided equally. The arbitrator shall have no power to render a decision that will add to, subtract from, or alter, change or modify this Agreement; and the arbitrator's power shall be limited to an interpretation or application of this Agreement and application of appropriate remedies.

Section 8.3 The time limitations in this Article may be adjusted by mutual agreement, in writing between the Union and the Department/Division. Failure by the non-grieving party to comply with any of the time limitations as provided in this Article shall constitute a right of the grieving party to proceed to the next step without waiting. Failure of the grieving party to comply with the forgoing time limitations shall constitute resolution of the grievance.

ARTICLE 9 – SENIORITY, SHIFT BIDDING and VACANCIES

Section 9.1 For the purposes of this agreement, seniority is defined as the length of continuous permanent service by classification.

A. An employee temporarily assigned to another classification outside of the bargaining unit in a temporary or project status shall earn seniority for the classification covered by the agreement in accordance with Section 1.24.920 of the Tacoma Municipal Code.

B. Seniority shall be used for shift bidding and granting vacation requests.

Section 9.2 An upgrade is defined as the filling of a temporary vacancy within the bargaining unit, which is in the next higher classification in the class series which receives a higher rate of pay. An upgrade is to the closest step in the higher classification which provides a minimum of a five percent (5%) increase in pay, but never higher than the top step.

Section 9.3 In the filling of temporary vacancies, the City need not upgrade an employee who, in the employer's opinion, does not possess the knowledge, skill, ability, adaptability for the job or employees assigned to other sections, divisions, or departments. When management can demonstrate specific deficiencies, they shall not be required to upgrade an employee who has not yet successfully completed their probationary period.

Section 9.4 Vacancies of five (5) working days or less, and in instances of emergency and illness, may be filled to meet the City's immediate needs.

Section 9.5 In the event the department fills a vacancy that exceeds five (5) working days, such vacancy shall be filled from a layoff register or the existing Civil Service eligible list, providing the temporarily upgraded employee is in the same section, division or department. If no eligible list exists, such vacancy shall be filled on a seniority basis in accordance with the provisions in Section 9.1, 9.2 and 9.3.

Section 9.6 – TPU Customer Service
Opportunities to change from part time to full time status or vice versa will be posted for those within the classification in the department. Employees will be considered based on performance, attendance and seniority within the classification.

9.6.1 – For Lateral Department Opportunity at TPU Customer Services: Initial vacancies will be posted physically or electronically. Permanent Customer Service Representative, Technical and Customer Service Representative, Lead staff will submit a letter of interest. An interview will follow, if necessary. Selections will be based on letter of interest, attendance, performance, and interview if completed. Once the initial vacancy is filled management has discretion, as outlined in Article 3, to assign or reassign all staff as needed to ensure effective operations, repeat posting for lateral movement or post for promotional opportunity. The posting will specify if this is for an initial vacancy for lateral movement or if this is a result of filling the initial vacancy.

Section 9.7 – Shift Bidding All full-time employees shall bid shifts based on seniority as defined in Section 9.1. Bidding will be done within each defined work group. Shifts will be bid with either a fixed start or stop time and granted to the most senior person. All shifts shall be bid based on a five (5) day work week.

Section 9.8 Shifts (hours of work) for Lead Customer Service Representatives will be posted and bid by seniority. Following the shift bidding process, Lead Customer Service Representatives will be assigned to specific work groups and assignments. Factors which will be considered in the assignments shall include an employee interest list, shift, skills and work historically performed.

TPU Customer Service master list of defined workgroups will be maintained at Customer Service Labor/Management Committee.

Part-time, permanent shifts are covered under Section 12.8.

Management reserves the right of assignment based on operational need.

ARTICLE 10 – SELECTION OF PERSONNEL

In selecting personnel for regular positions, the Department will abide by the rules and regulations set forth in Chapters 1.12 and 1.24 of the Official Code of the City of Tacoma.

ARTICLE 11 – SAFETY

All state and local laws governing the health and safety of employees shall be observed. Safety rules as promulgated by the Department of Labor and Industries of the State of Washington, and as amended from time to time, are hereby adopted and incorporated as a part of this Agreement as if fully set forth herein. No employee shall be required to perform work in violation of established safety rules.

ARTICLE 12 – WORK RULES

Section 12.1 – Work Rules Work rules, as agreed upon between the City and the Union, shall be established governing working conditions and requirements of each classification consistent with the provisions of existing personnel and compensation rules and regulations contained in Chapter 1.24 and Chapter 1.12 of the Official Code of the City of Tacoma.

Section 12.2 – Workweek The workweek for full time employees shall normally be five (5) consecutive days of eight (8) hours each, Monday through Friday on a regularly scheduled basis. Employees shall not be required to perform work, including preparation or completion of work, prior to their established start time, or following their established stop time, without compensation.

Section 12.3 – Rest Periods For full-time employees, the City shall allow two (2) rest periods of fifteen (15) minutes each per day. One shall be scheduled in the mid-morning and one in the mid-afternoon. Part-time employees shall receive a fifteen (15) minute paid rest period at approximately the midpoint of every four (4) consecutive hours of time worked. Such rest periods shall be taken at times scheduled/approved by their supervisor, but shall not be added to an employee's actual start time, the normal lunch period nor taken at the end of the workday.

Section 12.4 – Work Shifts/Job Assignments: Customer Service Representative Classifications, Workforce Coordinators, and Mail & Stock Processor classifications

The work week for full time employees will normally consist of five (5) consecutive eight (8) hour shifts Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m.. Management may consider alternative work schedules where it meets staffing and business needs. Shifts with hours of work outside of 7:00 a.m. and 7:00 p.m. may be approved by mutual agreement of the Union and the City Labor Relations Office.

12.4.1 Alternate work shifts may be provided when requested by the employee and approved by the Section Manager. Call center employees with schedules that end after 6:00 p.m. will have the option of an alternate work shift in addition to the standard shift. Employees may request the alternate work shift during the shift bid process. Alternate shifts will be created by management in a way that minimizes the business and customer impacts. Employees shall give no less than two (2) weeks' notice to revert back to a standard schedule. These changes will be made effective at the start of a pay period.

12.4.2 Changes to the shift and/or job assignments, when requested by the employee or required by management, shall have a minimum of two (2) weeks' advance notice. Such notice period may be waived by the parties upon mutual agreement. When possible, up to 30 days' advance notice may be provided. Daily adjustments to job assignments would not require advance notice.

12.4.3 Alternate work schedules shall comply with the provisions of the Fair Labor Standards Act. Seniority will be the determining factor when assigning hours of work. The City agrees that it will not schedule shift work outside the normal work week for the sole purpose of avoiding overtime compensation.

Section 12.5 – Meal Periods A thirty (30), forty-five (45), or sixty (60) minute meal period will be provided. A meal period will start between the second (2nd) and fifth (5th) hour of the shift.

The shift posting shall have a fixed start or stop time clearly designated on the posting.

The standard meal period shall be thirty (30) minutes. Exceptions to the standard meal period shall be at the employee's request, with supervisory approval, and/or based on operational need. In the event an employee request is denied, management, after receiving a written request from the Union, shall provide in writing the reasons for the refusal.

12.5.1 – Request to Waive Meal Period The following groups at Tacoma Public Utilities may voluntarily request to waiver their meal period. TPU Field Operations employees and part-time TPU Customer Service employees. If approved by management, employee's daily schedule will be adjusted to reflect a later start time or earlier end time. All requests must be voluntarily made by the employee in writing on an approved form. Employees who requested and received approval to waive their meal period may request to have their meal period reinstated at any time except if the approval was for a same day occurrence.

Section 12.6 – Meal Allowance An employee working non-scheduled overtime of more than two (2) hours before or beyond their regular shift and at four (4) hour intervals thereafter shall be

eligible for meal allowances as prescribed in Section 6.16 of the Tacoma Joint Labor Agreement.

12.6.1 Employees will not be eligible for meal allowances when working scheduled overtime on their regularly scheduled days off, unless the overtime on one day extends more than two (2) hours beyond the number of hours normally worked by the employee.

Section 12.7 – Shift Adjustment An employee may request an adjustment to a particular day's regularly scheduled shift including splitting the shift. Requests for a shift adjustment or to make up missed time are approved at the discretion of the Supervisor/Manager. The shift adjustment and time made up will be within the shift period defined in Sections 12.13 and 12.14 for work shifts. At the employee's request, the employee may make up time on their flex day and within the shift period defined in Sections 12.13 and 12.14. Any adjustment to a shift shall be made up within the same workweek that the adjustment was granted to remain in compliance with the Fair Labor Standards Act (FLSA) and the made up time shall not incur overtime liability. Shift Adjustments that prevent the employee from reporting to work on time or completing a shift should be infrequent.

Section 12.8 – Work Shift/Job Assignments: Permanent Part-time (Customer Service - Public Utilities)

12.8.1 Part-time employees will be hired from the existing eligible list under the applicable Personnel Rules. Permanent employees may transfer to part-time positions as openings are available.

12.8.2 A part-time employee may request consideration for a vacant full-time permanent position, based on seniority within the classification before the existing eligible list is used.

12.8.3 Part-time employees shall not exceed twenty-five percent (25%) of the total number of full-time positions in the classifications of Customer Service Representative, Technical, Customer Service Representative and Lead Customer Service Representative within the Public Utilities Department.

12.8.4 Part-time employees will be scheduled to work, or be in a paid status, between 8:00 A.M. to 6:45 P.M., not less than twenty (20) hours and not more than thirty-two (32) hours per week, Monday through Friday, except in emergency situations as determined by management. Employees may be scheduled for full days or partial days with shifts of not less than four (4) hours per day. No shift will be separated by more than one (1) hour, except as requested by the employee. A work week may include a combination of full days and partial days. Work schedules will be assigned by seniority within the part-time classification. Part-time hours may include the total range of hours of operation of the work group. Work schedules will be prepared monthly. Additional hours will be assigned to requesting employees based on seniority within the part-time classification. If there are no volunteers, additional hours up to thirty-two (32) hours per week will be assigned to the least senior employee with at least forty-eight (48) hours' notice provided to the employee.

12.8.5 Part-time employees will be eligible for overtime when the number of hours in a paid status in a work week exceeds forty (40). Part-time employees will be eligible for benefits based on assigned work schedule. The work schedule shall be determined

monthly, for pay periods in the upcoming month. Such schedules will be rounded to the nearest four (4) hour increment.

Section 12.9 The City and Union agree to meet in a Labor Management Committee to discuss cross-training opportunities for employees affected by the Advanced Meter Infrastructure conversion.

Section 12.10 As consistent with RCW 41.56, the City agrees to bargain impacts on wages, hours and working conditions that result from the implementation of the Advanced Meter conversion.

Section 12.11 – Overtime Employees required to perform work outside the regularly scheduled shifts shall be compensated at one and one-half (1 1/2) times the straight time hourly rate Monday through Saturday, and two (2) times the straight time hourly rate for all work performed on Sundays, except for the following: for any employee who has unauthorized leave without pay in a work week their overtime shall be calculated only for hours worked in excess of forty (40) hours in a paid status during a seven (7) day period. An employee called to perform overtime work shall be paid from the time the employee reports to the work headquarters or at the job site, as the case may be.

12.11.1 At the employee's request and supervisor's approval, compensatory time may be substituted for cash payment of overtime at the appropriate overtime rate. Compensatory time may only be earned with prior approval from the Department/Division Head or their designee. All accruals of compensatory time shall be in compliance with the Fair Labor Standards Act or qualify for its exemptions. Any unused compensatory time will be paid out at the end of the year in which it is earned, commencing December 31, 2012.

12.11.2 All work performed outside the scheduled work hours on holidays shall be paid for at the appropriate overtime rate.

12.11.3 A minimum of two (2) hours' overtime pay shall be allowed for work outside the employee's regular shift unless the employee reports for work less than two (2) hours before the beginning of their regular shift, or continues after their regular shift.

12.11.4 Scheduled overtime for Customer Service Representatives, Technical Customer Service Representatives, Lead Customer Service Representatives, Mail & Stock Processors and Meter Readers will be assigned from a bid sheet by seniority, as defined in Section 12.11.5. Reasonable efforts will be made to post the bid sheet within twenty-four (24) hours prior to the scheduled overtime work day. In the event an insufficient number of employees sign the overtime bid sheet, such work shall be assigned to the least senior employee.

12.11.5 To the extent such distribution is practicable; overtime work will be distributed by seniority within each work group in each physical location.

12.11.6 An employee who does not report to work and work their entire regularly scheduled work day, due to a non Mandatory Paid Sick Leave unscheduled absence or leave of absence, will not be considered for voluntary overtime until the employee works their next regular work day.

12.11.7 An employee who makes the commitment to work scheduled overtime but does not work it may be subject to the disciplinary process.

Section 12.12 – Overtime: Business Office – (Customer Solutions Office – CSO)

A. Enrollment Events: Customer Service Representative, Techs and Customer Service Representative, Leads within Customer Solutions Office may voluntarily sign up for overtime opportunities in seniority order, with Customer Service Representative, Techs having priority. If no one volunteers for an Enrollment event per 12.11.4 the uncovered event shall be assigned in reverse seniority rotation within the CSO workgroup with Customer Service Representative, Techs first. The rotation list will reset on January 1st each year.

B. Outreach Events: Overtime will be offered to Customer Service Representative, Techs and Customer Service Representative, Leads reporting under the TPU Customer Service Division Manager with Customer Service Representative, Techs having first priority and Customer Service Representative, Leads having second priority. If no one volunteers for an Outreach Event per 12.11.4 the uncovered event shall be assigned in reverse seniority rotation within the CSO workgroup. The rotation list will reset on January 1st each year.

    i. If an outreach event is scheduled within one (1) week of the event and no one elects to sign up it will not be filled using reverse seniority as outlined in 12.11.4. It will be at Management's discretion if the outreach event is cancelled or attended by the person who scheduled it.

C. If an employee cancels within 48 hours' notice or less, Management will post the event using the processes described in Section 12.12.A or 12.12.B. In the event that no employee elects to volunteer and the enrollment or outreach event cannot be cancelled, per 12.11.4 the uncovered event shall be assigned in reverse seniority rotation within the CSO work group. The rotation list will rest on January 1st each year.

D. In accordance with this Section, an employee must be physically present at work and sign the overtime bid sheet to be considered for overtime. An employee authorized to telework may sign the bid sheet, while in a working status, via email. An employee on a pre-approved leave, or on a flex day having worked the full prior work day, may come in to sign the bid sheet.

12.12.1 – TPU Customer Solutions Outreach Overtime Opportunities: Every month the Education and Outreach Liaison will produce a calendar of anticipated community facing Enrollment and Outreach overtime events. Customer Service Representative, Techs and Customer Service Representative, Leads within the work group may voluntarily sign up for overtime opportunities in seniority rotation order. Each employee shall be permitted to make one selection per turn. The calendar will then be rotated until all employees have an opportunity to select an event at which point the rotation will begin again until all events are covered. In the event that no employees elects to volunteer the first uncovered event will be assigned in reverse seniority order. If Customer Solutions Office becomes aware of an event without sufficient notice to include it on this calendar Management will post the event using the processes described in 12.11.4.

12.12.2 The overtime call-in process for the Outage Call Center is in a separate Letter of Agreement.

Section 12.13 – Work Shifts: Field Operations (Advanced Meter Field Investigator and Meter Reader)

The work week will normally consist of five (5) consecutive eight (8) hours shifts Monday through Friday, between the hours of 7:30 a.m. and 5:00 p.m. The second shift work week will normally consist of five (5) consecutive eight (8) hour shifts, Monday through Friday, between the hours of 11:00 a.m. and 8:00 p.m. Management may consider alternative work schedules where it meets staffing and business needs. Shift changes and/or job assignments shall have one (1) week's advance notice except in cases of emergency as determined by management.

12.13.1 A thirty (30) minute unpaid meal period will be provided not less than three (3) nor more than five (5) hours after beginning work.

12.13.2 Alternate work shifts will be provided when requested by the employee and approved by the section manager. Changes to the alternate shift, when requested by the employee or required by management, shall have one (1) week's advance notice. Alternate work shifts, which extend work hours, will be approved only when appropriate daylight conditions permit or when a two (2) person crew is approved.

12.13.3 Field Investigators who are assigned to work the second shift will receive a three percent (3%) shift differential. Field Investigators who are assigned to work the second shift and receive the three percent (3%) shift differential for straight time hours will receive the shift differential when overtime hours are worked.

12.13.4 Based upon the National Oceanic and Atmospheric Administration (NOAA) published time of sunset, employees will coordinate to form a two (2) person crew at sunset for work after day light hours until the end of shift, or when at the discretion of the Field Investigators it is deemed a safety issue.

12.13.5 The Work Shift for the Customer Service Representative(s) assigned to Field Operations, will be between the hours of 7:00 a.m. and 7:00 p.m.

Section 12.14 – Overtime TPU Field Staff Field Operations

This section of the collective bargaining agreement was formerly Section 12.12 of the prior agreement and referenced in the “Advanced Meter Field Investigator” Letter of Agreement fully executed on June 17, 2022.

Advanced Meter Field Investigators shall be assigned overtime on a voluntary basis from the overtime bid board. Advanced Meter Field Investigators who wish to work overtime, if it is available, on a given day shall so signify by moving their bid markers on the bid board within thirty (30) minutes of the start of their regular shift. Employees assigned to the South Service Center shall notify the office via email. Management shall have the right to assign up to a maximum of one-half hour (1/2) of overtime work to the end of an Advanced Meter Field Investigator or Meter Readers shift without regard to seniority. For additional overtime opportunities the following shall apply:

12.14.1 Advanced Meter Field Investigator Overtime Rotation: Overtime work will be equitably distributed among Advanced Meter Field Investigators that voluntarily choose to work overtime. At the end of each pay period, the Operations Manager or their designee will update a database of each individual's number of overtime hours worked. The overtime totals will be used to rank employees based on the amount of overtime worked from least to most. This process will repeat at the end of each pay period through the year. The process will reset with the first pay period of each year. Overtime call outs from the Energy Control Center (ECC) will be based on seniority and not subject to the process outlined in this paragraph. All overtime worked will be added to the calculation of hours of overtime worked. When a new Advanced Meter Field Investigator is hired, the average hours of overtime for all Advanced Meter Field Investigators will be calculated and the result shall be the hours assigned to the new Advanced Meter Field Investigator for the purpose of determining their placement on the rotation list. Employees will be provided all necessary training as soon as possible, estimated duration of training is three working weeks. Upon completion of training all employees will be eligible for overtime rotation. Training may be extended if shortcomings are clearly identified.

12.14.2 The Field Operations Manager shall make a determination no later than 4:20 p.m. whether and how many Advanced Meter Field Investigator crews are needed for overtime work. When two (2) person crews are necessary, in accordance with Section 12.13.4, employees must be physically present in the office, by 4:20 p.m., to be eligible for such overtime.

12.14.3 If, it is determined that additional Advanced Meter Field Investigator crews are needed for overtime work, the following procedures shall apply:

12.14.3.1 The Field Operations Manager (or designee) shall call out additional employees from the Advanced Meter Field Investigator rotational overtime callout list, as outlined in 12.3.1 by seniority on a voluntary basis, until sufficient employees to fill out needed crews have agreed to work.

12.14.4 Overtime for Advanced Meter Field Investigator, Leads shall be awarded based on seniority. Management shall have the right to assign up to a maximum of one-half hour (1/2) of overtime work to the end of their shift without regard to seniority.

Section 12.15 – Travel Time for Call Back Work For TPU Field Operations Field Employees
When recalled back in to perform overtime work to cover the Field Investigator shall receive one (1) hours' travel pay at the straight-time rate if such overtime does not immediately precede or follow their regular shift.

Section 12.16 – Compensatory Bank TPU Field Operations Field employees shall be permitted to keep a bank of compensatory time of no more than forty (40) hours. This time may be used for the purpose of winter work cancellation in accordance with Section 12.24. At the end of each calendar year, banked hours in excess of twenty-four (24) hours (or any balance below 24 hours) will be kept on the employee's record and will not be cashed out at year end unless the employee notifies their timekeeper by December 1st of each year that they elect the compensatory time to be cashed out. All use of compensatory time shall be in compliance with the Fair Labor Standards Act or qualify for its exemptions. Any unused compensatory time over twenty-four (24) hours will be paid out at the end of the year in which it is earned.

Section 12.17 Meter Readers shall be considered “current” for the purposes of this Agreement if they have worked eight (8) hours as a Field Investigator or trained four (4) hours with a Field Investigator during the six (6) months previous to call out. A list of qualified Meter Readers will be maintained by the Field Operations Manager.

Section 12.18 – Crew Composition Field Investigator overtime crews shall normally consist of two (2) employees in accordance with Section 12.13.4 and published time of sunset, one of whom must be either a permanent Field Investigator, or a Meter Reader who has worked as a Field Investigator a minimum of forty (40) hours during the six (6) months previous to a call out. Management may, at its discretion, place additional employees on a Field Investigator overtime crew.

Section 12.19 When overtime is available on a Saturday, Field Investigators may bid for overtime area assignments on a voluntary basis. Overtime must be posted by 4:30 p.m. on the Friday preceding the overtime. Employees shall bid in order of seniority for areas to be worked up to a maximum of eight (8) hours. Overtime bidding shall continue until all work assignments are bid or all volunteers have been assigned whichever comes first.

Section 12.20 – Field Investigator Redistribution of Work The Supervisor and/or lead shall be responsible for determining which areas are light or heavy on notifications and will select the work which shall be transferred to the Field Investigators in light notification areas, taking into consideration geographic area and proximity. The Supervisor and/or lead shall determine/assign coverage for vacant areas; when coverage of an area is split between two (2) Field Investigators the notifications will be distributed based on the same coverage split.

Section 12.21 – Meter Readers Management may schedule up to two (2) mandatory overtime days for Meter Readers per year. Mandatory overtime shall be utilized to remain current with regard to the meter-reading schedule. These days shall be considered scheduled overtime days and the Meter Readers shall read their normally assigned routes. These days shall normally be pre-scheduled in February and November unless mutually agreed to otherwise.

Section 12.22 – Route Assignments

12.22.1 Meter Readers in order of seniority will first choose fifty percent (50%) of their routes. After the least senior employee has completed selection of fifty percent (50%) of their routes, the balance of the routes will again be selected by seniority. Once an employee makes their selection, they will not be permitted to change their selection. Route assignments made on this basis will be permanent, provided, flexibility will be allowed to provide necessary staffing in the case of illness, approved leave, vacation, and other like circumstances.

12.22.2 Field Investigators shall bid service areas by seniority for all shifts. The process will continue until all areas have been selected in order of seniority. Once an employee makes their selection, they will not be permitted to change their selection. Vacated or new areas shall be re-bid by seniority.

12.22.3 In the event an employee has taken a temporary assignment, the routes or area shall be held until their return.

Section 12.23 Meter Routes Upon the request of the Union, a specific route may be reviewed at any time by the Operations Manager to clarify a particular problem area or route.

Section 12.24 Meter Readers and Field Investigators reporting for work during regular working hours, when weather conditions are such that they cannot perform their normal duties, shall receive two (2) hours show up pay. Show up pay shall be defined as pay at the straight time and requires employees to be present and ready for work. When Meter Readers and Field Investigators cannot perform their regular work due to weather conditions, the supervisors may assign other work on a voluntary basis. If the supervisor determines that no such work is available, employees may use leave without pay, PTO, compensatory time or accrued vacation.

Section 12.25 – TPU Field Operations Positions

12.25.1 – Shoes Employees, upon assignment to the section will be reimbursed up to three-hundred dollars ($300.00) for one (1) pair of safety shoes. Should an employee elect to purchase two (2) pairs of safety shoes they will be reimbursed up to two-hundred dollars ($200.00) per pair. Shoes provided to the field personnel by the Utility will be replaced or repaired, as determined by the immediate supervisor, to maintain the shoes in good condition. The Safety Officer will review the decision, if required. Safety shoes will meet the criteria established by the Safety Office. The Safety Office will consider employee comfort and convenience in establishing selection standards for safety shoes.

12.25.2 – Hats and Gloves At the request of the employee they will also be provided with one winter and one summer hat with a logo and one pair of winter gloves. The winter hat shall be of a knit type and the summer hat will be baseball style. Other mutually agreed upon styles and/or materials may be substituted. Hats and gloves shall be replaced by the immediate supervisor or on an as-needed basis.

12.25.3 – Rain Gear Each Automated Meter Field Investigator shall be provided ARC rated rain gear. Rain gear provided to Automated Meter Field Investigators by the Utility will be replaced or repaired, as determined by the immediate supervisor, to maintain the rain gear in good condition. Upon separation or replacement of rain gear, the rain gear will be returned to the Operations Manager.

12.25.4 Routine care and upkeep shall be the sole responsibility of the employee. All warranties/guarantees on rain gear are between the employee and the store or manufacturer. Rain gear reimbursed through this program is for use only during the course of City business. Repair or replacement of worn items shall be made as needed at the discretion of the Field Operations Manager who shall assess if prudent care has been taken. The Customer Services Manager will review any disputes. Temporary and project Meter Readers shall be furnished with appropriate rain gear if available.

12.25.5 The City agrees to provide uniforms and cleaning to employees performing work in the field as a TPU Field Operations Employee. Each employee will be issued the following uniform items appropriate to their position, which may include required flame resistant “FR” gear: 7 (seven) shirts, 7 (seven) pairs of pants, 1 (one) hooded sweatshirt. Individual items will be replaced as needed. Employees will be responsible for the cleaning and care of their own uniforms. Selection of uniforms shall be by mutual agreement. Uniforms and safety shoes must be worn at all times while performing regularly assigned field duties.

Section 12.26 – Mail & Stock Processors Senior, Mail & Stock Processors Should an employee be required to wear protective boots and/or safety shoes, management shall reimburse employees for one (1) pair of safety shoes up to up to two-hundred dollars ($200.00) per pair. Management will be responsible for replacing required footwear when needed. The expectation is that required boots/safety shoes shall be worn by employees in areas where safety concerns exist.

12.26.1 – Hats, Gloves and Rain Gear At the request of the employee, they will be provided with one winter and one summer hat with a logo, one pair of winter gloves and/or rain jacket. The winter hat shall be of a knit type and the summer hat will be baseball style. Other mutually agreed upon styles and/or materials may be substituted. Hats, gloves, and rain jacket shall be replaced by the immediate supervisor or on an as-needed basis.

Section 12.27 Special assignments are work efforts outside the scope of the normal work environment. Special assignments may involve a single project or a combination of projects and may be no less than two (2) weeks nor more than one (1) year in duration. These assignments may require a full- or part-time commitment and may consist of a single person or team. A description of the assignment, the time commitment, along with knowledge and skills required to successfully complete the project(s) will be posted at least ten (10) working days before the selection process. Management will select employees based on qualifications as determined by interview and their written application and the ability of section to commit the employee for duration of the assignment. When all the above criteria are met, and where ability and qualifications to perform the required work are relatively equal, seniority shall govern.

ARTICLE 13 – BENEFITS

The parties are participants in a Joint Labor Agreement, through which they have determined the amount of and basic rules regarding vacation leave, holidays, sick leave, personal time off and other benefits. Provisions of the Joint Labor Agreement governing these benefits are attached in Appendix B which shall independently expire on with the expiration of the Joint Labor Agreement. Appendix B shall be automatically updated and replaced in its entirety with any changes to the provisions of the Joint Labor Agreement during the term of this Agreement as long as both parties remain signatories to the Joint Labor Agreement. Should a party choose not to sign on to a future Joint Labor Agreement the provisions in Appendix B shall be “status quo” for the year following the expiration of Joint Labor Agreement most recently ratified by the parties.

Items covered by Appendix B may be grieved through this Collective Bargaining Agreement, except those items challenging the interpretation or application of the Joint Labor Agreement provisions which may be grieved only through the grievance procedure included in the Joint Labor Agreement.

ARTICLE 14 – DISCIPLINE

Section 14.1 Employees may be disciplined or discharged for just cause and with due process, in conformance with Sections 1.24.930, .940, .950, .951,and .955 of the Tacoma Municipal Code. The discipline will be based on the severity of the offense and prior record of discipline.

Section 14.2 The employee shall be entitled to have a Union representative present at any meeting that the Employer holds with the employee to discuss potential disciplinary action, during the investigative stage of corrective action, or when disciplinary action is issued.

Section 14.3 At the request of the employee or the Union, the Employer shall hold a pre-disciplinary hearing as soon as reasonably possible after the employee was notified in writing of the specific alleged violation that may result in a suspension, demotion, or termination. At this hearing, the employee will be given an opportunity to present their side of the issue.

Section 14.4 When requested by the Union or employee, the employer shall make a copy of all documents in its possession and relevant to the alleged violation available to the employee and the Union representative five (5) working days prior to the hearing if possible. Where this is not possible, the Employer and the Union will reach a mutual agreement on the continuance of the hearing or other remedy fair to both parties. Subsequent information requests by the Union will not result in a hearing being rescheduled.

Section 14.5 The Employer may place an employee on paid administrative leave pending a pre-disciplinary hearing, when deemed appropriate, pending a final decision as to the appropriate discipline after receiving the recommendation from the pre-disciplinary hearing.

Section 14.6 The employee and the employee's Union representative, shall have the right to inspect the contents of the personnel file maintained by the Employer as well as any files which were used as part of the disciplinary process.

Section 14.7 No disciplinary document may be placed in the personnel file without the employee having first been notified of said document and given a copy. The notification requirement shall be satisfied if the document is mailed to the employee’s last known address. The employee shall be required to sign a written reprimand or other disciplinary action acknowledging that they have read the contents of the document.

Section 14.8 A suspension, a dismissal or a disciplinary reduction in rank or pay may be processed under the grievance procedure of the Agreement or submitted to Civil Service Board, if it falls under Civil Service Board jurisdiction. Should the employee elect to use the Civil Service Board procedure to appeal a disciplinary action, the employee irrevocably waives the right to appeal through the grievance procedure. Similarly, should the employee elect to use the grievance process, the employee irrevocably waives the right to appeal through the Civil Service Board procedure.

Section 14.9 The Employer and the Union recognize the intent of a “letter of reprimand” is for the purpose of modifying inappropriate behavior. Said letters shall state, in writing to the employee and the Union, the reason(s) for such action. An employee who disagrees with the content of any letter of reprimand added to the personnel file shall have the opportunity to place a rebuttal statement in the personnel file, which shall be signed by the employee. Letters of reprimand and written and oral warnings may be grieved only through Step 4 of the grievance process. However, at Step 4, these lower levels of discipline will be forwarded to the Human Resources Director, or their designee, in lieu of the City Manager/Utilities Director.

Section 14.10 The Employer recognizes the right of an employee to Union representation during the investigative phase of corrective action and the Employer shall make a good faith effort to inform the employee of this right and shall, upon request by the employee, provide Union representation; however the Employer’s effort shall not be considered a required process

step and shall not be subject to the grievance process. An employee who waives this right shall acknowledge such in writing.

Section 14.11 All letters of reprimand, intent to suspend and/or discharge must be issued within sixty (60) calendar days of the incident or within sixty (60) days of when the employer had knowledge of an incident. The Union will be notified of an ongoing investigation which is anticipated to exceed this time frame. All timeframes can be extended upon mutual agreement by the parties, which shall not be unreasonably withheld. In addition, if an employee is on an authorized leave of absence or on FMLA leave, the timeframe will be extended thirty (30) calendar days after their return to work.

ARTICLE 15 – WAGE SCALES

Section 15.1 All work performed shall be compensated for as provided in Chapter 1.12 of the Official Code of the City of Tacoma. Employees may request to have the Union present to advise on an overpayment of compensation. The Union will receive notification on all overcompensation instances.

Section 15.2 Employees in those classifications represented by the Union shall be paid in accordance with the wage rates specified in Appendix A hereto and incorporated herein by this reference.

ARTICLE 16 – OUTSOURCING

The City shall retain all rights, powers, and authority it had prior to entering into the Agreement, including, but not limited to, the sole right to manage its operations and direct the work force which specifically includes the right to determine whether and to what extent any work shall be performed by permanent employees. A minimum of ninety (90) days prior to outsourcing of bargaining unit work which results in a reduction of the work force, the City will notify the Union in writing that the City is considering subcontracting out for services presently being performed by union members. Upon request by the Union, the parties shall meet to allow the Union an opportunity to present any alternative means besides subcontracting for the city to consider. The City has the final decision to subcontract. That final decision will be made after considering alternatives, if any, presented by the Union during the notice period. If no alternatives are presented during the notice period the City's decision may be implemented without further notice. Upon written request by the Union, the City will bargain the impacts of such changes of bargaining unit work pursuant to the requirements of RCW 41.56.

ARTICLE 17 – SAVING CLAUSE

Should any part hereof or any provision herein contained be rendered or declared invalid by reason of any existing or subsequently enacted legislation or by any decree of a court of competent jurisdiction such invalidations of such part or portion of the Agreement shall not invalidate the remaining portions thereof, and the remaining parts or portions remain in full force and effect.

ARTICLE 18 – AUTOMATION

In order for employees to better prepare themselves for the skill requirements of the future, and in fulfillment of its obligation to provide information to the Union, the City will provide a briefing to the Union as soon as practical the introduction of technological change which may affect employees. During these briefings, the City will inform the Union of anticipated schedules of introduction of new technology.

The City will make every effort to provide training opportunities to equip employees with the skills necessary to make the transition of applicable technological changes.

EXECUTED ON THIS 6th DAY OF April, 2026.

City of Tacoma

Signed by:
Hyun Kim 04/06/2026
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Hyun Kim
City Manager

Signed by:
Jackie Flowers 04/06/2026
85737C3EA7FB4B7...
Jackie Flowers
Director of Public Utilities

Signed by:
Dylan Carlson 04/06/2026
1C6A84E96504419...
Dylan Carlson
Division Manager, Labor Relations

Signed by:
Andy Cherullo 04/06/2026
1FAFA3DA59164E0...
Andy Cherullo
Finance Director

Approved as to form:

Signed by:
Chris Bacha 04/06/2026
975521942907 4E6...
Chris Bacha
City Attorney

Attest:

DocuSigned by:
04/06/2026
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City Clerk

Local 483, IBEW, Customer and Field Services Unit

4/1/26
Byron Allen
Business Manager

APPENDIX A

LOCAL 483, IBEW, CUSTOMER AND FIELD SERVICES UNIT

Effective January 1, 2025, the following bargaining unit classifications shall receive a two and three-quarter percent (2.75%) general wage adjustment.

- Customer Service Representative (06110)
- Mail and Stock Processor (00180)
- Meter Reader (06010)

Effective January 1, 2025, in addition to any general wage adjustments applied, the bargaining unit classifications listed below will receive the following one-time market adjustments:

- Customer Service Representative classification (06110) shall receive an additional four and one-quarter percent (4.25%).
- Customer Service Representative, Lead classification (06080) shall be aligned fifteen percent (15%) above the Customer Service Representative, Technical classification (06120).
- Customer Service Representative, Technical classification (06120) shall be aligned ten percent (10%) above the Customer Service Representative classification (06110).
- Mail & Stock Processor (CSC 00180) shall receive an additional three and one-quarter percent (3.25%).
- Mail & Stock Processor, Senior classification (CSC 00120) shall be aligned 10% above the Mail & Stock Processor classification (00180).
- Meter Reader classification (06010) shall receive an additional two percent (2%).
- Advanced Meter Field Investigator shall be aligned ten percent (10%) above the Customer Service Representative classification (06110).
- Advanced Meter Field Investigator, Lead shall be aligned fifteen percent (15%) above the Customer Service Representative, Technical classification (06120).
- Workforce Coordinator classification (06070) shall be aligned fifteen percent (15%) above the Customer Service Representative, Technical classification (06120).

Effective January 1, 2026, all bargaining unit classifications shall receive a three percent (3%) general wage adjustment.

Effective January 1, 2026, in addition to the general wage adjustment, the bargaining unit classifications listed below will receive a one-time, two percent (2%) market adjustment:

- Customer Service Representative
- Customer Service Representative, Lead
- Customer Service Representative, Technical
- Meter Reader
- Advanced Meter Field Investigator
- Advanced Meter Field Investigator, Lead
- Workforce Coordinator

Effective January 1, 2027, all bargaining unit classifications shall receive a three percent (3%) general wage adjustment.

Effective January 1, 2027, in addition to the general wage adjustment, the bargaining unit classifications listed below will receive a one-time, one and one-half percent (1.5%) market adjustment:

- Customer Service Representative
- Customer Service Representative, Lead
- Customer Service Representative, Technical
- Meter Reader
- Advanced Meter Field Investigator
- Advanced Meter Field Investigator, Lead
- Workforce Coordinator

Effective January 1, 2025 the wage scale will be as follows:

Code	A	Job Title	1	2	3	4	5
06110		Customer Service Representative	29.91	31.41	32.98	34.63	36.36
06080		Customer Service Representative, Lead	39.73	41.72	43.81	46.00	
06120		Customer Service Representative, Technical	36.29	38.10	40.00		
00180		Mail & Stock Processor	25.10	26.35	27.67	29.05	30.50
00120		Mail & Stock Processor, Senior	30.43	31.95	33.55		
06010		Meter Reader	28.53	29.96	31.46	33.03	34.68
06020		Advanced Meter Field Investigator	36.29	38.10	40.00		
06030		Advanced Meter Field Investigator, Lead	39.73	41.72	43.81	46.00	
06070		Workforce Coordinator	39.73	41.72	43.81	46.00	

Effective January 1, 2026 the wage scale will be as follows:

Code	A	Job Title	1	2	3	4	5
06110		Customer Service Representative	31.43	33.00	34.65	36.38	38.20
06080		Customer Service Representative, Lead	41.75	43.84	46.03	48.33	
06120		Customer Service Representative, Technical	38.11	40.02	42.02		
00180		Mail & Stock Processor	25.85	27.14	28.50	29.92	31.42
00120		Mail & Stock Processor, Senior	31.34	32.91	34.56		
06010		Meter Reader	29.98	31.48	33.05	34.70	36.43
06020		Advanced Meter Field Investigator	38.11	40.02	42.02		

06030		Advanced Meter Field Investigator, Lead	41.75	43.84	46.03	48.33	
06070		Workforce Coordinator	41.75	43.84	46.03	48.33	

Effective January 1, 2027 the wage scale will be as follows:

Code	A	Job Title	1	2	3	4	5
06110		Customer Service Representative	32.86	34.50	36.23	38.04	39.94
06080		Customer Service Representative, Lead	43.65	45.83	48.12	50.53	
06120		Customer Service Representative, Technical	39.85	41.84	43.93		
00180		Mail & Stock Processor	26.62	27.95	29.35	30.82	32.36
00120		Mail & Stock Processor, Senior	32.29	33.90	35.60		
06010		Meter Reader	31.33	32.90	34.55	36.28	38.09
06020		Advanced Meter Field Investigator	39.85	41.84	43.93		
06030		Advanced Meter Field Investigator, Lead	43.65	45.83	48.12	50.53	
06070		Workforce Coordinator	43.65	45.83	48.12	50.53	

Longevity

The above classifications shall be eligible for longevity pay according to the following schedule:

1% of base pay for 5 through 9 years of service
2% of base pay for 10 through 14 years of service
3% of base pay for 15 through 19 years of service
4% of base pay for 20 or more years of service

Application of Rates / Non-Automatic Steps

1. A Meter Reader (CSC 0601), when assigned by their Supervisor to training functions for a minimum of four (4) hours shall receive a ten percent (10%) differential above their regular rate of pay.

2. An Advanced Meter Field Investigator (CSC 0602), when assigned by their Supervisor to training functions for a minimum of four (4) hours shall receive a ten percent (10%) differential above their regular rate of pay.

Language Premium (Foreign Language Proficiency Pay)

Management and the Union have agreed to a "TPU Customer Service Language Proficiency Program" pilot as prescribed in the July 28, 2025, document/proposal titled the same. This includes an application of rate of two percent (2%) that shall be paid to employees covered by this agreement who are certified in an approved language and acts as a foreign language interpreter, as assigned. This application of rate will be paid for all hours worked.

APPENDIX B

LOCAL 483, IBEW, CUSTOMER AND FIELD SERVICES UNIT

This Appendix expires independently from the Collective Bargaining Agreement to which it is attached. The following text is contained in the Joint Labor Agreement for the period 2026-2027:

3.4 Payroll Deduction.

3.4.1 Union Dues. As evidence of its recognition of employee membership in unions and organizations affiliated with the Joint Labor Committee and other bona fide unions and employees organizations and professional societies, the City of Tacoma agrees that upon receiving notice of an employee's authorization from the Union, it will deduct from the wages payable by the employer to such member, in the manner provided by law, such amounts as such member shall authorize, as dues to the organization, and transmit such dues to the organization. The City shall be given one full pay period advance notice of all dues changes. There shall be no retroactive deduction of dues.

3.4.2 Voluntary Contribution to Labor Funds, Committees or Subsidiary Organizations. The City will deduct from the pay of each employee, each month, the amount the employee wishes to voluntarily contribute to a fund, committee or subsidiary organization maintained or established by a labor organization; provided that the employee has submitted a written original authorization form signed by the employee to the City's Payroll Department, and further provided that a minimum of twenty-five (25) employees have authorized a contribution to the same fund, committee or organization. The first deduction will take effect at the end of the month following the City's receipt of sufficient authorization forms. The deduction will occur once per month on the second pay period of the month.

ENUMERATION OF BENEFITS

6.1 Domestic Partners. The City will make available to domestic partners benefits, including insurance, paid leave and statutory Family and Medical Leave, on the same basis that those benefits are provided to employee spouses. Domestic partners will be recognized if the domestic partnership is registered with or recognized by the State of Washington pursuant to RCW 26.60; provided, that the City will continue to recognize domestic partnerships on file with the City as of December 31, 2016, until the participating employee's separation from employment or dissolution of the domestic partnership, whichever occurs first.

6.2 Medical Insurance. The City of Tacoma and the Joint Labor Committee have negotiated and put in effect medical insurance programs which will continue in effect for the duration of this Agreement. During the term of this Agreement, the City will provide medical insurance to employees and their eligible dependents through the plans described in Appendix A.

6.2.1 Eligibility. Permanent, project, appointive, and temporary pending exam employees and their dependents are eligible for coverage beginning on the first day of the calendar month following the date of hire, unless the date of hire is also the first working day of the calendar month, in which case benefits eligibility begins on the date of hire. All other temporary employees and their dependents are eligible for coverage beginning on the first day of the calendar month following 60 days of continuous employment from the date of hire.

6.2.2 Default Options. If permanent, project, appointive and temporary pending exam employees fail to enroll or waive medical coverage within the required enrollment period, the employee will be enrolled automatically in the City's default medical plan. The default plan shall be the Regence BlueShield PPO Plan. If a temporary employee fails to timely enroll or waive coverage, the employee will be determined to have waived coverage, until such time as they enroll pursuant to a qualifying life event or an open enrollment period.

6.2.3 City Payment of Claims/Premiums. Except as provided below, the City will pay the claims or premiums (according to the plan selected by the employee) associated with the medical insurance selected by the employee and eligible dependents from the City's Health Care Trust. The City will not use reserve funds for purposes other than paying costs associated with the maintenance and administration of its health insurance plans without the express negotiation and consent of the Joint Labor Committee.

6.2.4 Employee Contributions to Premiums.

Employees selecting employee-only coverage will contribute $50 per month towards the premium costs of medical insurance. Employees insuring dependents will contribute $100 per month towards the premium costs of medical insurance.

In addition to these amounts, part-time employees assigned to work at least twenty (20), but less than thirty (30) hours per week will be responsible for the remainder of the premium cost of the plan they have selected after the City has made a prorated contribution toward the cost of the plan based on the percentage that the part-time employee's FTE actual hours compensated in the previous month bears to full-time (40 hours per week). Employees will be eligible for benefits based on assigned work schedule. The work schedule shall be determined monthly, for pay periods in the upcoming month. Such schedules will be rounded up to the nearest four (4) hour increment. Part-time employees assigned to work thirty (30) or more hours per week will make contributions equal to those of full time employees. For all other purposes or benefit calculations, the City's definitions and policies regarding part-time employment will govern.

6.2.5 Wellness Credit. Employees participating in wellness will receive a $20 per month credit toward their premium contribution for medical insurance coverage under the Regence PPO Plan or Kaiser Permanente HMO Plan, or a $40 per month credit toward their premium contribution for coverage under the Regence HDHP/HSA Plan. Employees in a temporary status are not eligible to receive the credit.

Employees or their eligible dependents may not be insured on more than one City medical insurance plan. If an employee has a spouse/domestic partner or adult child under the age of 26 working for the City, and each completes the participation requirements of the Wellness Incentives, each employee will receive the Wellness Credit toward the employee premium contributions for medical insurance coverage.

6.2.6 Contributions to HSA Accounts. Employees who select the Regence HDHP/HSA Plan will receive the following annual contributions to a health savings account. Contributions will be pro-rated and deposited on a monthly or bi-weekly basis. Employees may contribute to their own accounts up to the maximum dollar value permitted by applicable law.

a. Employees Who Participate in Wellness – $1,650 per year for employees selecting employee-only coverage; $3,300 per year for employees insuring one or more dependents.

b. Employees Who Do Not Participate in Wellness – $825 per year for employees selecting employee-only coverage; $1,650 per year for employees insuring one or more dependents.

6.3 **Dental and Vision Insurance.** The City will provide dental and vision insurance to employees and eligible dependents according to the terms of its insurance plans. The City will not make changes to its dental or vision insurance plans during the term of this Agreement without first bargaining with the Joint Labor Committee. The City will pay the full premium cost for dental and vision insurance for employees and eligible dependents. Part time employees assigned to work at least twenty (20), but less than thirty (30) hours per week will be responsible for a prorated contribution toward the cost of the plan based on the percentage that the part-time employee's FTE actual hours compensated in the previous month bears to full-time (40 hours per week). Part-time employees assigned to work thirty (30) or more hours per week will make contributions equal to those of full time employees. For all other purposes or benefit calculations, the City's definitions and policies regarding part-time employment will govern.

6.3.1 Default Options. If permanent, project, appointive, and temporary pending exam employees fail to enroll or waive dental coverage within the required enrollment period, the employee will be enrolled automatically in the City's default plan. The default dental plan shall be the Delta Dental plan and the default vision plan shall be Vision Plan Services (VSP) unless the employee enrolled in the Kaiser Permanente HMO plan, which includes vision coverage. If a temporary employee fails to timely enroll or waive coverage, the employee will be determined to have waived coverage, until such time as they enroll pursuant to a qualifying life event or an open enrollment period.

6.4 **Dual Coverage.** No City employee or eligible dependent may be insured under more than one City medical, dental, or vision insurance plan. Employees whose spouses/domestic partners/children up to age 26 are eligible for medical insurance benefits through the City will share the costs of insurance as follows:

6.4.1 Employees Choosing the Same Plan – One spouse/domestic partner will be placed on the other's medical, dental, or vision insurance, and the primary

spouse/domestic partner will pay the appropriate premium cost for family coverage.

6.4.2 Employees Choosing Different Plans – If spouses/domestic partners elect coverage under different plans, they may not provide coverage to their spouse/domestic partner on their medical, dental, or vision insurance plan. Each employee will pay the appropriate cost share (individual or family) depending on whether they include children on their plan.

6.4.3 Children up to Age 26 – Benefit-eligible employees whose parents are City employees must elect coverage in their name (paying the applicable premium contribution) or coverage as a dependent on their parent's plan (with no premium contribution), but may not receive coverage under two medical, dental or vision insurance plans.

6.4.4 Dual Coverage Wellness Credit - If an employee has a spouse/domestic partner or adult child under the age of 26 working for the City, and each completes the participation requirements for the Wellness Incentives, each employee will receive the Wellness Credit toward the employee premium contribution for medical insurance coverage.

6.5 **Opt Out With Proof of Insurance.** Subject to any applicable legal restrictions imposed by the Employer's medical, dental and vision insurance providers, full-time and part-time employees may choose to opt out of the Employer provided medical, dental and/or vision insurance. To be eligible to opt out of the medical, dental and/or vision insurance, full-time permanent, project, appointive, and temporary pending exam employees shall be required to: (i) provide the Employer with written proof of alternative medical, dental and vision insurance coverage; and (ii) notify the Employer in writing within thirty (30) calendar days if he/she should lose their alternative medical, dental and vision coverage.

6.6 Vacations shall be as provided in Section 1.12.220 of the Tacoma Municipal Code. This section provides in part for the following:

6.6.1 Full-time employees shall accrue vacation leave hours for each biweekly pay period pursuant to the following schedule:

Completed Years of Aggregate Service	**Accrued Hours per Pay Period**	**Hours of Vacation Leave**
Completion of years 0, 1, 2, 3	3.69	96
Completion of years 4, 5, 6, 7	4.60	120
Completion of years 8, 9, 10, 11, 12, 13	5.22	136
Completion of years 14, 15, 16, 17, 18	6.14	160
Completion of 19 years	6.45	168
Completion of 20 years	6.76	176
Completion of 21 years	7.07	184
Completion of 22 years	7.38	192
Completion of 23 years	7.69	200

Completion of 24 years	8.00	208
Completion of 25 years	8.31	216
Completion of 26 years	8.62	224
Completion of 27 years	8.93	232
Completion of 28 years or more	9.24	240

Employees' vacation accrual rates shall be established as of January 1 of each calendar year and shall be based on the rate applicable to the number of years of aggregate service the employee will complete within that calendar year.

6.6.2 Part time employees will accrue vacation on a pro-rated basis according to the percentage their FTE bears to full-time

6.6.3 Employees accrue vacation in each pay period in which they are in a paid status. An eligible employee shall accrue vacation based on the above schedule beginning from the date of their appointment.

6.6.4 Vacation accrual balances shall not exceed an amount equal to two (2) years' accrual at the employee's then-current accrual rate

6.6.5 Vacation leave may not be taken without the prior approval of the appointing authority and may not be taken in the pay period in which it was earned. Vacation leave shall be scheduled so as to meet the operating requirements of the City and, as far as practicable, the preferences of the employees. Authorized vacation time may be used in increments of one tenth (1/10) of an hour.

6.6.6 For the purposes of this Section, permanent employees of the Municipal Belt Line Railway who are assigned to the extra board will be considered as full-time employees.

6.7 Sick allowance with pay shall be as provided in Section 1.12.230 - 1.12.232 of the Tacoma Municipal Code. This section provides in part the following:

6.7.1 Each regularly employed full-time employee, including temporary employees, shall accrue sick leave at the rate of 3.69 hours for each biweekly pay period in which he or she has been in a paid status. There is no limit to the number of sick leave days an employee may accrue. Part-time employees shall accrue sick leave on a prorated basis according to the percentage their FTE bears to full-time.

6.7.2 An employee separated from service due to death or retirement for disability or length of service is compensated to the extent of twenty five percent (25%) of his/her sick leave accruals. An employee separated in good standing from service for any other reason who has a minimum of ten (10) days accrual, is compensated to the extent of ten percent (10%) of his/her sick leave accruals, up to a maximum accrual of one hundred twenty (120) days.

6.7.3 Permissible uses of sick leave are described in Tacoma Municipal Code Sections 1.12.230 – 1.12.232.

6.8 Personal Time Off shall be as provided in Section 1.12.248 of the Tacoma Municipal Code. This section provides in part for the following:

6.8.1 Employees enrolled in the Personal Time Off (PTO) Plan shall accrue PTO hours for each bi-weekly pay period pursuant to the following schedule. Employees receive PTO in lieu of vacation and sick leave

Completed Years of Aggregate Service	Hours per Year	Hours per Pay Period
Completion of years 0, 1, 2, 3	144	5.54
Completion of years 4, 5, 6, 7	168	6.46
Completion of years 8, 9, 10, 11, 12, 13	184	7.08
Completion of years 14, 15, 16, 17, 18	208	8.00
Completion 19 years	216	8.31
Completion of 20 years	224	8.62
Completion of 21 years	232	8.92
Completion of 22 years	240	9.23
Completion of 23 years	248	9.54
Completion of 24 years	256	9.85
Completion of 25 years	264	10.15
Completion of 26 years	272	10.46
Completion of 27 years	280	10.77
Completion of 28 years or more	288	11.08

6.8.2 Employees shall accrue PTO on a prorated basis according to the percentage their FTE bears to full-time. Employees' PTO accrual rates shall be established as of January 1 of each calendar year and shall be based on the rate applicable to the number of years of aggregate service the employee will complete within that calendar year. An employee may accrue a maximum of 960 hours of PTO.

6.8.3 Employees in the PTO plan may, no later than January 31 of each year, submit in writing, on the form provided by and available from the Human Resources Department, a commitment to cash out up to 100 hours of available accrued PTO in February of the following year. The cash value of the PTO shall be based on the rate for the classification in which the employee is working at the time the cash out payment occurs.

6.9 On-the-job injury shall be as provided in Section 1.12.090 of the Tacoma Municipal Code. That section provides in part:

6.9.1 In the case of a disability covered by State Industrial Insurance or Worker Compensation, the first three (3) calendar days shall be paid at the regular normal pay and charged to earned leave, in the event the time loss is less than fifteen (15) calendar days.

6.9.2 For one-hundred-twenty (120) working days, the City will pay a supplement payment such that State payment plus City supplement equals eighty-five percent (85%) of regular normal pay.

6.9.3 Pursuant to Ordinance 27753, adopted November 18, 2008, after the payment and use of the one hundred twenty (120) working days, the employee may request to use accumulated sick leave and/or planned time off (PTO) balances to supplement the time loss pay such that the combination of the supplement and the time loss pay equals eighty-five percent (85%) of the employee's normal wage (the employee's rate at the time of injury plus any longevity pay to which the employee is eligible). If the employee elects to use paid sick leave and/or PTO the election will continue until such balances are exhausted or until the employee returns to work. Hours deductions from the employee's PTO or sick leave balances shall be determined by dividing the supplement by the employee's regular hourly wage. Example: Assume a supplement amount of $596 dollars is necessary to bring the total to 85%. If the employee's regular wage is assumed to be $23.84, the deduction from sick leave and/or PTO would be $596/$23.84=25 hours.

6.9.4 Any employee who becomes disabled prior to completing thirty (30) working days' employment with the City, shall receive the compensation disability allowance for a maximum of thirty (30) working days.

6.9.5 The above does not apply to Police and Fire commissioned hired prior to October 1, 1977, however, such employees shall have on-the-job injury claims charged against their sick leave accruals in the same manner as other employees of the City.

6.9.6 For the purposes of this Section, regular normal pay shall be that rate of the classification in which they were working in on the date of injury.

6.10 Group Life Insurance shall be as provided in Section 1.12.096 of the Tacoma Municipal Code. The City will pay one hundred percent (100%) of the cost of premiums for those employees electing to participate. The amount of insurance an employee may purchase is based on their annual salary rounded to the next highest $1,000 of coverage.

6.11 Longevity pay may be provided to employees of member unions pursuant to the terms of Ordinance 20938, which reads in part as follows:

6.11.1 Regular, probationary, and appointive employees who through union agreement have elected the option of longevity pay shall receive additional compensation based on a percentage of their base rate of pay received for the class in which they are currently being paid. No application of rate may be used in computing longevity pay.

6.11.2 Eligible employees shall receive longevity pay in accordance with the following schedule:

From 5 through 9 years aggregate service	1% per month
From 10 through 14 years aggregate service	2% per month

From 15 through 19 years aggregate service	3% per month
20 years or more aggregate service	4% per month

6.11.3 Eligibility for longevity pay shall be determined by the length of aggregate City service and will be paid to an employee at the first of the calendar year in which any of the above stipulated periods of aggregate service will be completed.

6.12 Holidays shall be as provided in Section 1.12.200 of the Tacoma Municipal Code. This section provides in part that the following and such other days as the City Council, by resolution, may fix, are holidays for all regularly employed full-time employees of the City and shall be granted to employees or days off in lieu thereof.

New Year's Day (January 1)
Martin Luther King Day (third Monday in January)
Presidents' Day (third Monday in February)
Memorial Day (last Monday in May)
Juneteenth (June 19)
Fourth of July
Labor Day (first Monday in September)
Veterans' Day (November 11)
Thanksgiving Day (fourth Thursday in November)
The day immediately following Thanksgiving Day
Christmas Day (December 25)

6.12.1 A full-time employee shall receive eight (8) hours of holiday pay for each holiday listed above, provided he/she is in a paid status on both the entire regularly scheduled workday immediately preceding the holiday and the entire regularly scheduled workday following the holiday.

6.12.2 In addition to the days listed above, eligible employees shall receive two (2) additional eight (8) hour paid floating holidays per calendar year for which time off shall be mandatory. Floating holidays may not be carried over from one calendar year to the next, and may not be converted to cash in any circumstances. To be eligible for these floating holidays, employees must have been or scheduled to be continuously employed by the City for four (4) months as a full-time or part-time regular, probationary, or appointive employee during the calendar year of entitlement. An employee hired into a part time status shall receive holiday pay on a prorated basis on the hours that he/she is hired to work.

6.12.3 Full time employees working alternate schedules who are normally scheduled to work more than eight (8) hours on a day observed as a holiday may use vacation leave, personal time off, compensatory time, or leave without pay at the employee's option to make up the difference between the employee's normally scheduled shift and the eight (8) hours of holiday pay.

6.12.4 Unpaid Holidays. Employees will be granted two (2) unpaid holidays per calendar year for a reason of faith or conscience or an organized activity conducted under the auspices of a religious denomination, church, or religious organization. The employee will select the days on which to take

the unpaid holiday(s) after consultation with his or her supervisor as provided by City policy. To the extent reasonably possible, employees should submit leave requests with at least thirty (30) calendar days' notice. Employees may elect to use accrued vacation leave, PTO, compensatory time or floating holidays to remain in paid status on a requested holiday to the extent that such leave is available on the requested date under applicable policies, procedures and/or collective bargaining agreements governing the use of paid leave. An unpaid holiday requested pursuant to City policy will not be denied unless the employee's absence would impose an undue hardship on the City, as defined by applicable rule or regulation.

6.13 The City shall contribute up to $3.00 per month for long term disability coverage for all permanent non-commissioned City employees.

6.14 The City will maintain an Internal Revenue Service Code Section 125 flexible benefits plan. The City shall pay the monthly per participant administrative fee. Employees cannot utilize this plan for Long Term Disability premium payments. Employees who participate in the City medical plan will be eligible to participate in the Section 125 flexible benefits plan. The maximum annual allowable employee contribution for medical reimbursement shall be based on IRS regulations. At the end of each year any unspent monies in employee flexible benefits accounts will revert to the Labor/Management Health Care Trust Account.

6.15 <u>Wellness.</u>

6.15.1 Wellness Committee. The parties will maintain a Labor Management Health Care Committee (aka Wellness Committee) during the term of the Agreement to discuss and address issues regarding the City's insurance programs and wellness program. The Wellness Committee will be comprised of four (4) City and four (4) Labor representatives. The Committee will:

a. Develop monthly or bimonthly newsletters to help educate and encourage the City employees.

b. Review all Health Trust Fund/Flex Account balances.

c. Review experience reports.

6.15.2 Wellness Funds. The City will establish a budget amount to fund activities associated with its Wellness Program. Expenditures of such budgeted funds will be recommended and reviewed by the Wellness Committee.

6.15.3 Participation. To receive the benefits associated with participating during each year of the Agreement, employees must complete participation requirements established by the Wellness Committee.

6.16 Meal allowances may be paid to employees pursuant to TMC Section 1.12.195 and the applicable collective bargaining agreement covering an individual member union of the Joint Labor Committee. Meal allowances shall be twenty-three dollars ($23) per occurrence unless an applicable collective bargaining agreement covering an individual member union provides for a higher amount.

6.17 Standby Pay may be paid to employees pursuant to TMC Section 1.12.180 and the applicable collective bargaining agreement covering an individual member union of the Joint Labor Committee. Those bargaining units who, through their individual collective bargaining agreement, have elected the standby rate provided for by this Section shall receive five dollars ($5.00) five dollars for each hour so assigned.

6.18 Upon approval by the department head, an employee may use up to five (5) working days of accrued paid leave upon the death of a family member, as defined in TMC Section 1.12.250.G. Leave taken under this section must be used within one (1) year from the date of death of the family member.

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Customer and Field Services
2025-2027

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MEMORANDUM OF UNDERSTANDING
BY AND BETWEEN
CITY OF TACOMA
AND
INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS, LOCAL 483
CUSTOMER AND FIELD SERVICES UNIT

Subject: Outage Call Center (OCC)
Originally signed: 9/20/2012
Revised: 9/21/2015 and 8/28/2019

The City of Tacoma and the International Brotherhood of Electrical Workers, Local 483, Customer and Field Services Unit, hereby enter into this Memorandum of Understanding regarding the staffing guidelines that will be utilized when the Outage Call Center (OCC) is activated.

The Parties agree to the following:

1. The City will maintain a voluntary call-out list of Customer Service Representatives (CSR), Customer Service Representatives Technical, (CSRT), Meter Readers (MR), and Utilities Field Investigators, (UFI), assigned to the Tacoma Public Utilities Customer Service Division. This call-out list will be used during an outage event outside of normal business hours. Employees on the callout list will be sorted by classification in the following order, CSR, CSRTs (combined), then MRs, and UFIs (combined), by willingness, response time and seniority. Employees who volunteer must be fully capable of responding within thirty (30) minutes upon notification of an OCC start-up. The process for selection will begin with the most senior CSR, based upon willingness and response time followed next by the most senior CSRT, based upon willingness and response time; This pattern will be utilized as employees are selected from the call-out list until all CSR and CSRTs have been contacted. If additional employees are needed to staff the OCC, selection will begin with the most senior MRs based upon willingness and response time followed by the most senior UFI. This pattern will be utilized as employees are selected from the call-out list until all MR and UFIs have been contacted. Once the end of the list is reached, further selections, if additional employees are needed to staff the OCC, will begin by starting the selection process over beginning with the CSR and CSRTs then MRs and UFIs.

    a. A telephone contact log will be maintained to document that each employee on the list has been called. Employees that change their phone numbers of home location are responsible for notifying the OCC Coordinator of said changes.

    b. Once the OCC has been activated the list will be called in a rolling manner. If the OCC is closed, calling from the list will begin at the start of the list once the OCC is reopened.

2. The City will maintain a voluntary call-out list of Customer Service Representative, Leads (CSRL), assigned at the Tacoma Public Utilities Customer Service Division who will serve as OCC Coordinators during an outage event outside of normal business hours, Employees on the call out list will be listed by willingness and seniority. In the event there are not enough CSRL to staff the OCC, the City reserves the right to call-in any

CSRL, a trained CSRT that would be setup to a lead, prior to calling in a supervisor to serve as an OCC Coordinator.

3. If management determines the severity of the outage event warrants or there are not enough employees to staff the OCC, the management may call-in additional employees, as needed, to assist with OCC responsibilities.

4. Any employee who does not report to work for their regularly scheduled work day, due to an unscheduled absence or leave of absence, will not be considered eligible for OCC call out until the initial selection process has occurred and additional employees are needed to staff the OCC. At that time, the employee's name will be considered eligible to be called on the list in the position they would have been placed if they had not been absent.

5. An employee assigned to work an OCC event before or after their regular work day may work a maximum of eight (8) hours of overtime in any twenty-four (24) hour period, as determined by management. Exceptions to this limit may be agreed upon between the employee and management. Employees will be paid at their regular rate for OCC activities occurring during the employees' regularly scheduled work day.

6. All employees are expected to work their normally scheduled work day. However, where an employee has worked during an OCC event, outside of normal business hours, and feels they cannot continue to work their regular work day, management will consider the use of sick leave or personal time off (PTO) for the remainder of the scheduled work day. Management may also consider an adjustment to the employees scheduled work day in accordance with Article 12.7 of the Collective Bargaining Agreement.

7. If an OCC event occurs during normal business hours, volunteers for any resulting overtime will be sought, by classification, by seniority, from employees still currently at work, prior to selecting employees from the call out lists. Similarly, if an event occurs during scheduled overtime, volunteers to work the OCC outage will be sought, by classification, by seniority, from the employees currently at work, prior to selecting employees from the call out lists.

8. When the OCC is open during regular business hours, those Meter Reader and Utilities Field Investigator employees who have been trained on the OCC may be afforded the opportunity to work their regular schedule assisting with OCC duties when management determines that their regular work may not be performed.

9. The City reserves the right to outsource the OCC functions to an emergency response agency.

The Parties further agree:
Either party may reopen or cancel this MOU with thirty (30) days' notice to the other party.

Originally Signed By:
Alice Phillips, IBEW Local 483 9/13/2012
John Dryer, Labor Relations Manager 9/17/2012
Joy St. Germain, Human Resources Director 9/17/2012
Steve Hatcher, Customer Services Manager 9/19/2012
William Gaines, Utilities Director 9/20/2012

Letter of Agreement
By and Between
City of Tacoma and
International Brotherhood of Electrical Workers, Local 483
Customer & Field Services Unit

Subject: Reclassification of Energy Services Specialist I to Customer Service Representative, Technical

The City of Tacoma and IBEW Local 483: Customer & Field Services Unit, hereby enter into this Letter of Agreement which shall be attached to the Collective Bargaining Agreement and incorporated as though fully set forth.

It is agreed that the recent review of the work being performed by Sherry Berreth is no longer a fit with the Energy Services Specialist I classification and more closely aligns with the classification of Customer Service Representative, Technical. This has resulted in a reclassification of the position held by Sherry Berreth to the classification of Customer Service Representative, Technical.

It is agreed that the following terms and conditions shall apply to this reclassification with the effective date in concurrence with the date of September 16, 2011, which was the date approved through the Civil Service Board to allow the non-competitive appointment.

The incumbent's city service date shall remain as is, January 27, 2003, which is the date used to determine longevity pay and retirement.

For the purposes of vacation scheduling and job bidding, the job/classification seniority date will be based on the date of her permanent continuous service in the classification of Customer Service Assistant, which is May 31, 2004.

Original Signed by:

Alice Phillips, IBEW Local 483 Business Manager, 10/11/11
William Gaines, Director of Utilities/CEO
Steve Hatcher, Customer Services Manager, 10/14/11
Joy St. Germain, Human Resources Director, 10/14/11

Letter of Agreement
By and Between
City of Tacoma and
International Brotherhood of Electrical Workers, Local 483
Customer & Field Services Unit

Subject: Permanent Status for Customer Service Representative, Technical Denise Hottel and Christina Parise

The City of Tacoma and IBEW Local 483: Customer & Field Services Unit, hereby enter into this Letter of Agreement which shall be attached to the Collective Bargaining Agreement and incorporated as though fully set forth.

Denise Hottel and Christina Parise both took lateral transfers into project positions March 17, 2008 from Customer Service to Public Works. Recent review of the work performed in their positions at Customer Service, in 2008, supports that had these employees remained in their Customer Service positions they would have been given permanent status in the Customer Service Representative, Technical classification through the implementation of the classification and compensation study Local 483 Customer & Field Services addendum, effective January 1, 2010.

It is agreed that the following terms and conditions shall apply to these permanent appointments with the effective date in concurrence with the date approved through the Civil Service Board to allow the non-competitive appointments.

The incumbents' City service dates shall remain as they are which are used to determine longevity pay and retirement.

The job/classification seniority date for these employees in the Customer Service Representative, Technical classification will be based on the date on which the class/comp wages for the Local 483 Customer & Field Services contract were made effective, which is January 1, 2010.

Original Signed by:

Alice Phillips, IBEW Local 483, 1/5/2012
Joy St. Germain, Human Resources Director, 1/6/2012
William Gaines, Director of Utilities/CEO, 1/11/2012
Rey Arellano, Interim City Manager, 1/13/2012

Letter of Agreement
By and Between
City of Tacoma and
International Brotherhood of Electrical Workers, Local 483
Customer & Field Services Unit

Subject: Seniority Dates for New Customer Service Representative Series (From 2010 Classification and Compensation Study)

The City of Tacoma and IBEW Local 483: Customer & Field Services Unit, hereby enter into this Letter of Agreement which shall be attached to the Collective Bargaining Agreement.

During the implementation of the 2010 Agreement from the classification and compensation study, three (3) new classifications were created (CSR, CSR Technical, and CSR Lead) which replaced the previously existing series of two (2) classifications (CSA and Senior CSA).

Old Classification	Old Job Code	New Classification	New Job Code
		Customer Service Representative, Lead	06080
Customer Service Assistant, Senior	06120	Customer Service Representative, Technical	06120
Customer Service Assistant	06110	Customer Service Representative	06110

It is agreed that the following terms and conditions shall apply to these classifications for job seniority:

- The incumbents' job/classification seniority date for employees in positions classified as Customer Service Representative, Lead (06080) as of 1/1/2010 will reflect the date of permanent appointment to the Senior Customer Service Assistant classification (previously 06120).
- The incumbents' job/classification seniority date for employees in positions classified as Customer Service Representative, Technical (06120) as of 1/1/2010 will reflect the date of permanent appointment to the Customer Service Assistant classification (previously 06110).
- Any employee with a placement date AFTER 1/1/2010 will keep that date and will not have time in previous classification included in their job seniority.
- City service dates (aggregate service) shall remain as they are which are used to determine longevity pay and retirement.

Original Signed by:
Alice Phillips, IBEW Local 483 Business Manager, 4/12/2012
Joy St. Germain, Human Resources Director, 4/12/2012
William Gaines, Director of Utilities/CEO, 4/13/2012
TC Broadnax, City Manager, 4/19/2012

LETTER OF UNDERSTANDING
Between
City of Tacoma
and
International Brotherhood of Electrical Workers, Local 483 – Customer Field Services Unit

Subject: Advanced Meter Field Investigator, Lead Noncompetitive Appointment

This Letter of Understanding (LOU) is by and between the City of Tacoma (City and/or Employer), and the IBEW Local 483, herein referred to as "the Parties".

Background
The Parties have previously agreed to an "Advanced Meter Field Investigator Classification LOA" approved by the City Council on April 26, 2022. This LOA provides for the creation of a new standalone classification titled "Advanced Meter Field Investigator, Lead." Per the Parties' agreement, the Advanced Meter Field Investigator, Lead position(s) were to be posted and filled via a competitive recruitment utilizing current Civil Service Rules.

After additional consideration, the parties have agreed to a change in the process through which the newly created Advanced Meter Field Investigator, Lead positions will be filled.

Agreement
The City will petition the Civil Service Board for a noncompetitive appointment consistent with Tacoma Municipal Code 1.24.570 for the two individuals who are currently being set up to the position of Advanced Meter Field Investigators, Lead. Upon permanent appointment to the position pending Civil Service Board approval, the following shall apply:

1. Robert Hill – Shall be placed at step 1 of the wage scale
   Jeff Christian – Shall be placed at step 3 of the wage scale
2. Both individuals will progress through the steps of the wage scale as provided in the Tacoma Municipal Code.

The Human Resource Director will request from the Civil Service Board a waiver of the probationary period, consistent with TMC Section 1.24.570.C.

This language supersedes the process identified in the Advanced Meter Field Investigator Classification LOA. All other terms of the LOA shall remain in full force and effect, in addition to all other terms and conditions of the current Collective Bargaining Agreement.

This Letter of Understanding is not to be used as a precedent with respect to this or any other contracts for any other divisions or departments of the City, nor by other employees represented by this Union, or any other Union.

Original Signed by:
Alice Phillips, IBEW Local 483 Business Manager, 5/31/2022
Jackie Flowers, Director of Utilities, 6/8/2022
Francine Artis, Interim Customer Service Manager, 6/2/2022
Shelby Fritz, HR Director, 6/8/2022
Cheryl Comer, Deputy City Attorney, 5/31/2022

LETTER OF UNDERSTANDING
By and Between
City of Tacoma and
International Brotherhood of Electrical Workers, Local 483 Customer & Field Services Unit

Subject: Advanced Meter Field Investigator Classification

This Letter of Agreement (LOA) is by and between the City of Tacoma (City and/or Employer), and the IBEW Local 483, herein referred to as "the Parties."

The LOA describes the Parties' agreement regarding the following:

1. Utilities Field Investigator classification (CSC 06020) shall be updated and re-titled as "Advanced Meter Field Investigator". A new wage table shall be established.
2. Transition plan for permanent employees in the Meter Reader (CSC 06010) classification that are listed in this agreement to the Advanced Meter Field Investigator (CSC 06020) classification.
3. Creation of a new classification, "Advanced Meter Field Investigator, Lead" (CSC TBD) and the elimination of Lead Application of Rate.

Agreement

Now, therefore, the Parties agree to the following terms:

Utility Field Investigators or Field Investigators:

In order to meet the evolving business needs of the City, the City will update the Utilities Field Investigator (CSC 06020) class specification and retitle the classification as "Advanced Meter Field Investigator."

All references in the current Collective Bargaining Agreement (CBA) to Field Investigator or Utility Field Investigator shall be understood to reference Advanced Meter Field Investigators.

All current employees in the Utility Field Investigator classification shall be retitled to the classification of Advanced Meter Field Investigator. Consistent with the Tacoma Municipal Code 1.24.370, these employees will not be subject to a probationary period.

Meter Readers:

With the deployment of advanced water and power meters, the City will no longer need permanent Meter Readers and as such all current permanent employees in the Meter Reader classification will be consolidated into the classification of Advanced Meter Field Investigator along with employees in the former Utility Field Investigator classification. Consistent with the Tacoma Municipal Code 1.24.370, these employees will not be subject to a probationary period.

Project and temporary employees in the Meter Reader classification shall be phased out as more advanced meters are deployed. Project and temporary Meter Readers will continue to be compensated as Meter Readers. When all project and temporary Meter Readers are separated from employment, the Human Resources Director will abolish the Meter Reader classification, (CSC 06010). The parties recognize that many of the historical core duties of the Meter Reader

classification are being incorporated into the Advanced Meter Field Investigator classification. Any duties which were historically exclusive bargaining unit work will remain the exclusive work of the IBEW 483 Customer and Field Services Bargaining Unit, consistent with RCW 41.56.

Seniority for the purpose of layoff for transitioning Meter Readers:

Tacoma Municipal Code, 1.24.900.B, provides that in the event of layoff, where seniority does not establish a definite seniority differential, the order of layoff shall be determined by the relative standing on the eligible list from which appointed. Because some employees listed below will share the same seniority date as the result of the consolidations of classifications to the Advanced Meter Field Investigator classification, the Parties agree to use the employee's job seniority date as a Meter Reader to break any ties in seniority for the purpose of layoff. The order is as follows with the most senior listed first:

1. Robert Hill
2. David Haydon
3. Dale Carter
4. Jeanne Jollo
5. Jeremy Sleeker
6. Catherine Howard
7. Daniel Borrowman
8. Erika Davis
9. Matthew Ricks

The Parties agree to amend Article 12 Section 13 as follows:

Section 12.13 - Overtime – TPU Field Staff Field Operations

Advanced Meter Field Investigators shall be assigned overtime on a voluntary basis from the overtime bid board. Advanced Meter Field Investigators who wish to work overtime, if it is available, on a given day shall so signify by moving their bid markers on the bid board within thirty (30) minutes of the start of their regular shift. Employees assigned to the South Service Center shall notify the office via email. Management shall have the right to assign up to a maximum of one-half hour (1/2) of overtime work to the end of an Advanced Meter Field Investigator or Meter Readers shift without regard to seniority. For additional overtime opportunities the following shall apply:

12.13.1 Advanced Meter Field Investigator Overtime Rotation: Overtime work will be equitably distributed among Advanced Meter Field Investigators that voluntarily choose to work overtime. At the end of each pay period, the Operations Manager or their designee will update a database of each individual's number of overtime hours worked. The overtime totals will be used to rank employees based on the amount of overtime worked from least to most. This process will repeat at the end of each pay period through the year. The process will reset with the first pay period of each year. Overtime call outs from the Energy Control Center (ECC) will be based on seniority and not subject to the process outlined in this paragraph. All overtime worked will be added to the calculation of hours of overtime worked. When a new Advanced Meter Field Investigator is hired, the average hours of overtime for all Advanced Meter Field Investigators will be calculated and the result shall be the hours assigned to the new Advanced Meter Field Investigator for the purpose of determining their placement on the rotation list. Employees will be provided all necessary training as soon as possible, estimated duration of training is three working weeks. Upon completion of training all

employees will be eligible for overtime rotation. Training may be extended if shortcomings are clearly identified.

12.13.2 The Field Operations Manager shall make a determination no later than 4:20 p.m. whether and how many Advanced Meter Field Investigator crews are needed for overtime work. When two (2) person crews are necessary, in accordance with Section 12.11.4, employees must be physically present in the office, by 4:20 p.m., to be eligible for such overtime.

12.13.3 If, it is determined that additional Advanced Meter Field Investigator crews are needed for overtime work, the following procedures shall apply:

12.13.3.1 The Field Operations Manager (or designee) shall call out additional employees from the Advanced Meter Field Investigator rotational overtime callout list, as outlined in 12.3.1 by seniority on a voluntary basis, until sufficient employees to fill out needed crews have agreed to work.

12.13.4 Overtime for Advanced Meter Field Investigator, Leads shall be awarded based on seniority. Management shall have the right to assign up to a maximum of one-half hour (1/2) of overtime work to the end of their shift without regard to seniority.

Seniority for the purpose of shift bid and vacation requests:

Because employees previously employed as Meter Readers and Field Investigators will all be in one classification (Advanced Meter Field Investigator), in order to recognize service to the Field Operations department, the Parties agree to utilize employees' most recent hire date as a permanent Meter Reader with the City for the purpose of calculating seniority for shift bid and vacation requests. For those employees that left Field Operations for another City position and then subsequently returned to Field Operations, time spent in another City position will not count toward their seniority date.

The order is as follows with the most senior listed first:

1. Tommie Frazier
2. Carolyn Solitaire
3. Merri McHugh
4. Robert Hill
5. Jeff Christian
6. Michael Beeks
7. David Haydon
8. Mike Reda
9. Dale Carter
10. Theron Hamer
11. Jeanne Jollo
12. John Boerner
13. Theresa Dupea
14. Teresa Puczyk
15. Heidi Booth
16. Ted Hoiland
17. Jeremy Sleeker

18. Catherine Howard
19. Patrick Welcher
20. Erika Davis
21. Daniel Borrowman
22. Rob Stojakovich
23. Matthew Ricks

Vacation requests for 2022 will be bid using the current Utility Field Investigator and Meter Reader lists. Vacation requests for 2023 will be bid by utilizing the list above.

Advanced Meter Field Investigator, Lead

A new standalone classification, "Advanced Meter Field Investigator, Lead" shall be established.

The Advanced Meter Field Investigator, Lead classification will be classified, overtime category A, eligible for longevity, and represented by the IBEW Local 483 Customer and Field Services bargaining unit, subject to City Council approval.

The current Application of Rate (AOR) for Meter Reader & Utility Field Investigators shall be abolished.

The Advanced Meter Field Investigator, Lead position shall be posted and recruited for utilizing current Civil Service Rules. Salary Step placement shall be made in compliance with TMC 1.12.050.

Wages:

The Parties agree to update the wage scale for the Advanced Meter Field Investigator classification and to adopt the newly created Advanced Meter Field Investigator, Lead classification wage scale as shown below to be effective and retroactive to January 1, 2022.

Code	A	Job Title	1	2	3	4
6020		Advanced Meter Field Investigator	32.85	34.50	36.22	
6030		Advanced Meter Field Investigator, Lead	36.14	37.95	39.84	41.84

Step Placement:

Utility Field Investigators: All current permanent Utility Field Investigators shall be placed at Step 3 of the Advanced Meter Field Investigator wage scale. Catherine Howard will be placed at the Step 3 of the Advanced Meter Field Investigator wage scale as this employee previously held standing in this classification and successfully completed a probationary period.

Meter Readers: All current permanent Meter Readers who are being consolidated into the Advanced Meter Field Investigator classification shall be placed at Step 1 of the Advanced Meter Field Investigator wage scale.

Lead Meter Reader or Lead Utility Field Investigator: Until the Advanced Meter Field Investigator, Lead position is filled permanently, the two employees currently who are receiving

the Lead AOR shall be compensated based on the Advanced Meter Field Investigator, Lead wage scale as follows:

Robert Hill – Shall be set up to Step 1
Jeff Christian – Shall be set up to Step 3

Should either Mr. Hill or Mr. Christian be selected to fill the Advanced Meter Field Investigator, Lead position they will also be placed on the salary table as described above. However, any time spent between the execution of this agreement and permanent appointment to the Advanced Meter Field Investigator, Lead shall count toward their step progression.

IBEW Local 483 and City management agree to work together to develop a training program for future employees hired into the Advanced Meter Field Investigator position.

This Letter of Agreement will be effective the first pay period following the effective date of the resolution, with the exception of the wage adjustments referenced above which will be effective January 1, 2022. This Letter of Agreement is not to be used as a precedent with respect to this or any other contracts for any other divisions or departments of the City, nor by other employees represented by this Union, or any other Union.

Original Signed by:
Alice Phillips, IBEW Local 483 Business Manager, 6/10/2022
Jackie Flowers, Director of Utilities, 6/17/2022
Francine Artis, Interim Customer Service Manager, 6/15/2022
Dylan Carlson, Senior Labor Relations Manager, 6/10/2022
Andy Cherullo, Finance Director, 6/17/2022
Cheryl Comer, Deputy City Attorney, 6/10/2022