



International Brotherhood of Electrical Workers - Local 213

4220 NORLAND AVENUE, BURNABY, B.C. V5G 3X2 • FAX (604) 294-1538 • TELEPHONE (604) 571-6500

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DEC 31 2007

HUMAN RESOURCES

December 21, 2007

Sent by Mail and Facsimile (604) 592-7522

Mr. Jeff Marwick
 Manager, Labor Relations
 Terasen Gas Inc
 16705 Fraser Highway
 Surrey, BC V4N 0E8

Dear Jeff:

Further to our meeting of November 14th 2007 in Courtenay, where we discussed the roles of CSTs in the North Island operating region. These discussions primarily revolved around the duties of the three CSTs who had signed election forms dating back to August, 1998. The election made by these employees, namely Greg Enns, Bob Rhinas, and Ed Whitley was to remain in their current classification of Gas Utilityperson. As a result of negotiations and the addition of the CST job description, it brought about some confusion as to the duties of these grandfathered employees.

It was agreed, at this meeting, that the three individuals named would continue to perform the duties they had been performing prior to the advent of this new job description. Customer service work is deemed to be these employees' primary work. These employees will provide assistance to the construction department in order to achieve efficiencies and customer addition targets. These employees would not be required to take on the full scope of Crew Leader responsibilities. Other DSAs or CSTs in the affected towns would be the primary construction contacts and would be responsible for the day to day construction activities and administration. It is understood that if a customer service type call were to come in while one of these employees were acting in a construction capacity, they would be the one dispatched to take care of the call.

If employees were dispatched from a neighboring headquarters, we agree that the employees from the other headquarters would not be performing customer service functions unless the above named individuals were fully engaged in customer service activities themselves.

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Mr. Jeff Marwick
Manager, Labour Relations
Terasen Gas Inc.

At no time will these individuals be sent out of town to perform construction related activities.

Construction related activities are deemed to be "fill in" type work and these individuals will not be primarily scheduled on construction crews. The level of work performed by these individuals will vary from town to town. If the level of construction activity rises to such a point where these individuals are performing construction work in excess of what is felt to be reasonable, a JCC will be formed to come to resolution regarding this issue.

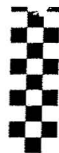
Yours truly,



Randy Loski,
Assistant Business Manager

RL/gj
cope #15
GAS01-01/071221/rl/Terasen/Marwick/CSTs – North Island

SCANNED



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January 25, 2008

Randy Loski
Assistant Business Manager
IBEW, Local 213
4220 Norland Avenue
Burnaby, B.C.
V5G 3X2

Dear Randy:

Re: Customer Service Technicians (CSTs) & North Island

This letter is to confirm the Company's agreement to your letter of December 21, 2007.

Although, in agreement with your letter, I do wish to clarify that the Company does not agree with the characterization (in the opening paragraph of your letter) that the mentioned employees were "grandfathered", as this was the essence of our differing interpretation.

Yours truly,

Jeff Marwick
Manager, Labour Relations

cc: Graham Henderson
Sylvie Gelinas
Labour Relations

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