



POWERWORKS

BRUCE POWER AGREEMENT RATIFIED



In January, the PWU successfully negotiated a new collective agreement with Bruce Power after several months of bargaining. The four-year agreement provides employment security, protection of pension and benefit plans and real wage increases in each year with cost of living protection in years 3 and 4. The agreement also provides

improved stability and predictability regarding refurbishment work issues that will help Bruce Power in seeking the required investments and commitments for the refurbishment of Units 3-8. Refurbishment will provide long-term employment stability for PWU members. The agreement was approved by 87 percent of the members. Congratulations to the Bargaining Committee.

PWU WORKERS AT VERTEX ON THE FRONT-LINE OF HYDRO ONE BILLING COMPLAINTS

On February 4th, Ontario Ombudsman André Marin announced that he would "conduct a systemic investigation into complaints about serious problems with billing and customer service at Hydro One. The investigation will focus on the transparency of the utility's billing practices and the timeliness and effectiveness of its process for responding to customer concerns." Mr. Marin indicated that complaints to his office about

Hydro One had spiked in the last year as the company introduced new billing software. Following the media attention caused by the investigation, complaints surged even more.

When Hydro One customers call to complain, they end up speaking to PWU members working for Vertex, a third party contractor responsible for customer service, billing, issuance of service orders and outage management for Hydro One. Nearly 400 people in Markham and London staff the Vertex Customer Service Management Call Centre.



Jason McHardie

We recently spoke to Jason McHardie who works at Vertex's London site.

Question: How has the Ombudsman's investigation affected things at Vertex?

Jason: In some senses, things are improving; there is real pressure on Hydro One to solve its problems and to deliver accurate invoices. Our calls have increased and many customers are just plain angry. Many of them are impatient and are demanding answers. Our client, Hydro One, and its customers need us the most just now.

Everyone is under a microscope. Our experience and expertise as PWU members is being tested and I'm proud of what we're able to do.

Q: What do you offer to customers?

Jason: Above all, we are all pulling together to provide a collective response to address some of the issues. I also help out the escalation group and it's great to see how well everyone is working across all work groups.

Q: Do you see a light at the end of the tunnel?

Jason: In personal terms, I do. Hydro One knew that the transition to a new system would be complicated. What it does show is how complex the work of PWU members is. We will have some real challenges for the rest of the year. The good news is that most Hydro One customers have been unaffected by the billing problems. We're trying to solve the genuine problems of a relatively small group of customers.

VERTEX AND THE ICE STORM



Here's Jason McHardie again: That's a Christmas none of us will forget! It was 12-13 non-stop 16-hour days. We were there when we were needed. I'm just thankful that the temperatures weren't what we experienced a couple of weeks later. Trying to provide answers during a storm event is very difficult. So many things are in play and try to manage expectations realistically on the basis of damage estimates and restoration forecasts. In the end, it's all about the commitment of our members at a critical time. Many of our customers complimented us for being a voice of reason during difficult times.

THE ICE STORM FROM THE PERSPECTIVE OF THE POWERSTREAM CUSTOMER SERVICE TEAM



As the ice storm made its way across Southern Ontario just before Christmas, more than 92,000 PowerStream customers were affected. While some outages lasted a few hours, some families were without power for several days. The PowerStream Customer Service team worked in 12-hour shifts until New Year's Day to communicate with residents, business owners and property management companies about what the company was doing, when power would be restored and where community warming centres could be found. Customer Service Representatives fielded over 185,000 back-to-back phone calls in

addition to responding to customer emails and keeping in touch with the Control Room and workers out in the field.

The team was particularly concerned about public safety, forewarning customers about potential hazards such as exposed wires and fallen trees and branches. They also cautioned customers about possible carbon monoxide poisoning, freezing water pipes, food spoilage and steps to take in an emergency.

The restoration of power during a major storm is a complicated business entailing damage assessments, safety evaluations, and the prioritization of critical loads and transformers. It makes more sense to focus on high voltage systems first since they affect the largest number of customers but it's tricky advising customers on the restoration priority sequence. In the end, most people understood that priority should be given to medical facilities, pumping stations, community centres, seniors' homes and essential city systems.

PowerStream restored power to a majority of customers within the first 24 hours leaving the team to concentrate on serving the remaining customers without power.

We experienced everything from irate customers who had damage to their electrical systems to congratulations for prompt power restoration during a major crisis. Through good and bad calls, the team remained calm, positive and patient. An especially gratifying email came from a Markham customer who wrote "Thanks to everyone at PowerStream who gave up Christmas dinners and time with their families to provide us with updates on when we would have a warm home."

The storm brought the departments of PowerStream together with a common goal of serving our community. Seeing the staff at PowerStream working in tandem at this time of need was definitely heart-warming during one of the coldest winter seasons we've had in some time.

PWU MEMBERS AT THE ESA'S HARM REDUCTION SERVICES PITCH IN DURING THE ICE STORM



At the Electrical Safety Authority (ESA) the customer service centre is called Harm Reduction Services. That operation extended its hours and was open every day from Sunday December

22nd through to Wednesday Jan 1st. These extended hours relieved the pressure that the after hours phone service would have experienced and provided contractors and ESA inspectors with timely notifications and connection authorizations.

Customer Service Representatives answered more than 12,000 calls during that period, while keeping wait times low, a real achievement with such a widespread storm. At any given time, there were between 5 and 20 Customer Service Representatives on site.

The most stressful calls came from frustrated homeowners who were upset over their loss of power and who didn't know where to turn for help. Many were confused as to the dividing line between their responsibility and that of the local municipality. Throughout, the actions of several players - contractors, the ESA, local utilities - had to be coordinated.

The PWU members at the ESA displayed their passion for safety by giving up their holidays and scheduled vacations and working evenings and weekends to help Ontarians get their power back.

THANKS FROM CUPE LOCAL ONE

January 28th, 2014

Mr. Don MacKinnon
President
Power Workers' Union CUPE Local 1000

Dear Brother MacKinnon,

I would like to express a sincere thank-you to Power Workers' Union CUPE Local 1000 for the work of your members in the recent Toronto ice storm. The sacrifices that were made over the holidays, including being so far away from friends and family, were and are appreciated by me and all my members.

Your members' dedication proved invaluable in the restoration of power to the residents of the City of Toronto. And the collaboration between our memberships was the highest expression of solidarity, which is the bedrock of the trade union movement.

To further express our admiration for your members' work, an appreciation was placed by the local in the Toronto Star and other local newspapers.

Brother, the kindness of your membership will not be forgotten. If we could be of any service in the future do not hesitate in contacting me.

Yours in solidarity,

John Camilleri
President, CUPE Local One



HOW IS PWU WORK JURISDICTION DETERMINED?



Job security depends primarily on two things: the success of the enterprise that employs the worker and the limits, if any, on the employer's ability to contract out work that could be done by the worker. While management must ensure the success of the enterprise,

unions do their best to promote security of employment, which sometimes includes constraining the employer's ability to move work out of the bargaining unit.

In a non-unionized workplace, there is nothing to prevent an employer from laying off its employees and assigning work to contractors or management personnel.

In unionized workplaces, arbitrators determined long ago that, unless there are specific collective agreement restrictions to the contrary, employers are free to contract out work and lay off their employees. Unions have had to negotiate appropriate constraints to protect jobs.

Some critics have argued that job security provisions can hurt an enterprise. The reality is that the use of contractors often increases costs to the employer and lowers wages to the workers of the contractors. Employer representatives are sometimes willing to pay more to get work done by a contractor because they can avoid having to manage the work themselves. The contractor's profit margin comes at the expense of employee wages. Unions seek to limit contracting out to maintain decent middle class wages, not to harm the enterprise, the success of which is critical to the job security of the union's members.

A collective agreement can provide four different levels of protection against contracting out:

1. None: the employer is free contract out anything it wants;
2. The collective agreement prohibits contracting out that would cause layoffs or prohibits contracting out while employees are on layoff. Such provisions provide good protection in some types of business

operations and are found in many PWU utility Collective Agreements;

3. The protection found in Article 12 of the Collective Agreements with Ontario Hydro successor companies - Ontario Power Generation (OPG), Hydro One, Electrical Safety Authority, Independent Electricity System Operator, Kinectrics, Inergi, Vertex, Bruce Power, AMEC Nuclear Safety Solutions, and Nuclear Waste Management Organization - is the Purchased Service Agreement. When Ontario Hydro was running parallel non-union construction operations in the early 1990s, the PWU went on strike to obtain this level of protection from contracting out. These clauses state that regular PWU members will do most work of a continuing nature. Contracting out is limited to instances where the employer makes out a valid business case. This provision has generally been applied so that employers may not contract out PWU work unless they can show substantial cost savings (in the range of 20 to 25 percent) and a minimal or no impact on PWU employees (i.e., few or no layoffs). This provision affords significant protection for the jobs of PWU members and is superior to the typical protection tied to layoffs found in non-construction collective agreements.
4. Another great form of protection for PWU work is contained in the Appendix A (Hiring Hall) sections of some of our collective agreements. The Bruce Power and Hydro One Hiring Hall Agreements state that certain types of work cannot be contracted out at all without the Union's consent and it is much less likely that an arbitrator will allow contracting out in any purchased services disagreement where there is a PWU agreement to provide skilled supplementary employees needed for peak work programs. Appendix A arrangements at OPG, Vertex and Inergi provide similar, but somewhat more limited protection. In all cases, Appendix A is stated to cover supplementary work and is therefore designed to protect the work of regular employees while providing employment opportunities for Hiring Hall members instead of contractors. At Hydro One and Bruce Power, the Union has been able to use information obtained through Appendix A to grieve and obtain orders requiring the posting of regular jobs. While this sort of provision is typical in the construction industry where employment is by project, the PWU is the first union to be successful in crafting these arrangements for the security of both Regular full-time and Hiring Hall members - they provide the highest level of job protection.

Not only do unions seek to protect their members from having their work contracted out to other employers, they strive to prevent employers from assigning work to other employees of the company represented by other trade unions.

For years, Ontario Hydro ran parallel workforces of direct-hire employees often doing similar work. The Building Trades Unions (over a dozen construction unions that are referred to as the BTU) represented some workers and the PWU represented others. As the amount of construction work decreased in the early 1990s, the BTU took a large number of jurisdictional disputes with the PWU to the Ontario Labour Relations Board. The BTU claimed that work assigned to PWU members should have rightfully been assigned to them. Litigation lasted for years and some decisions upheld BTU claims.

In time, all parties realized that endless litigation benefitted no one. After a long, complex set of multiparty negotiations, the PWU and the BTU signed the Chestnut Park Accord, which was later incorporated into the Chestnut Park Accord Addendum with Ontario Hydro in 1995. The agreement divides up trades work on generating station sites between the PWU and BTU on the basis of a set of definitions that provide more work to PWU members than does the definition of construction work in the Labour Relations Act. Certain temporary trades work is done by BTU referrals who become PWU members for the term of their temporary employment.

The PWU and the BTU concluded a subsequent agreement with Ontario Hydro in 1995 - The Inn on the Park Accord - to govern trades work distribution in transmission and distribution work.

These two agreements have brought labour peace and stability to the PWU and BTU and have ensured that trades work at Ontario Hydro successor companies is undertaken by the appropriate unionized workers, thereby maintaining wage rates and benefits for all employees.

Finally, there is no jurisdictional accord between the PWU and the Society of Energy Professionals. The PWU relies largely on specifically-bargained restrictions and arbitration decisions related to the OPG, Hydro One and Bruce Power Collective Agreements. Some restrict the assignment of work done by PWU members to persons outside the PWU bargaining unit including Society and unrepresented workers.

This is a short summary of the very complex field of jurisdictional protection - a benefit available only to unionized employees.

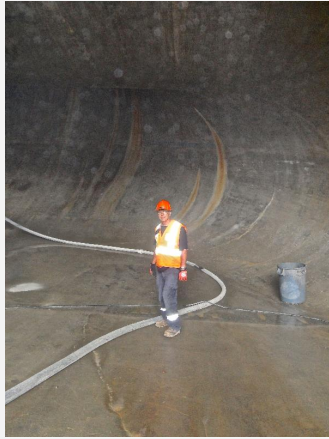
FIRST NEW LOWER MATTAGAMI PROJECT UNIT STARTS UP



Kipling G-3 unit scroll case hoarding and discharge cone prior to concrete pouring

In January, Ontario Power Generation (OPG) announced that the first new unit at Little Long Generating Station in the Lower Mattagami project went into service. The Little Long Station's capacity has increased from 138 megawatts to 205 megawatts with the addition of the new unit. The project is being developed in collaboration with the Moose Creek First Nation. Other new generating stations will be located at Harmon and Kipling. The existing Smoky Falls Generating Station will be re-equipped with three new units. The stations are located about 80 kilometres north of Kapuskasing.

When the project is completed, it will have added 440 megawatts of new hydropower to the provincial electricity grid without any new dams. Hydro stations often operate up to one hundred years. These generating stations will be operated remotely by PWU operators from the control centre in Timmins and maintained by PWU members out of Kapuskasing as part of the Northeast Plant Group.



Gerald Besner (Mechanical Supervisor) in Smoky Falls 2 draft tube elbow



Smoky Falls 2 powerhouse and tailrace (dewatered)

WSIB UPDATE



The PWU Workplace Safety and Insurance Board Department has been working hard on claims in several areas including exposures to 2,4,5-T (Agent Orange) herbicide and reactions to fire-retardant clothing. We have

been filing claims on behalf of members suffering from prostate cancer and Non-Hodgkin's Lymphoma resulting from work-related herbicide exposures in the 1960s and 1970s. Many claims have been disallowed for many other cancers and skin conditions. Regrettably, last summer's report from the government-initiated Independent Fact Finding Panel on Herbicide did not go far enough in linking and recognizing the numerous illnesses our members have suffered as a result of their exposure to the herbicide.

The PWU continues to work with Hydro One on the issue of difficulties, largely dermatitis, experienced by members wearing certain types of fire-retardant clothing. To date, 429 members have reported problems. The bulk of claims that we have filed have been allowed. Any members who have issues with fire-retardant clothing should contact their doctor and inform their supervisor as well as the PWU WSIB Department.

The Department continues to be active on the policy front. We continue to be concerned about the WSIB cutting costs at the expense of injured workers. At the same time, the WSIB decided not to help reduce its unfunded liability by raising employer's premiums last year.

PWU SUPPORTS HEALTH AND SAFETY CRUSADER



Rob Ellis has a compelling story to tell, one he has told more than 2,000 times. Rob's 18-year-old son David was killed on his second day of work at a commercial bakery in Oakville. He was cleaning dough from an industrial mixer when it started accidentally. He was drawn into the mixer and died of massive head injuries six days later.

Like many young workers, David was trying to earn money for university tuition and had received only minimal training. The on-the-

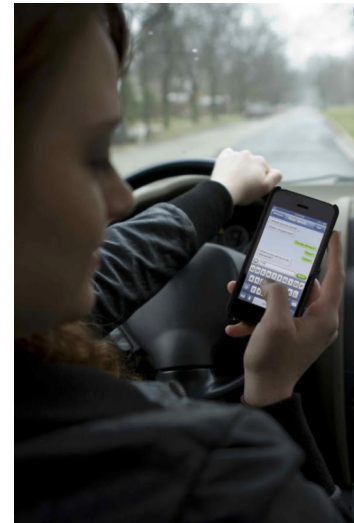
job buddy system broke down when his work buddy stepped away for a moment, leaving David alone on the job. Afterwards, it was learned that the employer had ignored a mandatory order to install a low-cost safety device on the mixer.

Ever since, Rob has worked tirelessly as a health and safety advocate. Rob founded My Safe Work Foundation in 1999 and has worked closely with the PWU to arrange for Union activists to speak to young people about health and safety in schools across the province. The PWU has contributed thousands of dollars to Rob's foundation to support the distribution of a video promoting safe workplaces.

This month, Rob spoke to 60 PWU Joint Health and Safety Committee members as part of the Health and Safety Accreditation Level-1 course. Rob is seen here receiving a cheque from PWU Health and Safety Staff Officers Dave Trumble and Tom Nicholls. At each of his presentations, Rob invites individuals to sign a Team Canada jersey to show their commitment to workplace health and safety. To date, more than 250,000 signatures have been collected.

DISTRACTED DRIVING: TIPS FROM HUB INSURANCE

- "Distracted Driving" was named as Webster's Word of the Year in 2009
- Canadians send nearly 10 million text messages per hour
- While on the phone, drivers are shown to be 18% slower to react to brake lights
- Distracted drivers take 17% longer to return to regular speeds after braking
- Experiments have shown texting drivers have a reaction time substantially lower than someone legally impaired by alcohol
- On March 18th, the fine for distracted driving increases from \$155 to \$280



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