



**LETTER OF UNDERSTANDING #7/2017-20**

**Between**

**MANITOBA HYDRO**

**and**

**THE CANADIAN UNION OF PUBLIC EMPLOYEES, LOCAL 998**

**RE: ALLOCATION OF OVERTIME IN THE CUSTOMER CONTACT CENTRE**

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This Letter of Understanding will set forth the understanding reached between the Canadian Union of Public Employees, Local 998 and Manitoba Hydro with respect to the allocation of overtime for employees in the Customer Contact Centre.

Overtime will first be offered to the classification that normally performs the work that is required to be done on overtime. Special skills required to successfully complete the overtime work requirement will continue to be a primary factor in offering the overtime.

For the purpose of call-outs associated with customer outages, Customer Support Representative (CSR) III's who have volunteered their availability will be offered overtime first.

1. Employees currently classified as CSR IV's as of March 7, 2014 will be grandfathered in that they will continue to be included in the allocation of overtime.
2. Employees who secured a CSR IV position after March 7, 2014 (i.e. non-grandfathered CSR IV's) who have volunteered their availability will be eligible for overtime when the normal overtime list does not yield enough staff for the overtime requirement (i.e. When not enough CSR III's / grandfathered CSR IV's commit to work overtime)

This LOU does not apply to "moves processing" overtime.

Agreed this 30<sup>th</sup> day of AUGUST, 2017.

M. Levitt  
Manager  
Employee Relations Department

C. Mravinec  
President  
CUPE