

28 July, 2010

**Letter of Agreement
CST Competitive Wage Scale**



- 1. The following wage scale will be added to the scales in Appendix C, and applicable to Consumer Service Technicians hired on or after October 1, 2010:

Step/Scale	1	2	3	4	5	6	7	8	9	10
13a	15.00	16.01	17.02	18.03	19.04	20.05	21.06	22.07	23.08	24.09

- 2. With respect to any new CST, their step on Wage Scale 13a will be determined by the Company, based on the employee's experience in the industry.
- 3. For greater certainty, Scale 13a is only relevant to employees hired on or after October 1, 2010. Existing employees as of that date will be paid in accordance with the remaining wage scales, but will never be paid in accordance with wage scale 13a.