



An *EDISON INTERNATIONAL* Company

Southern California Edison Education and Training Criteria for MDMA System and Application Personnel

I. Education Description

The Education Criteria are proposed as minimum requirements for an MDMA. The information provided should be furnished for each Job Function or Operational Job Category (System Operators, System Administrators, Information System Analyst, etc.). Use the checklist to ensure that the required topics are included in your documents. Check off each item that is included and submit a copy of each relevant document with this application.

Example: Job Description

The Data Retrieval Analyst/Operator is responsible for operating data retrieval software and systems which can retrieve interval usage data from meter/data recording equipment remotely by radio frequency, phone lines, or other technology. The Data Retrieval Analyst/Operator: Schedules automatic retrieval cycles; reviews error reports; Investigates reasons why sites did not call in and resolves those problems; Performs quality checks and estimation procedures; Imports and exports data files to other systems including UDC sites; Interacts with internal staff, external vendors, UDCs, and customers; and ensures data quality and maintains a safe working environment.

Education

Education is defined as the education level required to perform the Data Retrieval Analyst/Operator functions, and personal attributes and skills developed prior to employment in the position.

II. Training Curriculum Description

The training program for an MDMA should include lesson items. Training may be accomplished by a combination of on-the-job training, vendor provided training using classroom instruction and self-paced training including video instruction. Use the checklist to ensure that the required topics are included in your documents. Check off each item that is included and submit a copy of each relevant document with this application. Please include an example class outline, curriculum, and or test to show how the training is performed and the level of detail provided in the training program. It is only necessary to provide an example document. **Do not include all training curriculum.**

III. Training Manual Description

The training manual for an MDMA should include the items listed below. Use the checklist below to ensure that the required topics are included in your manuals. Check off each item that is included and submit a copy of a manual with this application. Please provide an example of a training manual that shows the type of information and detail contained in your other training manuals. It is only necessary to provide an example manual. **Do not include all training manuals.**



SOUTHERN CALIFORNIA
EDISON

An *EDISON INTERNATIONAL* Company

Southern California Edison Hiring/Training Requirements for MDMA Systems & Applications Personnel

I. Hiring Process

A. General Requirements

1. Initial Applicant Screening

- a) Work experience associated to required application; C+; C++; Oracle; Object oriented analysis and design; analytical ability; knowledge of complex metering technology
- b) Record of job stability
- c) Previous experience
- d) Criminal record investigation

2. Applicant Testing

- a) 30 wpm Clerical and Aptitude test
 - identifying tables/numbers
 - following directions
- b) Equal Opportunity (EOC) guidelines followed
- c) Confidential test data

3. Interview

Dimensional Interview focusing on experience:

- Software Development and maintenance
- Hardware maintenance
- Customer Service
- Quality Control

4. Processing New Hire

- a) Security Forms
 - last 10 years of employment
 - last 10 years of residence
- b) Security Screening (internal)
- c) Formal Application
- d) Drug Screen
- e) Photo ID required for company ID
- f) Complete "Statement of Traffic Infraction Violations"

5. Falsification of Company Documents

If an employee does not reveal their criminal record during the hiring process, employee will/may be terminated.

6. Finalization

- a) Drug testing results
- b) Forms Completed

II. Initial Training

Training requirements for MDMA systems personnel are based on the skill set of the applicant and requirements of system operation. Southern California Edison hires professionals with the existing skills acquired through education and experience. Screening and job hiring of capable individuals is pivotal in the data management requirements of our systems.

In the area of hiring MDMA personnel, SCE requires education and experience with:

- Oracle
- C++
- SQL

During first year of employment individuals go through “on the job training” to expand their skill base. This process includes a “mentor” type relationship where a newly hired employee shadows experienced employees to understand system and application operation.

In the area of hiring MDMA systems personnel, SCE currently hires Technical Support Specialist (TSP). To be hired, TSPs are required to have one of the following certifications:

- Microsoft Certified System Engineer (Microsoft MCSE)
- Novell Certified Network Engineer (Novell CNE)
- Compaq Accredited Systems Engineer (Compaq ASE) - hardware related

To receive one of these certificates, the individual is required to go through a testing process (i.e., Drake, which is a U. S. standard). Certification requirements are based on system application (e.g., if working on NT server, MCSE certification is required; if working on Novell, CNE certification is required.). It is also preferred that if the individual has acquired the Microsoft or Novell certification that they also have the Compaq (hardware) certification.

III. Training Program Descriptions

A. New Employee Orientation

Overview of Southern California Edison explaining various aspects and benefits of the company. Topics include but are not limited to:

- History of Company
- Industry Restructuring
- Growth and Development Opportunities
- Employee Benefits

B. Equal Employment Opportunity Policy

Overview of SCE Corporate Equal Employment Opportunity Policy Statement as it adheres to State and Federal laws, its implications, and compliance issues for all employees. Topics covered include equal opportunity, affirmative action, sexual harassment and harassment. Information as to employee rights and procedures of reporting harassment and discrimination are provided.

IV. Standards of Performance

A. Safety Awareness

Safety is viewed as a top priority for Southern California Edison and it is the responsibility of all employees to practice safe work habits daily. Awareness of field and office environments is required for the prevention of industrial and vehicle accidents.

1. Accident Prevention Rules

Employees are to comply with all applicable safety rules and safe work practices contained in the "Injury and Illness Prevention Manual" and "The Fire, Information, Rules, and Education Manual". Each employee will be assigned a current copy of the manuals issued to him/her. In addition, each employee will be responsible to replace update pages when addenda are presented. Unsafe work conditions are to be reported to supervision immediately.

B. Performance Policy

1. Alcohol and Drug Abuse Policy

The purpose of this policy is to outline the company standards and procedures designed to guide employees in the conduct of their daily business in such a manner as to ensure the highest utilization of company resources, as well as the greatest efficiency of company employees.

a) Alcoholic Beverages

Possession or use of alcoholic beverages by an employee which may adversely impact the Company's safe and efficient operations, or its image, will result in disciplinary action including suspension and/or termination. This includes use and/or possession on Company property or during working hours including lunch period.

b) Drugs

Any employee who unlawfully possesses, uses, or is under the influence of drugs while on the job or during working hours, including lunch break, shall be terminated.

2. Fitness For Duty

All employees are expected to report for work in a manner fit to perform his/her job. An employee who, for any reason, is unfit to work shall be relieved

from duty and will be subject to discipline up to and including termination of employment.

The Company reserves the right to immediately terminate any employee at any time for just cause (per Corporate Policy Statement 19.98.1). So there is no misunderstanding, this document re-emphasizes those situations which include possession or use of alcoholic beverages or illegal drugs during working hours; grossly unacceptable job performance; gross misconduct; and, falsification of Company records.

3. Misconduct

Acts or omissions that are inappropriate to the workplace, including, but not limited to the following will result in disciplinary action including suspension and/or termination.

A. Insubordination

Failure to comply with company and other applicable rules and policies or the orders and/or the instructions given by a supervisor.

B. Dishonesty

Any misappropriation of money, or property, falsification of company reports, records, and/or expense accounts, failure to tell the truth in matters relating to an employee's conduct on the job and in matters relating to a employee's absence from the job, abuse of benefits, including sick leave, long term disability and leaves of absence.

C. Falsification of Records

Falsification of company records is a cause for immediate termination. The following list includes, but is not limited to, descriptions of the falsification of Company for which an employee will be held responsible.

- **Company Documents**

Recording any information on a Company document known to be untrue at the time of recordation. This includes daily assignment/productivity sheets completed by Field Service Representatives.

V. Injury and Illness Prevention Program

SCE adheres to CAL OSHA Title 8 General Industry Safety Orders. The purpose of these orders is to secure safety in places of employment and to provide guidance to employers and employees alike. Section 3203 specifically addresses injury and illness prevention programs. SCE has established the following policies and programs to satisfy Title 8 requirements.

- A. Injury and Illness Prevention Manual - annual update and distribution
- B. Distribution Business Unit Safety Policy - annual update and distribution
- C. Distribution Business Unit Safety Investigations - investigation of every accident