

Clericals at PG&E: Backbone of the Company

"I've been defending this Company for twenty-one years. At parties, birthdays, everywhere I go people pick on the utility companies and I've always spoken up for PG&E because I felt that I and my fellow workers were highly qualified and worked for a Company that valued our contribution. But now, when PG&E should be moving forward, it is taking a step backward. With the pressure of the market place and the increase in domestic utility rates, the pressure on Customer Service is greater. We have to sell the new market-driven approach to the customer

and the Company picks this time to tell us we aren't as valuable as the physical workforce. Before this contract offer, many clerical workers just thought the Company gave us all these good wages and benefits. But now I think we are all beginning to realize that without the Union the Company would just as soon give us a bowl of rice and a buck and a half a day."

Pat Collins — 21 years with Customer Service, now a Business Representative for IBEW Local 1245.

"The level of participation and the strength of the rejection demonstrates that there is a deep concern about equal treatment among the clerical workforce. Our members do understand the problems that the Company says they face, but they are not willing to go backwards to solve those problems."

Jack McNally, Business Manager — IBEW Local 1245



Ester Kin
 Utility Clerk, 12
 years, San
 Francisco



Florence Ontiveros,
 Senior Accounting Clerk I
 19 years, San Francisco General Office

Lesley Green, Meter Reader
 9 years, Concord



Lori Mijs, Utility Clerk
 10 years, Walnut Creek.



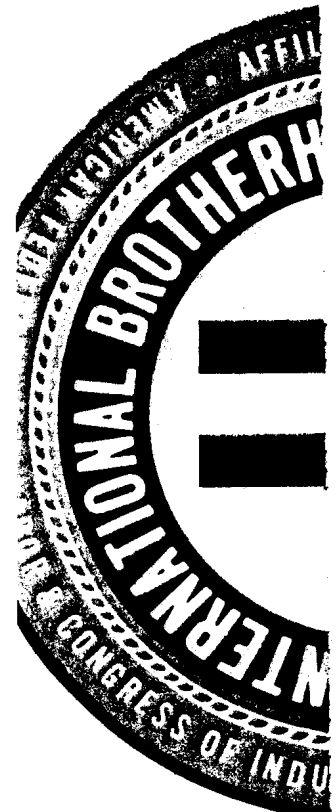
Douglas Thorne, Machine Operator
 5 years, San Francisco General Office



Larry Honegger,
 Customer Service
 Representative,
 15 years, Concord

"The Company defended our wages at the hearings of the Public Utility Commission. But now they turn around and take it away from us."

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"Our Clerical members are the group of employees in PG&E who are on the low end of the income scale. As a group they are predominantly female, and in many cases are single heads of households. Our clerical members take this heat and have to make excuses for the failures of the Company. Our Clerical members are the ones who read the meters and process the bills to keep the money coming in. Our Clerical members are the ones who process the payroll to see that all employees are paid. Our Clerical members are the ones who many times are taken for granted by all other employees. And now our Clerical members are the ones who are being told they must pay the price because of a perceived notion they are being paid more than they are worth. I believe our Clerical members are skilled and efficient in the gas and electric utility industry and are worth as much as any other employee of PG&E."



Janice Lee, Clerk Typist
4 years, Concord

"Management makes mega-bucks, but we are the ones under stress every day. Single parents face rising food and housing and education costs, but are told that they will continue to make the same amount of money or less, year after year."



Andrea Ayris, Utility Clerk Typist
4 years, Concord



Joslyn Dodson, Senior Accounting Clerk II, 25 years,
San Francisco General Office.



Billy Dulag
Payment P
10 years, S

Domini A
13 years,

"The Company says they want high-quality people, but they are undermining that goal with this approach."



Enid Bidou, Senior Service Representative II
30 years, Concord

Ed Miles, S
25 years, S

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"In a time when Comparable Worth is becoming recognized as an important tool for raising women's salaries so that they are commensurate with the responsibilities they assume, what role is PG&E going to take in this important issue? I would hope it would be one of leadership in seeing that women's jobs are valued justly, rather than accepting the role of follower. Your clerical/office employees are superior people and do work which PG&E should value accordingly. They are worth what they are paid and a raise is justified."



Judy Santiago
 Meter Reader, 14 years, Antioch

Denise Odeh
 9 years, Antioch

"The contract rejection shows that the clerical workforce is adamant that they be treated the same as the rest of the workforce. That's the major issue. Anything less and they feel that their worth is being diminished by the company. It's a matter of self-respect."



Billy Dulay, Machine Operator,
 Payment Processing,
 10 years, San Francisco

Dolores Goltra
 Operating Clerk
 34 years, Concord



Sherry Rodgers, Utility Clerk
 5 years, Pittsburgh

Kathy Ku
 D-
 10 years, An

Dear Mr. Clar
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**"Why do I have to
 work for 34 years to get
 a 30 year pension?"**

Domini Agtual, C-Clerk
 13 years, San Francisco



**George Kirsch, Senior Accounting
 Clerk - II, 25 years, S.F.G.O.**



**Patricia Barry, Accounting
 Clerk - I, 24 years, S.F.G.O.**

d Miles, Senior Accounting Clerk-II
 5 years, S.F., Local 1245 Trustee

Edited by Steve D
 Designed by Mich
 Photographs by K
 Special Thanks to

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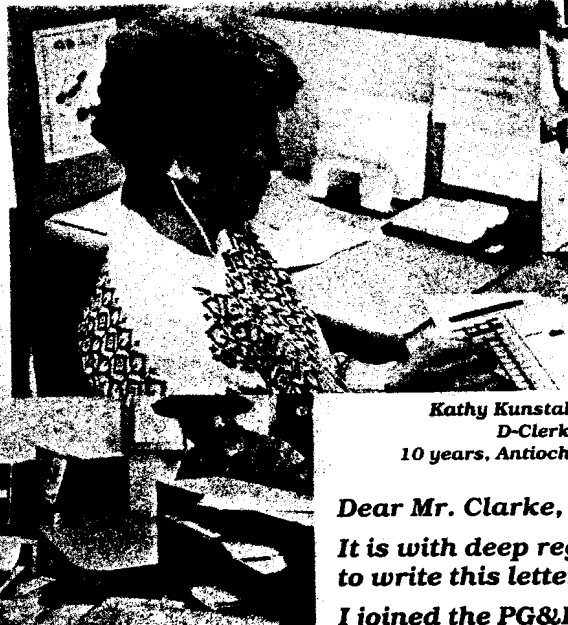
Dear Mr. Clarke,
 As an employee with over thirty years of service, I am appalled and outraged at what you are trying to do with regard to the clerical workers. You and everyone else got a wage increase and we intend to get ours, too. Second-class employees we are not and you had best recognize that now.



Carrie Matthews
 Senior Accounting Clerk II
 21 years, San Francisco Office



Dolores Goltra
 Operating Clerk
 34 years, Concord



Sherry Rodgers, Utility Clerk
 5 years, Pittsburgh

Kathy Kunstal
 D-Clerk
 10 years, Antioch

Dear Mr. Clarke,
 It is with deep regret that I am prompted to write this letter.
 I joined the PG&E family nearly 21 years ago. I have filled a variety of clerical positions over the years and experienced many changes and challenges. Probably the most traumatic to date being several years of dealing with the public when soaring price increases in utility costs began to bring about hundreds of irate customer calls daily We took the brunt of their frustration To be told we are overpaid as clerical workers especially in view of wage increases already granted throughout the company, not only seems absurd but blatantly discriminatory. It deeply saddens me and my co-workers that our company leaders hold us in such low esteem

"Why do I have to work for 34 years to get a 30 year pension?"



Patricia Barry, Accounting Clerk - I, 24 years, S.F.G.O.



George Kirsch, Senior Accounting Clerk - II, 25 years, S.F.G.O.

Edited by Steve Diamond
 Designed by Michela Terrazino
 Photographs by Kua Patten
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