



LETTER AGREEMENT NO. 03-03-PGE



PACIFIC GAS AND ELECTRIC COMPANY
INDUSTRIAL RELATIONS DEPARTMENT
2850 SHADELANDS DRIVE, SUITE 100
WALNUT CREEK, CALIFORNIA 94598
(925) 974-4104

INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
P.O. BOX 4790
WALNUT CREEK, CALIFORNIA 94596
925-933-6060

STEPHEN A. RAYBURN, DIRECTOR
AND CHIEF NEGOTIATOR

PERRY ZIMMERMAN, BUSINESS MANAGER

February 5, 2003

Local Union No. 1245
International Brotherhood of
Electrical Workers, AFL-CIO
P. O. Box 4790
Walnut Creek, CA 94598

Attention: Mr. Perry Zimmerman, Business Manager

Dear Mr. Zimmerman:

The Company and Union recently completed a joint review and revision process for the Customer Service Representative Training Program. That review resulted in revisions that provide a basic training program aligned to the work currently performed by all Customer Service Representatives.

The revisions to the training program necessitated a need to update the exam. The update to the exam included modifications to questions and the addition of several new questions in order maintain the same level of points achievable. The revised test consists of one hundred and twenty-two questions for a total of 214 points. The passing score will remain 72.6%.

The Customer Service Representative Training Program and the exam have been reviewed and agreed to by Assistant Business Manager Dorothy Fortier and her committee members.

If you are in accord with the foregoing and agree thereto, please so indicate in the space provided and return one executed copy of this letter to the Company.

Very truly yours,

PACIFIC GAS & ELECTRIC COMPANY

By: 

Stephen A. Rayburn
Director and Chief Negotiator

The Union is in accord with the foregoing and agrees thereto as of the date hereof.

LOCAL UNION NO. 1245, INTERNATIONAL
BROTHERHOOD OF ELECTRICAL WORKERS, AFL-CIO

Feb 11, 2003

By: 

Perry Zimmerman
Business Manager

CSR Training Enhancement Project: New CSR Training Design

Course Curriculum By Module

<p>New Employee Orientation</p>	<ol style="list-style-type: none"> 1. Business Understanding 2. Employee Forms 3. Logistics and Tour 4. Getting to Know You 5. Role of a CSR 6. Ethics and Compliance 7. Union Information 8. Safety 9. Diversity 10. PG&E Affiliates 11. Automated Call Monitoring (ACM) 12. Employee Assistance Program 13. Job Shadowing
<p>Safety</p>	<ol style="list-style-type: none"> 1. Safety Compliance on the Job 2. Ergonomics
<p>Customer Relationship Management</p>	<ol style="list-style-type: none"> 1. Care and concern 2. Assertiveness 3. Anticipation, visual component, one step ahead, call time 4. Recovery 5. Active listening 6. Negotiation 7. Etiquette 101
<p>Training Navigation</p>	<ol style="list-style-type: none"> 1. Overview of training course 2. Description of each training component/delivery technique 3. How to navigate the classroom based training
<p>System Applications & CSR Tools</p>	<ol style="list-style-type: none"> 1. Overview of the system—How it fits together 2. CorDaptix Functions & Basic Navigation 3. CCMS2 Functions & Basic Navigation 4. Other PG&E Systems Functions <ul style="list-style-type: none"> • OIS • FAS • MultiVision • OLBH 5. CSR Tools: <ul style="list-style-type: none"> • Microsoft Outlook • General Reference • CorDaptix Desktops • Intranet—CCO Website • Internet
<p>Customer Account Access</p>	<ol style="list-style-type: none"> 1. Customer Entry Points <ul style="list-style-type: none"> • IVR • Email • Paystations • Local Office • PG&E.com 2. Customer Access Policy 3. Overview of the V Model and a billable customer

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Billing	<ol style="list-style-type: none"> 1. Billing Cycle 2. How to Read a PG&E Bill 3. Basic Unit of Energy & How to Calc a Bill 4. Residential Electric Rates <ul style="list-style-type: none"> • Baseline • Electric Rate Schedule • End Use Codes • Company Programs—Medical Baseline, CARE 5. Rate Analysis 6. Surcharges 7. Residential Gas Rate Schedule 8. Meter Reads, Alternative Access Arrangements 9. Estimated Bills 10. Billing Adjustments 11. Researching Billing Errors 12. Cancel Re-Bill 13. CIA Electric & Gas Rates
Gas/Electrical Service	<ol style="list-style-type: none"> 1. UO Customer Service Policy—who, what, where, when 2. QSE+ & Service Guarantee 3. Field Orders <ul style="list-style-type: none"> • Overview & Definitions • Appt. Scheduling—Overrides, Call Ahead • Special Situations—Fumigation, CGIs 4. Order History 5. Outage Communication—rotating, inferred, trouble reports, storm management 6. Gas & Electric Service Help Tickets
Start/Stop	<ol style="list-style-type: none"> 1. Customer Types 2. Assessing Credit, Credit Reports, Point System, MultiVision 3. Deposits—Rules and types 4. Start Stop Service Process <ul style="list-style-type: none"> • In the call center review IVR history • Alert Information • Determine if credit worthiness needs to be assessed & assess credit as required • Identify or Create Person or Account Record • Rate Options • Company Programs • Access Information • Start and/or Stop SA • Check system-created Field Activities to verify if Field Orders must be scheduled • Create and schedule Field Activities and Field Orders • Recap the Service Agreement and Field Order dates with the customer and change Start or Stop dates if necessary 5. Closed Service Agreements & Closing Bill 6. Customer Situations—Unlink, Medical Baseline, RGSO, Broken Lock, Retroactive, Landlord, Change Party, Clean & Show 7. CIA Accounts—Overview, Differences from Res., NAICS Coder, Seasonal Stops 8. Change Name Only 9. DBA

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Credit & Collections	<p>10. QSE+</p> <ol style="list-style-type: none"> 1. Credit Policy 2. Payment Options <ul style="list-style-type: none"> Payment Methods: <ul style="list-style-type: none"> -Local office -Mail -Online Payment (CSOL Customer Service Online) -Pay by Phone -Paystation Payment Programs: <ul style="list-style-type: none"> -Auto Pay (APS), Automatic Bill Payment (ABP) -Budget (BPP Balance Payment Plan) -Electronic Data Interchange (EDI) -Electronic Funds Transfer by Computer (EFT) 3. Assistance Agencies & HEAP 4. Pay Plans 5. Credit & Deposits: Establishment & Re-Establishment 6. Credit Follow Up (sequence of events) <ul style="list-style-type: none"> • Collection Follow-Up • Severance (SONP) • Restores (RLNP) • Write-Off
ECI	<p>7. QSE+</p> <ol style="list-style-type: none"> 1. Process 2. Analyze Cust. Accounts 3. Resolving an ECI—Detective vs. Psychologist, Benefits, 4. CSR Tools to Resolve ECIs <ul style="list-style-type: none"> • Meter Reading skills • Calc. Appliance Usage—formulas, energy calculator • Base Bill—explain and calculate • ECI HelpTicket 5. Issue ECI Help Ticket 6. Non Beneficial Use 7. Energy Conservation Programs 8. QSE+
Additional Online Tools--Tutorial	<ol style="list-style-type: none"> 1. OLBH 2. OLTD

CSR Training Enhancement Project: New CSR Training Design

CCO SPECIFIC MODULE

Call Center Specific

1. Mentoring
2. Telephony Integration
3. CSR/SSR Interaction Agreement

Note: Some topics covered throughout the modules include CRM, Safety, **QSE+**, **Alerts**, & **Help Tickets as applicable**