



**Pacific Gas and
Electric Company**

LETTER AGREEMENT NO. 04-19-PGE

IBEW



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 2547
VACAVILLE, CALIFORNIA 95696
(707) 452-2700

STEPHEN A. RAYBURN,
DIRECTOR AND CHIEF NEGOTIATOR

PERRY ZIMMERMAN,
BUSINESS MANAGER

May 10, 2004

Local Union No. 1245
International Brotherhood of
Electrical Workers, AFL-CIO
P.O. Box 2547
Vacaville, CA 95696

Attention: Mr. Perry Zimmerman, Business Manager

Dear Mr. Zimmerman:

In conjunction with Letter Agreement 04-18, Company proposes to exempt the 100 employees on the attached list from the training and test requirements outlined in the Customer Service Representative Training Program, as last amended in Letter Agreement 03-03.

The Company proposes an alternative course of action for these employees to meet the qualifications required to continue to hold the Service Representative classification. These employees were hired or awarded a Service Representative position at the Credit, Records and Collection Center in Stockton from 2000 forward and were never given an opportunity to attend the negotiated training program. All of the employees are presently working as Service Representatives in Stockton and have demonstrated their ability to perform the duties of the job.

Therefore, Company proposes to prepare this population to take the agreed-to Service Representative test and provide one "no count" attempt to take and pass the test. The test preparation process will provide the employees listed on the attached with the following:

- 4-Hour Facilitated Study Session with Learning Services
- A Study Guide and review of the materials
- 2-Week Independent Study Time
- Pre-test Q&A Session

The Service Representative Exam will be administered following the steps listed above. Employees who successfully complete the exam will be coded as qualified Service Representatives.

Employees who fail to attain a passing score of 72.6% will be given an opportunity to retest and afforded contractual rights as described in Exhibit A and other applicable provisions of the Clerical Agreement. However, they will be required to complete a modified version of the Service Representative Training Program and take the test, covering the material outlined below. Employees will only be tested on material covered in the modified training program.

Records Employees

- 1/2 day for Customer Contact Training
- 1 1/2 days of Billing and Rates
- 2 days of Gas and Electric Service
- 2 days Start/Stop
- 2 1/2 days of Credit and Collections
- 1/2 day for CSR exam review
- 1 day for exam

Total – 10 days

Credit Employees

- 3 days of Billing and Rates
- 3 days of Gas and Electric Service
- 3 additional days of Start/Stop
- 1/2 day for CSR exam review
- 1/2 day for Credit Training
- 1 day for exam

Total – 11 days

The training and testing described in this document will be administered by the Learning Services Department.

Company also proposes that any other employee who meets the criteria, however, was inadvertently excluded from the attached list be covered by this agreement.

It is understood that no employee will be negatively impacted without receiving the appropriate job related training.

Disputes concerning the administration of the modified training program or the administration of the test are subject to the grievance procedure.

The information referenced above has been discussed with Assistant Business Manager, Dorothy Fortier and Business Representative, Arlene Edwards.

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

Very truly yours,

PACIFIC GAS & ELECTRIC COMPANY

By:



Stephen A. Rayburn
Director and Chief Negotiator

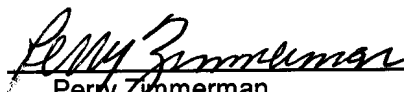
The Union is in accord with the foregoing and agrees thereto as of the date hereof.

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

6-28

, 2004

By:



Perry Zimmerman
Business Manager

Never CSR Trn'd-All

Never Received CSR Training								
	Name	Original/ New	2000-2004	Job	HIRE DATE	Date in SR Position	Location	Dept.
1	AVELAR-NELSON, SYLVIA	Original	2000-2004	Service Rep	10/9/2000	3/18/2002	Stockton	Credit Dept
2	AYALA, SARAH	Original	2000-2004	Service Rep	8/6/2001	7/29/2003	Stockton	Credit Dept
3	BANES, CHRISTOPHER	Original	2000-2004	Service Rep	8/20/2001	7/29/2003	Stockton	Credit Dept
4	BELTRAN, MARTHA	Original	2000-2004	Service Rep	4/23/2001	6/23/2003	Stockton	Credit Dept
5	BURFORD, VERDELLE	Original	2000-2004	Service Rep	11/8/1995	7/25/2000	Stockton	Credit Dept
6	CONDREN, CAROLYN	Original	2000-2004	Service Rep	4/9/1997	7/25/2000	Stockton	Credit Dept
7	FRASIER, MICHAEL	Original	2000-2004	Service Rep	1/11/1995	3/21/2001	Stockton	Credit Dept
8	FUENTES-NGUYEN, JENNIFER	Original	2000-2004	Service Rep	5/10/1995	7/25/2000	Stockton	Credit Dept
9	GONCALVES, STEPHANIE	Original	2000-2004	Service Rep	6/25/2001	7/22/2003	Stockton	Credit Dept
10	GONZALES, EDUARDO JR	Original	2000-2004	Service Rep	9/25/2000	11/13/2001	Stockton	Credit Dept
11	KRUGMAN, CINDY	Original	2000-2004	Service Rep	8/3/2000	8/22/2001	Stockton	Credit Dept
12	KYLE, YVONNE	Original	2000-2004	Service Rep	8/27/2001	7/29/2003	Stockton	Credit Dept
13	LAURENCE, JENNIFER	Original	2000-2004	Service Rep	8/15/2000	10/2/2001	Stockton	Credit Dept
14	MA, DIANE	Original	2000-2004	Service Rep	11/6/2000	8/12/2002	Stockton	Credit Dept
15	MARIN, KRISTYL	Original	2000-2004	Service Rep	8/21/2000	11/5/2001	Stockton	Credit Dept
16	MOJICA, MARK	Original	2000-2004	Service Rep	8/27/2001	7/29/2003	Stockton	Credit Dept
17	MORONES, CHRISTINA MARIE	Original	2000-2004	Service Rep	8/21/2000	10/16/2001	Stockton	Credit Dept
18	ORMOND, INA	Original	2000-2004	Service Rep	6/18/2001	7/10/2003	Stockton	Credit Dept
19	ORONA, ALICIA	Original	2000-2004	Service Rep	9/12/2000	11/13/2001	Stockton	Credit Dept
20	PEREZ, RACHAEL	Original	2000-2004	Service Rep	7/2/2001	7/18/2003	Stockton	Credit Dept
21	RAPOZA, MELANIE	Original	2000-2004	Service Rep	8/16/2000	10/1/2001	Stockton	Credit Dept
22	STREYLE, TODD	Original	2000-2004	Service Rep	8/27/2001	7/29/2003	Stockton	Credit Dept
23	SYME, DEABRAHA	Original	2000-2004	Service Rep	7/2/2001	7/16/2003	Stockton	Credit Dept
24	TECZON, ARLENE	Original	2000-2004	Service Rep	10/30/2000	7/25/2002	Stockton	Credit Dept
25	YAMADA, DORNALYN	Original	2000-2004	Service Rep	8/20/2001	7/29/2003	Stockton	Credit Dept
26	YBARRA, DONNA ELIZABETH (L)	Original	2000-2004	Service Rep	9/18/2000	11/13/2001	Stockton	Credit Dept
27	ANDERSON, PATRICIA	Original	2000-2004	Service Rep	8/27/2001	10/23/2003	Stockton	Records Dept
28	ARMS, VERA	Original	2000-2004	Service Rep	1/8/2001	3/10/2003	Stockton	Records Dept
29	BARRETT, BARBARA	Original	2000-2004	Service Rep	12/4/2000	10/14/2002	Stockton	Records Dept
30	BRAND, ADRIENNE	Original	2000-2004	Service Rep	4/23/2001	6/23/2003	Stockton	Records Dept
31	BUSTOS, ROGER	Original	2000-2004	Service Rep	4/10/1995	11/13/2000	Stockton	Records Dept
32	CERRI, EMMA	Original	2000-2004	Service Rep	4/2/2001	6/23/2003	Stockton	Records Dept
33	CHING, ROMEO	Original	2000-2004	Service Rep	11/27/2000	10/14/2002	Stockton	Records Dept
34	CLAPPER, LORI	Original	2000-2004	Service Rep	5/21/2001	6/23/2003	Stockton	Records Dept
35	CLARK, LINDA	Original	2000-2004	Service Rep	8/14/2000	10/1/2000	Stockton	Records Dept
36	CRAIG, BURCHELL	Original	2000-2004	Service Rep	7/2/2001	7/29/2003	Stockton	Records Dept
37	DAVIS, JOLENE	Original	2000-2004	Service Rep	3/19/2001	3/3/2003	Stockton	Records Dept

Never CSR Trn'd-All

	Name	Original/ New	2000-2004	Job	HIRE DATE	Date in SR Position	Location	Dept.
38	DIONNE, MICHELE (Rot.)	Original	2000-2004	Service Rep	1/2/2001	1/13/2003	Stockton	Records Dept
39	DUDLEY, SUSAN	Original	2000-2004	Service Rep	10/3/2000	11/13/2001	Stockton	Records Dept
40	EGGERT, ROBERT	Original	2000-2004	Service Rep	7/23/2001	8/4/2003	Stockton	Records Dept
41	ELIAS, ROSIE	Original	2000-2004	Service Rep	11/13/2000	1/13/2003	Stockton	Records Dept
42	EMBREY, DAVID	Original	2000-2004	Service Rep	1/8/2001	3/3/2003	Stockton	Records Dept
43	FIESS, CRAIG R	Original	2000-2004	Service Rep	8/10/2000	9/19/2001	Stockton	Records Dept
44	FONTAINE, ROBYN	Original	2000-2004	Service Rep	5/29/2001	6/23/2003	Stockton	Records Dept
45	FRENCH-ROBINSON, JOLEAN	Original	2000-2004	Service Rep	8/28/2000	10/22/2001	Stockton	Records Dept
46	GALLIAZZO, PAM (Leave)	Original	2000-2004	Service Rep	10/30/2000	10/7/2002	Stockton	Records Dept
47	GARCIA, KRISTIN	Original	2000-2004	Service Rep	1/2/2001	1/13/2003	Stockton	Records Dept
48	GAROUTTE, VANESSA	Original	2000-2004	Service Rep	12/26/2000	1/13/2003	Stockton	Records Dept
49	GLENN, KELLEY	Original	2000-2004	Service Rep	8/13/2001	8/4/2003	Stockton	Records Dept
50	GONCALVES, MATTHEW	Original	2000-2004	Service Rep	4/16/2001	6/23/2003	Stockton	Records Dept
51	GROOM, JILL	Original	2000-2004	Service Rep	12/18/2000	1/13/2003	Stockton	Records Dept
52	GUTIERREZ, RYAN	Original	2000-2004	Service Rep	1/31/1996	7/23/2001	Stockton	Records Dept
53	HALL, PEGGY	Original	2000-2004	Service Rep	11/24/1980	7/31/200	Stockton	Records Dept
54	HARRIS, BIANCA	Original	2000-2004	Service Rep	1/8/2001	3/10/2003	Stockton	Records Dept
55	HARRIS, SUZETTE	Original	2000-2004	Service Rep	11/6/2000	8/5/2002	Stockton	Records Dept
56	HENDERSON, BILLIE	Original	2000-2004	Service Rep	8/20/2001	8/4/2003	Stockton	Records Dept
57	HOUSE, ELIZABETH	Original	2000-2004	Service Rep	5/5/1994	6/18/2001	Stockton	Records Dept
58	HUBBARD, HATTIE	Original	2000-2004	Service Rep	8/21/2000	10/22/2001	Stockton	Records Dept
59	JELETI, BARBARA	Original	2000-2004	Service Rep	8/21/1995	7/19/2000	Stockton	Records Dept
60	KALIN, SCOTT	Original	2000-2004	Service Rep	1/2/2001	3/3/2003	Stockton	Records Dept
61	KEARNS, KELLY	Original	2000-2004	Service Rep	10/9/2000	5/23/2002	Stockton	Records Dept
62	KLAEGE, ROBERT	Original	2000-2004	Service Rep	11/27/2000	10/14/2002	Stockton	Records Dept
63	LAMONT, SHERRY	Original	2000-2004	Service Rep	10/9/2000	4/1/2002	Stockton	Records Dept
64	LAPPE, STEVE	Original	2000-2004	Service Rep	6/7/2001	6/7/2001	Stockton	Records Dept
65	LAROSE, BETTY	Original	2000-2004	Service Rep	1/2/2001	1/13/2003	Stockton	Records Dept
66	LARSON, CARLA	Original	2000-2004	Service Rep	10/26/1915	7/25/2000	Stockton	Records Dept
67	LILLEY, JEFF	Original	2000-2004	Service Rep	12/26/2000	1/13/2003	Stockton	Records Dept
68	LONG, CHERI	Original	2000-2004	Service Rep	12/18/2000	1/13/2003	Stockton	Records Dept
69	LOUIE, MICHELLE	Original	2000-2004	Service Rep	11/6/2000	8/5/2002	Stockton	Records Dept
70	MATA, RICARDO	Original	2000-2004	Service Rep	3/26/2001	3/3/2003	Stockton	Records Dept
71	MC GLOIRY, MICHAELA R	Original	2000-2004	Service Rep	8/3/2000	5/15/2001	Stockton	Records Dept
72	MEADERS, DAWN	Original	2000-2004	Service Rep	8/28/2000	10/22/2001	Stockton	Records Dept
73	MILLER, DON	Original	2000-2004	Service Rep	6/18/2001	6/18/2001	Stockton	Records Dept
74	MOORE, DEONTRA	Original	2000-2004	Service Rep	11/13/2000	10/14/2002	Stockton	Records Dept
75	MOORE, JOSHUA	Original	2000-2004	Service Rep	2/26/2001	3/3/2003	Stockton	Records Dept
76	MULLIKIN, RYAN	Original	2000-2004	Service Rep	5/21/2001	6/23/2003	Stockton	Records Dept
77	OCHOA, ARMILU	Original	2000-2004	Service Rep	10/30/2000	8/5/2002	Stockton	Records Dept

Never CSR Trn'd-All

	Name	Original/ New	2000-2004	Job	HIRE DATE	Date in SR Position	Location	Dept.
78	OLIVAS, DION	Original	2000-2004	Service Rep	8/20/2001	8/4/2003	Stockton	Records Dept
79	ORDEZ, RAQUEL	Original	2000-2004	Service Rep	7/16/2001	8/4/2003	Stockton	Records Dept
80	PORTER, KELLY	Original	2000-2004	Service Rep	12/26/2000	3/3/2003	Stockton	Records Dept
81	PRINZE, JOSHUA	Original	2000-2004	Service Rep	8/20/2001	8/4/2003	Stockton	Records Dept
82	QUATTROCIOCCHI, D	Original	2000-2004	Service Rep	11/6/2000	10/7/2002	Stockton	Records Dept
83	RECILE, ELLEN	Original	2000-2004	Service Rep	8/20/2001	8/4/2003	Stockton	Records Dept
84	RICHARDSON, PAMELA	Original	2000-2004	Service Rep	5/29/2001	6/23/2003	Stockton	Records Dept
85	RIOS, TERRY	Original	2000-2004	Service Rep	6/4/2001	7/14/2003	Stockton	Records Dept
86	RODRIGUEZ, MARTHA	Original	2000-2004	Service Rep	9/5/2000	8/5/2002	Stockton	Records Dept
87	RUFUS, MADELINE	Original	2000-2004	Service Rep	12/1/2000	10/28/2003	Stockton	Records Dept
88	SAKAI, KEITH	Original	2000-2004	Service Rep	5/31/1995	7/19/2000	Stockton	Records Dept
89	SAMANIEGO, MONICA	Original	2000-2004	Service Rep	3/12/2001	3/3/2003	Stockton	Records Dept
90	SANCHEZ, RACHEL	Original	2000-2004	Service Rep	7/23/2001	8/4/2003	Stockton	Records Dept
91	SPENCER, LEE R	Original	2000-2004	Service Rep	8/14/2000	9/19/2001	Stockton	Records Dept
92	TEEL, CATHERINE	Original	2000-2004	Service Rep	5/29/2001	6/23/2003	Stockton	Records Dept
93	THORNBURG, CYNTHIA	Original	2000-2004	Service Rep	8/27/2001	8/4/2003	Stockton	Records Dept
94	TORRES, CHRISTINE	Original	2000-2004	Service Rep	9/5/2000	10/22/2001	Stockton	Records Dept
95	TRUESDELL, JIMMIE	Original	2000-2004	Service Rep	8/15/2000	10/1/2001	Stockton	Records Dept
96	URETA, NELLIE PASTRANA	Original	2000-2004	Service Rep	8/4/2000	9/3/2001	Stockton	Records Dept
97	URETA, RHONDA	Original	2000-2004	Service Rep	10/9/2000	3/18/2002	Stockton	Records Dept
98	VACCAREZZA, MATT	Original	2000-2004	Service Rep	6/4/2001	6/4/2001	Stockton	Records Dept
99	VERNON, GAIL	Original	2000-2004	Service Rep	3/12/2001	3/3/2003	Stockton	Records Dept
100	WILLIAMS, CANDY	Original	2000-2004	Service Rep	8/8/2000	9/19/2001	Stockton	Records Dept