



**Pacific Gas and
Electric Company.**

LETTER AGREEMENT NO. 05-39-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

August 22, 2005

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

Dear Mr. Zimmerman:

Company proposes to replace the existing Senior Service Representative Training Program and test with a revised training program and test proposed by the Senior Service Representative Training Subcommittee. The revised program and test will replace the program/test agreed to in Letter Agreements R2-97-142 and included on pages 79 and 80 of Exhibit A in the current Clerical Agreement (effective June 1, 2003).

1. Eligibility

Employees in the Customer Services Department who are next lower in the line of progression to Senior Service Representative I and have bids on file are eligible for the Senior Service Representative Training Program. Upon successful completion of the training and testing program, an employee will have met the Senior Service Representative I and II promotional eligibility requirements. (Employees are still subject to the provisions of Section 18.11 and 18.13 of the Clerical Agreement.)

2. Bidding

An employee who has valid bids on file and is the senior bidder to a Senior Service Representative I or II vacancy and is otherwise qualified, will not be bypassed if such employee has not had the opportunity to participate in or complete the training program. The job will be awarded pending successful completion of the training program. If an employee voluntarily withdraws from the training program, the job will be re-awarded. However, if an employee is removed from the training program for reasons beyond his or her control, s/he will retain the job award pending rescheduling and successful completion of the training program. This does not include a retest.

3. Withdrawals

Employees who have voluntarily withdrawn from the training program will be eligible to be rescheduled for training after 90 days.

4. Training

The revised training program and exam is 84 hours long and consists of the following 11 modules:

New Schedule with Proposed Changes

Day 1	Hours
Introductions/Safety Combined	1.0
Business Understanding	3.0
Leadership/Communication	4.0
Day 2	
Leadership & Communication Styles	8.0
Day 3	
CPUC & Consumer Affairs	4.0
Credit & Collections - reworked & reduced	4.0
Day 4	
Residential Rates	4.0
Meter Codes	1.5
Commercial Rates	2.5
Day 5	
Commercial Rates	4.0
Agricultural Rates	4.0
Day 6	
Agricultural Rates	8.0
Day 7	
Agricultural Rates / Ag Start/Stop	4.0
Billing/Records	4.0
Day 8	
Billing/Records	4.0
Help Tickets	4.0
Day 9	
Conflict Resolution Workshop	6.0
Virtual Tour: PP&BPM, Credit and Records Center	2.0
Day 10	
Cumulative Review, Practice and Q&A Session	8.0
Day 11	
Qualifying Exam	4.0
	84 hours

The training program will be administered on consecutive work days and may be provided at a location other than an employee's regular headquarters. The general provisions established for employees attending Company training classes will apply (Title 15 of Clerical Agreement).

Given the technological needs of the program, pre-work and pre-attendance assessment will be completed during company time and will be submitted to Learning Services seven (7) days prior to attendance in the training.

5. Testing

The Senior Service Representative Promotional Eligibility Test will be administered on the final day of attendance following completion of 80 hours of training. The final test is now open resource and students have their computers, classroom manuals and their reference guides from training available to them for reference during the exam. Employees will be given four (4) hours to take the 71 question test (dated 5/2005). The passing score is 75%. If the employee fails the test, s/he will have 90 days to request a retest using a different but equivalent test. If the employee fails the test on the second attempt, s/he must demonstrate that they have made an attempt to improve their test performance through self-study, classes, etc. prior to being granted a retest.

Disputes concerning the fairness of administration, correction of the test, or eligibility of retest shall be resolved in accordance with Title 9 of the Clerical Agreement.

These changes to the program have been reviewed and agreed to by Assistant Business Manager Dorothy Fortier, Business Representatives Arlene Edwards and Debbie Mazzanti, in addition to subject matters experts identified by the IBEW.

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
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

Sept 12, 2005

By: Perry Zimmerman
Perry Zimmerman
Business Manager