



**Pacific Gas and
Electric Company**

LETTER AGREEMENT NO. 05-40-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:

The Company and Union completed a joint review and revision process for the Service Representative Training Program for implementation in Letter Agreement 03-03. That review resulted in revisions that provide a basic training program aligned to the work performed by Service Representatives. During the update process the parties discussed the changing nature of the business and supporting technology, and the impact it has on the training program. In an effort to facilitate timely updates to the program, the parties agreed to maintain a subcommittee in support of that requirement.

The subcommittee subsequently met on several occasions and reviewed a number of necessary revisions to the Service Representative Training Program outlined in LA03-03. The proposed revisions include modifications to training content and related questions on the exam. The number of test questions, total number of points and passing score remain unchanged.

The revisions on the 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

By: _____

Perry Zimmerman
Business Manager

Sept 12, 2005

Course Curriculum By Module

CSR 101 - Welcome	<ol style="list-style-type: none"> 1. Welcome 2. Expectation 3. Forms 4. Contact Center History 5. Other Department 6. Manager's Welcome 7. Safety 8. Tour 9. Quality Team CCM's 10. IBEW Welcome 11. Human Resources 12. Phone Shadowing
New Employee Orientation	<ol style="list-style-type: none"> 1. Welcome 2. The Business of PG&E 3. Officer Welcome 4. Safety 5. Opportunity 6. Community 7. Wrap Up
Customer Relationship Management	<ol style="list-style-type: none"> 1. Foundations 2. Social Styles 3. Image is Everything 4. Remarkable Customer CARE 5. Difficult Customer
Training Navigation	<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
System Applications & CSR Tools	<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 • Cultivation • Soft Phone 5. CSR Tools: <ul style="list-style-type: none"> • Microsoft Outlook • General Reference • CorDaptix Desktops • Intranet—CCO Website • Internet
Customer Account Access	<ol style="list-style-type: none"> 1. Customer Entry Points <ul style="list-style-type: none"> • IVR • Email • Paystations • Local Office • PG&E.com • CSOL/KANA 2. Customer Access Policy 3. Overview of the V Model and a billable customer

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 • Alternate Address • 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 • Start Stop Variations 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

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 7. QSE+
ECI	<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. OLTD

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***