



**Pacific Gas and  
Electric Company.**

# LETTER AGREEMENT NO. 11-09-PGE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS AND HUMAN RESOURCES DEPARTMENT  
MAIL CODE N2Z  
P. O. BOX 770000  
SAN FRANCISCO, CA 94177  
(415) 973-4310  
STEPHEN A. RAYBURN,  
DIRECTOR AND CHIEF NEGOTIATOR

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 2547  
VACAVILLE, CALIFORNIA 95696  
(707) 452-2700  
TOM DALZELL,  
BUSINESS MANAGER

May 4, 2011

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

Dear Mr. Dalzell:

The Company proposes modifying changes made to Exhibit A language included in the Table Settlement that established a Service Representative I and Service Representative II classification. Proposed changes include establishing the Service Representative I and Service Representative II with the "Typist" and "Steno (PIO)" designations and adding the classifications to the Customer Service Line of Progression, as referenced below, to accommodate future transition of employees into these classifications.

## EXHIBIT A

### CUSTOMER SERVICES LINES OF PROGRESSION

2660 SERVICE REPRESENTATIVE

**2604 SERVICE REPRESENTATIVE II (Added 1-1-11)**

2663 SERVICE REPRESENTATIVE-STENO (80 w.p.m. shorthand and 50 w.p.m. typing required) - (PIO)

2666 SERVICE REPRESENTATIVE-TYPIST (55 w.p.m. typing required)

**2606 SERVICE REPRESENTATIVE II - TYPIST (Added 1-1-11)**

**2607 SERVICE REPRESENTATIVE II-STENO (PIO) (Added 1-1-11)**

2769 SERVICE REPRESENTATIVE AND METER READER

#### Next Lower Classifications

\*2675 Utility Clerk - Customer Services

\*2679 Utility Clerk-Steno-Customer Services - (PIO)

\*2683 Utility Clerk-Typist-Customer Services  
2731 Word Processing Operator - Customer Services

2772 Meter Reader and Utility Clerk

**2602 Service Representative I (Added 1-1-11)**

**2605 Service Representative I-Typist (Added 1-1-11)**

#### Same or Higher Classifications

2641 Senior Service Representative II

2765 Senior Service Representative-Typist II

2650 Senior Service Representative I

2811 Senior Service Representative-Typist I

2660 Service Representative

**2604 Service Representative II (Added 1-1-11)**

**2606 Service Representative II-Typist (Added 1-1-11)**

**2607 Service Representative II-Steno (PIO) (Added 1-1-11)**

2663 Service Representative-Steno - (PIO)

2760 Credit Representative

2770 Credit Representative and Meter Reader

2769 Service Representative and Meter Reader

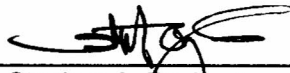
\*Includes employees at Clerk D rate of pay as per 1980 General Negotiations

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

\_\_\_\_\_, **May 19**, 2011

By: \_\_\_\_\_



Tom Dalzell  
Business Manager