



**Pacific Gas and  
Electric Company.**

# LETTER AGREEMENT NO. 12-18-PGE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS AND HUMAN RESOURCES DEPARTMENT  
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STEPHEN 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

March 22, 2012

Mr. Tom Dalzell, Business Manager  
Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P.O. Box 2547  
Vacaville, CA 95687

Dear Mr. Dalzell:

This letter cancels and supersedes LA R1-12-01-PGE. The Company's organizational changes resulting in a separation of our gas and electric functions have led to a need to separate existing Dispatch functions currently located in Concord and Fresno Resource Management Centers (RMC) into distinct gas and electric dispatch functions. This decision will result in changes to the work performed by Dispatch employees and will include centralization of electric dispatch work into the Fresno headquarters. The parties have discussed the effects of these changes on employees in Work & Resource Dispatcher positions, as well as the Assistant System Operators located in the Auburn and Fresno headquarters.

In order to achieve this transition, Company proposes the following:

## Establish New Classifications

In accordance with Subsection 204.4(b) of the Physical Agreement, Company proposes to establish three new classifications in the Division Electric Operations Department for dispatching of electric work; Work & Resource Dispatcher – Electric; Work & Resource Dispatcher-In-Training (DIT) – Electric; and Relief Work & Resource Dispatcher – Electric. The job definitions, lines of progression, and wage rates for these classifications are detailed in Attachment I. The parties agree to incorporate the new classifications into the next revision of the reverse line of progression when Letter Agreement R3-00-03 is updated and will be separate from the existing Work and Resource Dispatcher reverse line of progression.

For a limited period of time, the incumbent Work & Resource Dispatchers, Reliefs and Dispatchers-in-Training (1760, 1761, 1762) will be granted 205.7 rights to bid into Work & Resource Dispatcher-Electric vacancies. These rights will be effective immediately and continue for 12 months following the completion of the Gas Dispatch consolidation in San Ramon. In addition, incumbent Work & Resource Dispatchers, Reliefs and DITs will be afforded Title 206 displacement rights into the Work & Resource Dispatcher-Electric line of progression until the completion of the Gas Dispatch Consolidation in San Ramon. The existing Work & Resource Dispatcher, Relief Work & Resource Dispatcher, and Dispatcher-in-Training (1760, 1761, 1762) classifications will remain intact, but incumbents will be assigned to perform gas dispatch and potentially Customer Care related dispatch. The new Fresno Electric Dispatch Center will be a 24-hour operation. Employees holding the new classifications will be designated as Service employees, and subject to the residency requirement in accordance with Section 3.5. However, the parties agree to waive the residency requirement for current incumbents, as well as the current Fresno and Auburn Assistant System Operators who are placed in Work & Resource Dispatcher positions in Fresno.

The parties agree to meet and discuss modifications to the current Work & Resource DIT training qualifications as outlined in Letter Agreement 08-38, including performance standards. Modifications will include enhanced web-based modules as well as additional academic requirements for the new DIT – Electric classification. As in Letter Agreement 08-38, a six-month Proficiency Evaluation will be utilized to determine progression to the Work &

Resource Dispatcher – Electric classification. A Work & Resource DIT - Electric who has fulfilled the requirements and has become proficient in all areas noted on the DIT six-month Proficiency Evaluation may be accelerated to the Work & Resource Dispatcher – Electric classification prior to their six-month completion date with prior notification to the Union. A Work & Resource DIT who is not progressing and has not become proficient within the six-month period completion date or wishes to be removed from the Work & Resource DIT program will be displaced from the program per Section 206.15 of the Physical Agreement with prior written notification to the Union.

#### Movement and Placement of Employees

The parties have a mutual interest in ensuring a smooth transition to the new Electric Dispatch Center in Fresno and minimizing the disruption and uncertainty for employees. In accordance with Section 206.12 of the Physical Labor Agreement, the Company proposes the following:

#### Assistant System Operators

Currently, incumbent Assistant System Operators in the Auburn and Fresno headquarters are performing electric outage dispatch work as part of their normal duties. The Company intends to move this work into the new Electric Dispatch function in the Fresno headquarters, to be performed by employees in the new Work & Resource Dispatcher – Electric classifications.

#### Step 1

With the execution of this agreement, Assistant System Operators in the Auburn and Fresno headquarters (impacted employees) will be provided with 206.1 notifications allowing for accelerated rights in accordance with Section 206.9.

The impacted employees will be given an opportunity of electing a Work and Resource-Electric Dispatcher vacancy in Fresno or their 206 options (to be provided in the near future). Employees who elect to sign a Commitment Letter will agree to remain in the position and location for 24 months following their report date. Employees will be advised that their decision is final and binding, and agree to forfeit all Title 206 displacement rights should they decide not to report to the Fresno Work and Resource – Electric Dispatcher position. This limited group of impacted ASO's only will be considered qualified for the Dispatcher position.

ASO's who sign the Commitment Letter will be placed at the equivalent wage step of the wage progression for Work & Resource Dispatcher-Electric. The new wage rate will be effective retroactive to February 1, 2012, and will be processed retroactively as soon as administratively possible due to SAP processing.

Any employee who relocates as a result of his/her election above will be entitled to the provisions of Section 206.8 Moving Allowance.

#### Step 2

Impacted employees who do not sign the Commitment Letter, at some time in the near future will be given 14 calendar days to elect one of the following options. Employees will be advised that their decision will be final and binding.

1. Accept a beginning level vacancy from list provided by Company. Employee must meet the qualification requirements for the position at time of election. (Note: In accordance with L/A 10-13, must qualify for vacancies requiring IST even if ACT qualified.)
2. Accept an Apprentice System Operator position, if available. The parties agree to waive the qualification requirements (i.e. must be at the top rate of ASO and have one year in LOP to be considered as a B or C bidder), for current incumbent ASO's who are assigned a vacant Apprentice System Operator position only. This waiver does not set precedent for any future displacements.
3. Elect Title 206 rights: Employees who elect to forego the above options and choose to go through the Title 206 election process will be provided with their Section 206.2 Notice at a time closer to the transition to the Fresno Electric Dispatch Center. (Note: In accordance with L/A 10-13, must qualify for vacancies requiring IST even if ACT qualified). They may choose to fill a vacant Work and Resource Dispatcher – Electric position, if available and will be placed at the equivalent wage step of the wage progression for Work & Resource Dispatcher-Electric. This limited group of impacted ASO's will be considered qualified for the Dispatcher position. The parties agree to meet and discuss prior to finalizing the Title 206 assignments.

Any employee who relocates as a result of his/her election above will be entitled to the provisions of Section 206.8 Moving Allowance.

Incumbent Work & Resource Dispatchers

Incumbent Work & Resource Dispatchers in the Fresno and Concord headquarters will be offered an assignment into the new Work & Resource Dispatcher-Electric vacancies, in order of Company seniority, to fill up to a maximum of 20 positions (this number includes those already filled by the Assistant System Operators who signed the commitment letter). The following will apply to those who accept positions into the Electric Dispatch Center:

- Rate of Pay: Employees assigned a new Electric position will maintain their current rate of pay based on their classification and wage step (Dispatcher or Dispatcher-In-Training).

Incumbent Work & Resource Dispatchers in Fresno and Concord who remain in their current classifications will perform Gas and Customer Care dispatch work. Work schedules for employees remaining in the existing Work & Resource Dispatcher positions will remain the same as their current work schedule. Any new vacancies will be filled in accordance with the existing local agreement for filling a vacant shift.

Should additional resources be required to meet the initial staffing needs in Electric Dispatch (20), the Fresno Work and Resource Dispatchers with the least seniority may be assigned the Electric Work and Resource Dispatcher positions.

Shifts

The Company will establish the shift schedules for the new Electric Dispatch Center in accordance with Title 202 and Title 202 Hours Clarification. Once established, both ASO's and incumbent Work & Resource Dispatchers who have volunteered or have been assigned to a position in the new Electric Dispatch Center will be offered the shifts on the basis of Company seniority (hire date). The local parties will then meet to discuss and agree on a process for filling vacant shifts in the future. Any future vacant positions will be filled in accordance with that process, prior to utilizing the regular bidding process in accordance with Title 205.

Relief positions will be offered to the senior Work & Resource Dispatcher on a voluntary basis. In the event there are insufficient volunteers, the Dispatcher with the least Company seniority will be assigned as Relief.

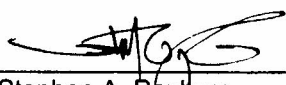
This proposal has been discussed with Assistant Business Managers Ken Ball and Joe Osterlund, and Senior Business Representative, Bob Dean.

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

3-27

, 2012

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

  
Tom Dalzell  
Business Manager

### Job Descriptions

#### **SAP Code 50442772 (50442774) PS Code 1763 (1764) Work and Resource Dispatcher – Electric (Relief)**

A service employee who receives and dispatches operation tags and/or assists employees with issues encountered in the course of their day's work in the service, construction and design workgroups. Optimizes schedules through technology to accommodate changes in employee availability and manages current workload commitments so that the priority of customer appointments are met. Shall have a comprehensive knowledge of Company's Customer Service Policies. Shall be familiar with the Company's electric distribution system. May be required to perform clerical work. May be required to contact customers or outside public agencies regarding service issues.

Next Lower	Same or Higher Classification
1765 Dispatcher in Training - Electric	1763 Work & Resource Dispatcher - Elec
	1764 Relief Work & Resource Dispatcher - Electric

#### **Job Requirements**

- Be responsible for managing same day work.
- Be proficient in working with dispatch technology in distributing work to field technicians.
- Ensure that emergency and priority customer work is dispatched expeditiously in accordance with emergency policies and Quality Assurance Standards (QAS).
- Ensure that all compliance and Company generated work is dispatched as scheduled.
- Actively manage and monitor work completion in real time to ensure customer and Company commitments are met.
- Manage work that may interrupt preset daily schedules (IR, same day and field conditions).
- Partner with Work & Resource Scheduler on issues regarding scheduling and completion issues.
- Adhere to all safety regulations and policies.
- Be proficient in customer and employee communication techniques and technology (phone, radio, computer and written).
- Perform duties and associated clerical tasks as assigned.
- Perform work in a 24/7 work environment and be available to varied shift assignments.
- Must communicate verbally and electronically with control center personnel, troublemen, crews, supervisors, senior PG&E management and other departments.
- Respond promptly to call out procedures and emergency duties during major events or storms.
- Effectively respond to and manage 911 calls according to established protocol.
- Be proficient in handling multiple tasks and priorities simultaneously.

#### **Notes:**

1. Relief positions will be offered to the senior Work & Resource Dispatcher on a voluntary basis.
2. The Company will continue to use the Utilization of Relief Service Employees as provided for in the Title 202 Hours Clarification. The parties agree to meet and jointly develop a new process for the hours of Relief Work & Resource Dispatcher-Electric and the current (1760) Work & Resource Dispatcher.

**SAP Code 50442771 PS Code 1765 Dispatcher-in-Training - Electric**

A service employee who is in training to become a Work & Resource Dispatcher - Electric. Upon successful completion of formal and on-the-job training and meeting the Proficiency Evaluation within six months, the Dispatcher-in-Training – Electric will progress to the Work & Resource Dispatcher-Electric or the Relief Work & Resource Dispatcher-Electric.

**Beginner's Classification**

Dispatcher-in Training will be trained to fulfill the following job description/requirements:

A service employee who receives and dispatches operation tags and/or assists employees with issues encountered in the course of their day's work in the service, construction and design workgroups. Optimizes schedules through technology to accommodate changes in employee availability and manages current workload commitments so that the priority of customer appointments are met. Shall have a comprehensive knowledge of Company's Customer Service Policies. Shall be familiar with the Company's electric distribution system. May be required to perform clerical work. May be required to contact customers or outside public agencies regarding service issues.

**Job Requirements**

- Be responsible for managing same day work.
- Be proficient in working with dispatch technology in distributing work to field technicians.
- Ensure that emergency and priority customer work is dispatched expeditiously in accordance with emergency policies and Quality Assurance Standards (QAS).
- Ensure that all compliance and Company generated work is dispatched as scheduled.
- Actively manage and monitor work completion in real time to ensure customer and Company commitments are met.
- Manage work that may interrupt preset daily schedules (IR, same day and field conditions).
- Partner with Work & Resource Scheduler on issues regarding scheduling and completion issues.
- Adhere to all safety regulations and policies.
- Be proficient in customer and employee communication techniques and technology (phone, radio, computer and written).
- Perform duties and associated clerical tasks as assigned.
- Perform work in a 24/7 work environment and be available to varied shift assignments for training.
- Must communicate verbally and electronically with control center personnel, troublemen, crews, supervisors, senior PG&E management and other departments.
- Respond promptly to call-out procedures and emergency duties during major events or storms.
- Effectively respond to and manage 911 calls according to established protocol.
- Be proficient in handling multiple tasks and priorities simultaneously.

**Entry Test Requirements:**

**Clerical Test Battery (CTB)**

Note: The Company will pursue a review, assessment and validation process to determine if the Physical Test Battery (PTB) and/or the Industrial Skills Test (IST) more closely align with the duties of both the proposed Work & Resource Dispatcher- Electric and the current (1760) Work & Resource Dispatcher classifications. The parties will meet to discuss any proposed changes to the entry test requirements.

**Wages**

**SAP Code 50442771 PS Code 1765 Dispatcher-in-Training - Electric**

	<b>2011</b>	<b>2012 GWI</b>	<b>2013 GWI</b>
SGL	\$32.67	TBD	TBD

Upon completion of six months of formal and on-the-job training, the Dispatcher-in-Training will progress to the Work & Resource Dispatcher or the Relief Work & Resource Dispatcher at the starting rate of pay.

**SAP Code 50442772 (50442774) PS Code 1763 (1764) Work and Resource Dispatcher-Electric (Relief)**

	<b>2011</b>	<b>2012 GWI</b>	<b>2013 GWI</b>
Start	\$35.20	TBD	TBD
End 6 Mo	\$35.98		
End 1 Yr	\$38.93		
End 18 Mo	\$42.14		

Relief:

The rate of Work and Resource Dispatcher plus \$5.00 per week plus 8 times the Sunday premium.