



# LETTER AGREEMENT NO. 13-63-PGE



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS AND HUMAN RESOURCES DEPARTMENT  
MAIL CODE N2Z  
P.O. BOX 770000  
SAN FRANCISCO, CALIFORNIA 94177  
(415) 973-4310  
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

July 29, 2013

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:

Pursuant to Subsection 10.7(b) of the Clerical Agreement and in accordance with LA 94-96-PGE, the Company proposes to offer a limited number of 4-day/10-hour work schedules across Contact Center Operations (CCO) to eligible full time Customer Service Representatives (CSR's) and Senior Service Representatives (SSR's) on a voluntary basis; subject to the conditions outlined below.

### INITIAL ESTABLISHMENT OF SHIFTS

The total number of 4-day/10-hour alternate work schedules available shall not exceed 15% of the overall full time shifts available:

### Customer Service Representatives (CSR)

Fresno –			
7:00 AM-6:00 PM (4X10)	=MTW==Y		FT
8:30 AM-7:30 PM (4X10)	=MT==FY		FT
9:30 AM-8:30 PM (4X10)	=M==RFY		FT
10:00 AM-9:00 PM (4X10)	=MTWR==		FT
Sac 2740 –			
7:30 AM-6:30 PM (4X10)	SMT===Y		FT
9:30 AM-8:30 PM (4X10)	SM=WR==		FT
11:30 AM-10:30 PM (4X10)	=MTW==Y		FT
Sac 2730 –			
8:00 AM-7:00 PM (4X10)	=MT=RF=		FT
8:00 AM-7:00 PM (4X10)	=MTW=F=		FT

San Jose –			
7:30 AM-6:30 PM (4x10)	=MT=RF=		FT
7:30 AM-6:30 PM (4x10)	=M=WRF=		FT
7:30 AM-6:30 PM (4x10)	=MTW=F=		FT
7:30 AM-6:30 PM (4x10)	=MTWR==		FT
Stockton –			
8:00 AM-7:00 PM (4X10)	=MT=RF=		FT

**Senior Service Representatives (SSR)**

Fresno –			
7:00 AM-6:00 PM (4x10)	=MTW=F=		FT
8:00 AM-7:00 PM (4x10)	=M==RFY		FT
9:00 AM-8:00 PM (4x10)	=MTW==Y		FT
10:00 AM-9:00 PM (4x10)	=M==RFY		FT
Sac 2740 –			
8:00 AM-7:00 PM (4x10)	SM===FY		FT
9:30 AM-8:30 PM (4X10)	=MT==FY		FT
12:00 PM-11:00 PM (4x10)	=M==RFY		
1:00 PM-12:00 AM (4x10)	SMTW===		FT
Sac 2730 –			
8:00 AM-7:00 PM (4x10)	=MT=RF=		FT
San Jose –			
7:30 AM-6:30 PM (4x10)	=M=WRF=		FT
7:30 AM-6:30 PM (4x10)	=MTW=F=		FT
Stockton –			
9:00 AM-8:00 PM (4x10)	=MTW=F=		FT

**Eligibility**

To be eligible, employees must be an F/T CSR or SSR in one of the locations offering the alternate work schedule as shown above.

Employees must have no active disciplinary action in the attendance category at the Written Reminder level or above, or a Decision Making Leaves (DML) at the time of bid, selection, or shift reporting date.

**IBB Process Steps**

- Company will provide each participating headquarter a shift prioritization form to include both 4-day/10-hour and 5-day/8-hour schedules
- Employees will prioritize each shift on the form provided. Example below:

Shift option(s) Bid Code	SUN	MON	TUE	WED	THU	FRI	SAT	TOT HRS	PRIORITY SELECTION
A 99010	OFF	7a-3:30p	7a-3:30p	7a-3:30p	7a-3:30p	7a-3:30p	OFF	40	
B 99011	OFF	7:30a-4p	7:30a-4p	7:30a-4p	7:30a-4p	7:30a-4p	OFF	40	
C 99012	OFF	8a-4:30p	8a-4:30p	8a-4:30p	8a-4:30p	8a-4:30p	OFF	40	
D 99013	OFF	8a-7:00p	OFF	OFF	8a-7:00p	8a-7:00p	8a-7:00p	40	

- Shift awards will be based on preference and seniority.

**Opt Out**

Employees awarded a 4x10 schedule will have 30 days from the start date of the schedule to voluntarily opt out. All requests to opt out require written notice to management stating that the employee chooses to no longer participate in the 4x10 schedule. Upon notification, Company will provide the employee a 5x8 schedule based on the employee's preference and seniority at the time of the original shift bidding process. The 5x8 schedule will take effect at the beginning of the next work week following the notification.

If the employee does not exercise the opt out option in the first 30 days of working the shift, the employee will remain on 4x10 schedule until another shift bidding process commences or the acceptance of an IBB award.

**Disqualification**

Employees awarded 4x10 schedules shall be required to maintain acceptable overall attendance. Failure to maintain acceptable attendance resulting in the issuance of a Written Reminder in the attendance category or a DML while participating in the program, may be removed at the company's discretion; not subject to the grievance procedure. Employee will be returned to the 5x8 schedule based on the employee's preference and seniority at the time of the original shift bidding process. The 5x8 schedule will take effect at the beginning of the next work week following the notification.

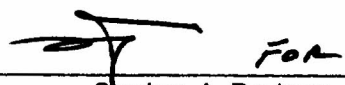
**Cancellation**

Either the Union or Company reserves the right to return to the five-day, eight- hour shift schedule by giving 30 days' written notice at the local level.

If you agree, please so indicate in the space provided below 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 agreement.

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

August 5, 2013

By:  \_\_\_\_\_  
Tom Dalzell  
Business Manager