



**Pacific Gas and
Electric Company**

LETTER AGREEMENT NO. 13-88-PGE

IBEW



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS
375 N. WIGET LANE
SUITE 130
WALNUT CREEK, CA 94598
925.974.4401
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

December 5, 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:

With the goal of improving the Title 212 emergency response process for Title 200 Physical employees, the Company and Union agreed to pilot an automated call-out system using the vendor ARCOS, beginning in August 2012. With the success of the pilot programs in two divisions, Company proposes to implement the automated call-out process system wide, beginning with employees in first-responder classifications in Electric Operations.

Classifications Included in Implementation

Implementation of the automated call-out process will initially include employees in the following classifications: Distribution Troublemaker, Transmission Troublemaker, Cableman, Electrical Technician, Substation Electrician, Electrician-Switching, Electrical Maintenance Foreman and Distribution Line Technician. Implementation will begin as soon as administratively possible following the execution of this agreement. Other classifications may be added in the future by agreement between Labor Relations and the IBEW leadership.

Local Agreements on Call-Out Procedures

Any documented local agreements for on-call schedules will be honored, and the ARCOS system will be configured to comply with these agreements. Once this agreement is in place, the parties may still negotiate changes to on-call schedules or agree to new on-call schedules in lieu of using the Title 212 procedure, in accordance with the current Agreement.

Any undocumented local agreements, practices or understandings related to the call out procedure must be negotiated locally in accordance with Section 212.12 prior to the implementation of the ARCOS system, or they will be discontinued. Any disputes related to these practices during implementation may be discussed by the joint Oversight Committee (see below).

In headquarters where local documented agreements exist regarding Section 212.8 Unanticipated Extension of the Workday, such as an agreement to assign employees from the 212 sign-up list for work that comes in 30 minutes prior to the end of the work period, the local parties may need to modify their practices for the implementation of ARCOS.

Modification of Call-Out Procedures

In accordance with Section 212.12, Company proposes the following modifications and clarifications in order to apply the Title 212 procedures to the automated call-out process.

1. Employees are responsible for using the ARCOS system when removing themselves from the call-out roster in accordance with Subsection 212.2(c). When removing themselves from the call-out roster, employees will be required to indicate the reason in accordance with Subsections 212.2(c) (1), (2) or (3). The automated system will notify the supervisor when an employee removes him/herself from the call-out roster, which will serve as advanced notice.
2. The provisions of Section 212.3, clarifications and related precedent setting grievance settlements will be modified or clarified for the application of the automated call-out system, as follows:
 - The following language in 212.3 will be modified. *“Company is only required to make an attempt to contact by telephone an employee during an emergency period and such employee will be charged only one refusal. An “attempt” includes redialing a telephone number once when a busy signal or no answer results from the first attempt.”*
 - An “attempt” is defined as follows: The ARCOS system will call the employee up to three times in succession using up to three different phone numbers provided by the employee. It is incumbent upon the employees to keep ARCOS updated with accurate and current phone numbers.
 - The message left for employees when they don’t answer a call will include the nature of the emergency, the location of the emergency and the name of the on-call supervisor.
 - Calls may be made to successive employees on the list simultaneously if more than one employee in the same classification, with the same qualifications, is required.
 - In the event an employee misses a call, he/she will have the opportunity to call back into the system and, if there is still a need, the employee may be offered the assignment.
 - If an outage occurs in the ARCOS system or the system is otherwise unavailable, the same call-out procedure will be manually implemented, using the data that was input into the ARCOS system effective the previous Friday.
 - An “emergency period” for purposes of this agreement will be 24 hours, 0700 – 0700, and there will be 7 emergency periods per week. Only one “attempt” will be made during the emergency period. If an employee makes him/herself unavailable (refuses or cannot be reached) and a 2nd emergency arises during the same emergency period, Company has no obligation to call the employee.
 - This agreement is not intended to modify existing letters of agreement or precedent grievance settlements regarding the availability of employees for call-out. Employees are responsible for entering accurate information into the ARCOS system regarding their availability for call out.
 - An employee must indicate in the automated system when they are not available for call-out, including but not limited to: when they are off sick during regular work hours; on vacation; at work already (e.g. when they are scheduled for prearranged overtime

- or working extension of the work day, etc.) or; upgraded to management on a PCR (AKA on a "yellow tag").
 - o Upon completion of an overtime assignment, employees are responsible for indicating in ARCOS that they are available for call-out.
 - o In reference to Subsection 212.11(e), while the call-out system may or may not be programmed to automatically remove employees after seven occasions of failing to respond when called, there is no intent to modify or eliminate this language.
 - o Existing contract language and precedent grievance settlements continue to apply to an employee's availability for call-out including, but not limited to when they: attended a doctor/dental appointment during regular work hours; are on a Floating Holiday during regular work hours or; are on a rest period.
 - o Service employees shall not make themselves arbitrarily unavailable for call-out.
3. Once the 212 sign-up list is exhausted in a headquarters, local management will have ARCOS configured to automatically call the annual 212 sign-up list. This applies to the classifications in this agreement only. Should the parties agree to implement ARCOS for additional departments and classifications, the specific protocol for call-out once the local 212 list is exhausted will be agreed upon at that time.

Oversight Committee

A joint Company-Union Oversight Committee will be created including up to four members selected by the Union and four member selected by the Company. The Committee will address issues related to the automated call-out system. For any disputes arising out the administration of the call-out process, including at the First Step of the grievance procedure, the supervisor and shop steward should review ARCOS call out data in attempt to settle the dispute.


This proposal has been discussed with Sr. Assistant Business Manager Bob Dean.

Either party may cancel this agreement by providing the other party with 60 days written notice of cancellation.

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

December 20, 2013

By: 

Tom Dalzell
Business Manager