



**Pacific Gas and
Electric Company**

LETTER AGREEMENT NO. 14-32-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

June 16, 2014

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 parties met on April 8, 2014 to review the results of the Customer Service Representative (CSR) new employee training process jointly developed by the parties in 2013. This new computer-based training program covers newly hired CSRs and is intended to ensure that CSR Trainees are job-ready upon completion of the training. The pilot training program memorialized in Letter Agreement 13-85 covered training classes in San Jose (10/28/13-12/18/13), Sacramento 2740 (12/11/13-2/5/14), San Jose (1/6/14-2/21/14), Fresno (2/10/14-3/28/14), Sacramento 2740 (3/3/14-4/18/14), Sacramento (4/21/14-6/6/14), Fresno (5/12/14-6/27/14) and San Jose (5/19/14 - 7/16/14).

During the April 8, 2014 meeting the parties discussed and agreed on the parameters of the finalized training program. The following will apply (and supersede LA 13-85, LA 05-70, LA 05-40, LA 04-48, LA 03-39, LA 03-03) to the extent those agreements conflict:

1. Committee – the joint oversight committee consisting of up to three members selected by the union and up to three members selected by the company will meet quarterly in 2014 to discuss adjustments based on feedback and training results. The joint oversight committee will determine the frequency and format of future meetings.
2. Updates – minor updates (i.e. policy or tariff updates) may be made to the training content prior to a quarterly meeting; however these updates will be cataloged and reviewed at the joint committee meeting. Updates, other than the minor updates noted above will be coordinated through a lead committee person on each side and also reviewed at the next full committee meeting.
3. Assessment – the training program will include tests, quizzes, and other knowledge retention checks throughout the course of training. A final assessment will remain part of the training program but will be used as a guide to prioritize additional training and areas of focus during the “nesting” period and not as a pass/fail assessment. The training schedule will no longer include the one day of final assessment study.

- 4. Nesting – upon completion of the classroom training and final assessment, CSR Trainees will spend up to 10 days “nesting” with a Senior Service Representative (SSR) while on the floor handling calls. While nesting marks the completion of the training program, the nesting period will not extend the trainee’s probationary period.
- 5. The syllabus is attached hereto and incorporated by reference.

Upon 30 days written notice, either party may cancel this agreement.

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,

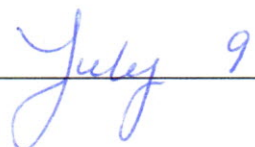
PACIFIC GAS & ELECTRIC COMPANY

By: 

 Stephen A. Rayburn
 Director and Chief Negotiator

The Union is in agreement.

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


 _____, 2014

By: 

 Tom Dalzell
 Business Manager

New Hire Training Day-by-Day Breakdown

Day	Code	Title
Day 1		NEO
		IBEW
		Benefits Overview/Call with HR
		Managers and Supervisor Intro
Day 2		NEO Continued for half day
		Initial Ergos
		Compliance and Ethics CORP-0305 *
	aa1	Social Styles Assessment
		Business Understanding Videos- CCO
	aa2	Introduction to Our Customers
	aa6	How Our Customers Engage with PG&E
		Written Request by customer (after AA6a)
Day 3		Password set up and log in to apps
		prebrief/debrief
		System Overview before (before AA4a)
	aa4	Introduction to Billable Accounts
		CC& B Terminology (Instructor Lead) (after AA6a)
	aa5	Getting Started with CC&B
	aa27	Introduction to the Training Environment
	aa7	Qualities of a Great CSR
		Greeting Card Program (Instructor Lead)
		Power of Attorney***
	aa8	A Day in the Life of a CSR
	aa9	Listen to and Rate Calls: Soft Skills
		Hazardous Material ENVIR-9015WBT*
	aa10	Job Shadowing with Experienced CSRs
	aa11	Panel Debrief and Questions
	aa3	Getting Started with GenRef
Day 4		prebrief/debrief
	aa3	Getting Started with GenRef, CONT.
	aa12	Greeting and Authenticating Customers
	aa13	Making Account Updates
		Connect Check Demo
		Precise ID Overview
	aa14	Responding to Information Requests
		Electronic Literature Request
		Business Understanding Videos - CSO
	aa15	GenRef Scavenger Hunt: Information Requests
aa21	Self Assessment	
	Business Understanding Videos - BPM	

	aa22	Partner Role Play
	aa24	Practice and Study
	aa23	Open Questions
Day 5		prebrief/debrief
	aa23	Open Questions
	aa25	Assessment
	bi1	Billing Cycle Timeline
	bi3	PG&E Residential Rates
	bi2	Introduction to Electric Rates and Tiers
	bi4	Exploring Electric Tiers and Rates
		Calc Lines on the bill
		Bill Calculation
		CCA
		SmartMeter™ / SmartGrid™ History
	ss18	Introduction to the Smart Grid
	Day 6	
ss18		Introduction to the Smart Grid
bi6		Explaining Electric Rates and Tiers Explain an Electric Bill
		Rules/Tariffs
bi7		GenRef Scavenger Hunt: Rate Changes Explaining Electric Rates and Tiers
bi5		Explain an Electric Bill
bi8		Exploring Gas Tiers
bi9		Explaining Gas Rates and Tiers
		Direct Access
bi26		Explain a Gas Bill
bi10		Discount Programs
		CARE PEV High Usage
bi13		GenRef Scavenger Hunt: Discount Programs
Day 7		prebrief/debrief
	bi13	GenRef Scavenger Hunt: Discount Programs, CONT.
	bi11	Listen to and Rate calls- Discount Programs
	bi12	Discussion: Customer Advocacy in Billing
		Business Understanding Videos- Customer Service
		How to Read a Meter (PPT from Issue Res Log)
	bi14	Meter Reads
	bi15	GenRef Scavenger Hunt: Meter Reads
		Business Understanding Videos - Billing
	bi16	Billing Questions and Requests
	bi17	Miscellaneous Billing Calls
bi18	GenRef Scavenger Hunt: Billing Questions	
		prebrief/debrief
	bi18	GenRef Scavenger Hunt: Billing Questions, CONT.
	bi19	Self Assessment

Day 8	bi20	Partner Role Play
	bi22	Practice and Study
	bi21	Open Questions
	bi23	Assessment
	cr1	Credit Cycle Timeline
		Receipts
	cr2	Basic Credit Questions
	cr3	GenRef Scavenger Hunt: Basic Credit Questions
	cr4	Budget/BPP
Day 9		prebrief/debrief
	cr5	GenRef Scavenger Hunt: Budget/BPP
		labs for BPP
	cr6	Non-Payment and Collections
		Write-Off PPT
	cr7	GenRef Scavenger Hunt: Collections
	cr8	Introduction to Pay Plans
	cr9	Listen to and Rate Calls: Pay Plans
	cr10	Negotiating a Pay Plan
	Third Party Notification Program (See Facilitator Guide)	
cr11	Creating Pay Plans	
Day 10		prebrief/debrief
	cr11	Creating Pay Plans, CONT.
	cr12	GenRef Scavenger Hunt: Pay Plans
		Calculate payment for Credit Blue Pay Plan/Pending Pay Plan Case, cont.
	cr13	Self Assessment
		Precise ID training
	cr15	Credit Super Task Challenge
	cr17	Emotional Credit Calls
	cr14	Partner Role Play
cr18	Practice and Study	
Day 11		prebrief/debrief
	cr18	Practice and Study
	cr16	Open Questions
	cr19	Assessment
	aa18	Advocating for PG&E Customers
	aa20	Your Plan for Being a Customer Advocate
		OLTD
		Business Understanding Videos - Credit
		Overview of Specialty Lines
		Tools
	op1	Introduction to CAD
		Using CAD cold transfer/LL/calling SSR/Specialty Lines
	Extra CAD Practice using phones in classroom	
op2	GenRef Scavenger Hunt: Transfers	

	op3	Introduction to Job Shadowing
	op4	Introduction to Job Shadowing Partner(s) <no form, just meeting one another>
Day 12		prebrief/debrief?
		Side-by-Side Calls--Day 1 of 4
Day 13		Debrief
		Side-by-Side Calls--Day 2 of 4
Day 14		Debrief
		Roving-On the Phones--Day 3 of 4
Day 15		Debrief
		Roving-on the Phones--Day 4 of 4
		Self Assessment
		Panel Debrief and Questions
Day 16		prebrief/debrief
	fs1	Field Services Cycle Timeline
		Matching Terms: Parts of Service w/pictures
	fs2	Service Guarantees
	fs3	Which Services are Covered
	fs5	Creating Field Orders
		UTC Case PPT
	fs4	GenRef Scavenger Hunt: Service Requests
		Field Orders (Manual FO Process ppt)
	fs6	GenRef Scavenger Hunt: Field Orders
	fs7	RLNP Orders
fs8	GenRef Scavenger Hunt: RLNP	
Day 17		prebrief/debrief
	fs9	Creating Cases
		Gas Proximity Letter & Gas Leak call guide
	fs10	Listen to and Rate Calls: Gas Leaks
	fs11	Gas Leak Hazards
	fs12	GenRef Scavenger Hunt: Gas Leaks and Carbon Monoxide
	fs15	Super Task Challenge
	fs13	Self Assessment
	fs14	Partner Role Play
fs16	Practice and Study	
Day 18		prebrief/debrief
	fs16	Practice and Study
	fs19	Open Questions
	fs17	Assessment
		GSR Presentation
		Gas Emergency Response*

Day		Field Services Resolution Log ppt (Slide 1-54)
		Motor Vehicle Training TECH-0082WBT*
		Hydrostatic testing ppt
	ou1	Outages and Our Customers
		Outages - Videos
Day 19		prebrief/debrief
		MPSC (Meter Power Status check)
	ou3	Outages
	ou4	GenRef Scavenger Hunt: Outages
		Safety Issues (Electrical Lines/Outages)
	ou5	Listen to and Rate Calls
	ou6	Being a Customer Advocate During Outages
	ou8	Partner Role Play
	ou7	Self Assessment
	ou9	Super Task Challenge
Day 20		prebrief/debrief
	ou9	Super Task Challenge, CONT.
	ou10	Open Questions
	ou11	Practice and Study
	ou12	Assessment
		Safety Pack / Safety Driving Tips
		Prep for OTP (CAD refresh, transfer, etc.)
		Code of Conduct*
		EAP
Day 21		prebrief/debrief
		Side-by-Side Calls--Day 1 of 4
Day 22		prebrief/debrief
		Roving-On the Phones--Day 2 of 4/ Ride-Alongs
Day 23		prebrief/debrief
		Roving-On the Phones--Day 3 of 4/ Ride-Alongs
Day 24		prebrief/debrief
		Roving-On the Phones--Day 4 of 4/ Ride-Alongs
		Self-Assessment
		Debrief
	ss1	Start/Stop Services Timeline
	ss6a	Basic Task - Starting Service for New Customer
	ss4a	Basic Task - Starting Service for Prior Customers
	ss4b	Basic Task - Starting with Write Off Balance
	ss2c	Rehearse - Practicing Allconnect®
	ss7a	GenRef Scavenger Hunt - New Customers

Day 25	ss9a	Basic Task - Stop One Premise
	ss9b	Basic Task - Stop Landlord Agreement
	ss9c	Integrated Task - Stopping Service Complex
	ss10a	GenRef Scavenger Hunt - Stop Service
	ss4d	Basic Task - Revising Start Service Request
	ss4c	Basic Task - Starting Service After Lock FA
	ss4f	Integrated Task - Starting Service for Prior Customer
	ss6b	Integrated Task - Starting Service for New Customer Deposit Required
	ss6c	Rehearse - Explaining Deposits
	ss6d	Conversation - Why is My Power still off?
	ss4e	Integrated Task - Transfer Service to Surviving Spouse
Day 26		Debrief
	ss4e	<i>Integrated Task - Transfer Service to Surviving Spouse, continued</i>
	ss5a	GenRef Scavenger Hunt - Prior Customers
	ss8a	Advice Assessing SONP Starts
	ss8b	Basic Task - Restoring Power After SONP
	ss4g	An Emotional Call About Deposits
	ss2a	Basic Task - Transferring Service
	ss2b	Integrated Task - transferring service 2
	ss3a	GenRef Scavenger Hunt: Transfer Service
		Start/Stop Manual Process
		Allconnect Presentation
	ss11	Self-Assessment
	ss12	Partner Role Play
	ss14	Practice and Study
Day 27		prebrief/debrief
	ss14	Practice and Study, CONT.
	ss13	Open Questions
	ss15	Assessment
	ss16	Taking Care of Yourself: CSR Panel
	bi25	Meet and Mingle: QA Team/CPUC Compliance Matrix
	ec1	Three Customers' Experiences with ECIs
	ec19	Reading Meters
	ec18	Helping Customers Find the Right Rate
	ec2	Causes of an ECI
	ec3	Listen to and Rate Calls: ECI
	ec4	Managing ECI Calls
Day 28		prebrief/debrief
	ec4	Managing ECI Calls
		Retrieve Anchor and Interval Reads
		HER (Home Energy Report)
	ec5	How One Family Cut Their Electric Bill by Nearly 70%
		Formulas
	ec6	Helping Customers Reduce Their Usage

	ec7	ECI Research
	ec8	GenRef Scavenger Hunt: ECI
Day 29		prebrief/debrief
		Calculate base bill
	ec9	Additional Ways to Conserve
	ec10	Building Customer Trust
	ec13	Emotional ECI Calls
	ec11	Self Assessment
	ec12	Partner Role Play
	ec20	Open Questions
		Life Safety Plan (CORP--0315WBT)
	aa26	Meet and Mingle (ERG/PSEA)
	ec14	Practice and Study
	Day 30	
ec14		Practice and Study
ec15		Assessment
oa1		Job Shadowing Reflection
		Prep for OTP
		Think Before You Write* (CORP-0515WBT)
		Environmental Leadership*
		PSCU (Credit Union) Presentation
		Revisit OLTD
		WFM
ra3		SSR Guest Panel
Day 31		oa2
	oa3	Side-by-Side Calls
Day 32		Debrief/Prebrief
	oa4	Roving-On the Phones
Day 33	oa4	Roving-On the Phones
	oa5	Self Assessment
	oa6	Panel Debrief and Questions
Day 34	ra1	30-minute review first thing in the am day of final assessment
	ra2	Assessment
		IBEW
	ra5	Transition Debrief
	ra6	Meet and Mingle
Day 35	ra1	Practice and Study