

Pacific Gas and Electric Company

215 Market Street  
San Francisco, CA 94106  
415/972-7000

April 16, 1990

Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P. O. Box 4790  
Walnut Creek, CA 94596

Attention: Mr. Jack McNally, Business Manager

Gentlemen:

Pursuant to Section 10.7(b) of the Clerical Agreement, the company proposes to extend LA 89-156-PGE for an additional 90-day trial period for Richmond Customer Service Credit and Collection employees in Bay Division. Attached is a detailed outline of this proposal. The only change to this proposal is the increased coverage requirements in item 6.

It is further proposed that either party may cancel this agreement by giving the other party 30-days written notice of their intent to do so.

If you are in accord with the foregoing and attachments and agree thereto, please so indicate in the space provided below and return one executed copy of this letter to the Company.

Yours very truly,

PACIFIC GAS AND ELECTRIC COMPANY

By R. B. Bradford  
Manager of Industrial Relations

The Union is in accord with the foregoing and attachments and it agrees thereto as of the date hereof.

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

May 14, 1990

By Jack McNally  
Business Manager

:SC

ATTACHMENT

FLEXTIME GUIDELINES

CUSTOMER SERVICES - RICHMOND  
(CREDIT AND COLLECTION)

1. GENERAL - The Company's basic workweek for Richmond Customer Services personnel is 8:00 a.m. to 5:00 p.m., Monday through Friday, with an hour for lunch each day, generally between 11:00 a.m. and 1:00 p.m. Customarily, a 15-minute rest break is allowed each morning and afternoon, resulting in an average seven and one-half hours actually spent at the work station.

Flexitime is intended to result in the same number of hours per week spent at the work station as described in the foregoing but, at the same time, allow some flexibility in the actual hour of starting or stopping work, and the length of the lunch hour. The following limitations will be observed in determining the degree of flexibility permitted.

2. HOURS - No employee shall start work earlier than 7:00 a.m., and work later than 5:00 p.m., or work more than eight hours in one day or 40 hours in the week, unless specifically authorized to work overtime.

Employees must accumulate a minimum of 40 hours per week, unless specifically approved in advance by a Supervisor. Employees accumulating less than 40 hours without approval will be subject to disciplinary action.

3. TIME ACCUMULATOR - All time will be administered by use of the Varitime Accumulator. Employees will insert the time keys in their respective time slots as they begin work each morning and upon return from lunch. Conversely, any time employees leave, the time keys will be removed and reversed in their time slots. No deviation of this procedure will be allowed.
4. CORE TIME - During the core hours defined as 8:30 a.m. to 11:00 a.m. and 2:00 p.m. to 4:30 p.m., all employees are expected to be at work except for authorized breaks or approved absences. Employees reporting after 8:30 a.m. will be considered tardy.
5. LUNCH - Employees may choose to take one-half hour, one hour, or one and one-half hours lunch breaks; lunch must be at least one-half hour in duration and shall not commence earlier than 11:00 a.m. nor end later than 2:00 p.m. During the one and one-half hours available for lunch breaks, there must be coverage for customer service. This should be worked out among the members of the work group. In the event that lunch breaks cannot be worked out among employees of the work group to provide for coverage, lunch break assignments will be assigned.

6. **COVERAGE REQUIREMENTS** - The Company shall determine minimum coverage requirements. If the normal application of flextime does not meet the minimum coverage needs, the Company shall endeavor to obtain voluntary coverage; if voluntary coverage is not available, employees will be assigned work hours on the basis of qualifications. In no event shall those straight-time assigned hours be outside of a 7:30 a.m. to 5:00 p.m. workday.

New minimum coverage now include:

- 2 Cash Receivers
- 2 Counter Clerks
- 1 Service Rep
- 1 Senior Service Rep
- 1 Utility Clerk/PBX
- 1 Steno/Utility Clerk Typist

The purpose of this change is to ensure relief is available at all times to those positions that may have customer contact. The Cash Receivers and Counter Clerks and the PBX position were previously addressed. We are adding the others for the following reasons:

- A. The Service Rep is added to provide additional relief to the counter positions and support to the Lead Clerks.
- B. The Senior Service Rep is added to ensure that a "Lead" Clerk is here at all times.
- C. The Steno and Utility Clerk Typist positions are added to ensure that incoming telephone coverage is available.

We propose that the employees working in these classifications work as teams to trade off in their flex hours so everyone gets the benefits and to ensure proper customer coverage.

7. **SICK LEAVE** - Establishment of flexible hours in no way alters sick leave privileges to which an employee is entitled under Title 7 of the Company's agreement with IBEW. Flextime does, however, offer employees the option of conserving their sick leave if they wish through prudent scheduling of medical and dental appointments.
8. **CALL-IN PROCEDURE** - Employees who find they are unable to report for work for any reason shall contact their immediate supervisor prior to 7:30 a.m.
9. **CANCELLATION** - Either party to this agreement may cancel Flextime arrangements provided for herein following 30 days written notice to the other party of such intent.

