



LETTER AGREEMENT

No.

91-30-PGE



Pacific Gas and Electric Company
Industrial Relations Department
215 Market Street
San Francisco, California 94106
[415] 973-1125

International Brotherhood of
Electrical Workers, AFL-CIO
Local Union 1245, IBEW
P.O. Box 4790
Walnut Creek, California 94596
[415] 933-6060

Richard Bradford, Manager

Jack McNally, Business Manager

February 20, 1991

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:

Company proposes to amend Exhibit A of the Clerical Agreement to reflect necessary changes to the Senior Service Representative Training Program.

Company proposes to modify the program from a 48-hour to an 88-hour classroom workshop, which would include time for review, quizzes, testing and non-productive time. The Company is proposing to add three new modules to the existing program as follows:

1. Customer Contact
2. Writing Skills
3. Customer Inquiry and Procedures (See attachment for module descriptions)

In addition, the Company has modifies existing modules to reflect current technology.

Appropriate test questions have been added to the existing exam to reflect the new material. Company will pilot the new modules over the next several months with the goal for implementation to be in July 1991.

This proposal has been discussed with Sam Tamimi and Enid Bidou of your staff.


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

Very truly yours,
PACIFIC GAS AND ELECTRIC COMPANY

By 
Manager of Industrial Relations

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

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

By 
Business Manager

, 1990
LLB:dlt

NEW MODULES

CUSTOMER INQUIRY
PROCEDURES

a course designed to provide an overview of the types of CPUC complaints, credit policy and procedures, and basic report composition.

WRITING SKILLS

a course designed to provide participants with the basics for writing letters and memos. Also review sentence structure, paragraph structure, clarity and spelling.

CUSTOMER CONTACT

a course designed to provide participants with telephone techniques, negotiation skills, managing conflict, field etiquette, and a brief overview of CTAS and QSE.