



# LETTER AGREEMENT NO. 99-12-PGE



PACIFIC GAS AND ELECTRIC COMPANY  
INDUSTRIAL RELATIONS DEPARTMENT  
2850 SHADELANDS DRIVE, SUITE 100  
WALNUT CREEK, CALIFORNIA 94598  
(925) 974-4104

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 4790  
WALNUT CREEK, CALIFORNIA 94596  
925-933-6060

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RICK R. DOERING, MANAGER  
AND CHIEF NEGOTIATOR

JACK McNALLY, BUSINESS MANAGER

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February 8, 1999

Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P. O. Box 4790  
Walnut Creek, CA 94598

Attention: Mr. Jack McNally, Business Manager

Dear Mr. McNally:

The Call Center Call Quality Monitoring 94-53 Subcommittee has proposed 2 pilots that would modify the Call Quality Monitoring Guidelines agreed to in Letter Agreement 98-03.

1. San Jose Call Center Pilot

San Jose Call Center would implement a 90-day pilot that would modify the agreed to call quality monitoring forms by deleting the numerical rating scale that is included on the form. The intent of this pilot is to determine whether omitting the rating scale will help employees focus on qualitative feedback versus a quantitative rating.

2. Feedback Pilot

The current provisions of Letter Agreement 98-03 provide that employees will receive copies of the call monitoring forms on the same day that they are monitored when practicable, but not later than the employee's next workday.

In some cases, operating conditions have not permitted feedback to be given on the same day as the monitoring was conducted or the next day. The Subcommittee proposes a 60-day pilot that would allow CSRs in all 4 Call Centers to voluntarily agree to add one additional shift to the timeline for

providing feedback. If the employee does not agree to the extension, the feedback will be given in accordance with the timeline in Letter Agreement 98-03 or will be discarded. The Committee will review the number of monitoring sessions that were discarded during the pilot.

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

Very truly yours,

PACIFIC GAS & ELECTRIC COMPANY

By:   
Rick R. Doering, Manager and  
Chief Negotiator

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

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

Feb 11, 1999

By:   
Jack McNally  
Business Manager