



LETTER AGREEMENT NO. R1-02-18-PGE



PACIFIC GAS AND ELECTRIC COMPANY
INDUSTRIAL RELATIONS DEPARTMENT
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INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
P.O. BOX 4790
WALNUT CREEK, CALIFORNIA 94596
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STEPHEN A. RAYBURN
DIRECTOR AND CHIEF NEGOTIATOR

PERRY ZIMMERMAN
BUSINESS MANAGER

May 20, 2002

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

Attention: Mr. Perry Zimmerman, Business Manager

Dear Mr. Zimmerman:

A Subcommittee representing Call Center Operations has been discussing the existing Call Monitoring Process and proposed changes to incorporate updates and streamline the process. Without prejudice to the position of either party, the Committee recommends that this proposed letter temporarily replace all existing Letter Agreements relating to call monitoring. Existing Letter Agreements that will be temporarily superseded include LA 01-07, 99-44, 99-29, 99-12, 98-20, 98-03 and 95-153.

The revised Call Monitoring process will consist of a 6-9 month pilot utilizing Comprehensive Call Monitoring (CCM) and Supplemental Call Monitoring (SCM). CCM and SCM defined are call monitoring processes used to improve call quality, identify training needs, and ensure compliance with company and regulatory mandates.

These processes will temporarily replace what was previously referred to as Call Quality Monitoring (CQM) and the Spot Check Process. The Evaluators in either of the proposed processes include Quality Assurance Team members, Team Leads and Senior Service Representatives. Comprehensive and Supplemental Call Monitoring will be implemented and performed concurrently. However, no employee will be subject to being monitored using CCM and SCM on the same day.

The CCM process will be used on an ongoing basis and can be conducted by any of the Evaluators; however, the primary Evaluator will be the Quality Assurance Team members. This process will be utilized to monitor each representative not more than twice a month (two call monitoring events-one event consists of 5-10 calls). This method of monitoring will be formally scored and reported on, and will utilize development plans, if required, to document areas for improvement.

In addition to CCM, Supplemental Call Monitoring (SCM) will be used on an ongoing basis, not to exceed three events per month, per employee (exception--probationary employees and employees on developmental plans). Management and Senior Service Representatives will conduct SCM. The intent of SCM is to monitor representatives on technical skills including process changes, and development plan progress. Senior Service Representatives will also conduct remote/side by side monitoring to mentor Customer Service Representatives on call quality. During this pilot, at least one Senior Service Representative per call center, per shift will be dedicated to perform SCM. SCM will not be formally scored or reported on; however, development plans may be used to document areas for improvement.

The Company and Union agree to follow the principles below when conducting call monitoring:

1. Call monitoring will be used in a positive manner to maintain a high level of service to PG&E customers.
2. Call monitoring may be temporarily discontinued due to business reasons, such as high call volumes or ASA recovery periods.
3. Call monitoring will not be used as the sole basis to discipline employees in the work performance category (Exception: Safety and Compliance). However, recognizing its use as one measure of performance, it may identify areas where there is a need for additional training in the area of a Service Representative's (SSR's and CSR's) work skills and performance.
4. To maintain consistency and standardization in the program, all evaluators will receive the appropriate training on the use of CCM and SCM.
5. Communication regarding these processes will be provided in each of the call centers prior to implementation. (Tailboard with a Company and Union committee member present.)
6. All evaluators will be proficient in customer service procedures.
7. Employees will be given a copy of the Call Quality Knowledge and Skills Assessment and the Quality Account Information Sheet with feedback on a CCM within three regularly scheduled workdays from the date the call was recorded. If feedback is not provided within three regularly scheduled workdays, with concurrence from the employee, feedback will be provided by the next regularly scheduled workday. Otherwise, the feedback will be discarded. If the call was not recorded, feedback would be provided as outlined in item #8. Whenever possible, employees will be provided real time feedback on the same day of the monitoring event.
8. Anytime ACM is not used, employees will be provided feedback within two regularly scheduled workdays from the date of the monitoring. If feedback is not provided within 2 regularly scheduled workdays, with concurrence from the employee, feedback will be provided by the next regularly scheduled workday. Otherwise the feedback will be discarded. Whenever possible employees will be provided real time feedback on the same day of the monitoring event.
9. Charges of alleged discrimination or harassment in the application of this program shall be investigated by the Local Investigating Committee described in Section 9.6 of the Clerical Agreement.

This program shall be administered in a consistent and standardized manner.

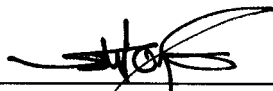
During this pilot, Company and Union will meet periodically to discuss the pilot's progress. At the end of six months, a determination will be made to either continue the pilot for an additional three months, or revise the Letter Agreement to move from pilot status to regular operation.

Either party may cancel this letter by providing 10 days written notice to the other.

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: 

Stephen A. Rayburn
Director & Chief Negotiator

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

May 29, 2002

By: 

Perry Zimmerman
Business Manager