



# LETTER AGREEMENT

## No. R1-93-48-PGE



Pacific Gas and Electric Company  
Industrial Relations Department  
201 Mission Street, 1513A  
San Francisco, California 94105  
[415] 973-3420

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

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Ronald L. Bailey, Manager or  
David J. Bergman, Director and Chief Negotiator

Jack McNally, Business Manager

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July 16, 1993

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

Gentlemen:

Company proposes to modify the existing Senior Service Representative Training Program and test as follows:

The current Senior Service Representative Training Program consists of 10 (ten) modules over eleven days. The modules are:

- ★ Customer Contact
- ★ CTAS (Computerized Trouble Analysis System)
- ★ CPUC's
- ★ Rates & Rules
- ★ Credit and Collections
- ★ Records
- ★ Writing Skills
- ★ Meter Reading
- ★ Conservation
- ★ New Business

The New Business module currently consists of eight hours of instruction and represents 13 questions on the final exam. A copy of the 13 questions is attached.

Based on our review of how New Business functions are performed in the division, it appears that the current training program is not relevant. We therefore propose that the Company develop a new four (4) hour module of instruction focusing on Customer Services' interaction with the Service Planning Department. As we are still in the development phase for the module, we propose to immediately remove the New Business questions from the final exam and develop new questions. These questions will be reviewed and agreed to by the Union before they are included in the exam. The next class is scheduled for July and we would like to introduce the new module at that time. The current passing score of 50.6 percent would not change.

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   
**Director 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**

Aug 2, 1993

By   
**Business Manager**

## SENIOR SERVICE REPRESENTATIVE QUALIFYING EXAMINATION

**Multiple Choice: Circle the correct answer.**

- a   b   c   d   e
1. What percent of the total lots in a subdivision or development must contain a building and a permanent customer before the remainder of any unrefunded advance will be refunded in full?
    - a. 50%
    - b. 75%
    - c. 80%
    - d. 100%
    - e. None of the above

**Circle true or false.**

- T      F
2. Refunds on extensions to commercial developments are made on the basis of bonafide load.

**Fill in the correct answer in the space provided.**

3. Refunds on a connection for a main line extension under Rule 15C and 15.1 should be made within \_\_\_\_\_ days from the date the meter is set.
4. In providing underground service to a new customer, under Electric Rule 16, the first \_\_\_\_\_ feet of service conductor is installed by PGandE at its expense.
5. All refundable advances, not previously refunded, on a residential subdivision are retained by the Company after \_\_\_\_\_ years.

**SENIOR SERVICE REPRESENTATIVE QUALIFYING EXAMINATION cont.**

**Multiple Choice: Circle the correct answer.**

a   b   c   d

6. When there is a series of extensions made under Electric Rule 15B, any amounts which become refundable will be applied to repay:

- a. The prior extension
- b. The nearest extension that has not been refunded in full
- c. The first in a series, chronologically, that has not been refunded in full
- d. None of the above

a   b   c   d   e

7. The most useful source of information regarding meter locations would be:

- a. Rule 16
- b. Rule 13
- c. Rule 15
- d. "Greenbook"
- e. A and d only

**Circle true or false.**

When a residential customer requests underground service from an overhead distribution system, he will provide the following:

T      F

8.    Pad-mount Transformer

T      F

9.    Trenching on private property

T      F

10.   The conductor

**SENIOR SERVICE REPRESENTATIVE QUALIFYING EXAMINATION cont.**

***Multiple Choice: Circle the correct answer.***

- a    b    c    d
11. When initiating cost of ownership charges, at what rate is the developer's advance absorbed by the Company?
- a. Half percent per month of the advance minus any refunds made or eligible to be made to the developer
  - b. Three-quarter percent per month of the advance plus any refunds made or eligible to be made to the developer
  - c. Three-quarter percent per month of the advance minus any refunds made or eligible to be made to the developer
  - d. None of the above

- a    b    c    d    e
12. Trenching costs in a public right-of-way, as outlined in Gas Rule 16, are paid by:
- a. The customer
  - b. The appropriate city or county
  - c. Pacific Bell
  - d. PGandE
  - e. None of the above

**SENIOR SERVICE REPRESENTATIVE QUALIFYING EXAMINATION cont.**

a b c d e

13. The term "Questionable Permanency" refers to:

- a. A job to be deleted from job scheduling because it has been delayed by the contractor
- b. An additional charge for a pump to be used during drought years only
- c. A main line extension that is to be disconnected after two years
- d. A temporary service that has been in use one year or more
- e. Both b and c