



**LETTER AGREEMENT**  
**NO. R1-94-119-PGE**

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
INDUSTRIAL RELATIONS DEPARTMENT  
201 MISSION STREET, ROOM 1513A  
MAIL CODE P15A  
P.O. BOX 770000  
SAN FRANCISCO, CALIFORNIA 94177  
(415) 973-3425

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W  
P.O. BOX 4790  
WALNUT CREEK, CALIFORNIA 94596  
(510) 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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December 22, 1994

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

Attention: Mr. Jack McNally

Gentlemen:

Company proposes to extend the provisions of Letter Agreements 93-110 and 94-70 to allow part-time Service Representatives to volunteer to work a full-time schedule in the Company's Call Centers through March, 1995. The Company will determine the number of part-time employees that are needed to temporarily work full-time at each Call Center and will offer part-time employees the opportunity to work on a full-time basis by seniority.

The Company is proposing the extended use of part-time employees on full-time schedules as it continues to determine the optimal staffing levels in the Call Centers.

1. The Company is only now completing the staffing of full-time Service Representative positions in the Call Centers.
2. Approximately half of the Service Representatives in the Call Centers are newly hired employees or are PG&E employees who have not previously worked in a Call Center.
3. The Company is still in a mode of collecting data daily to determine more accurate call volume projections for staffing purposes. During the first three months of Call Center operations, it was discovered that projected call volumes were underestimated.

Full-time schedules offered to part-time employees will first be offered to regular full-time employees for their consideration to fill on a temporary basis through March 1995. Part-time employees will be given the opportunity to work full time schedules that remain vacant. Full-time employees who elect to temporarily change their schedule will not be paid overtime for new work hours outside their previous work hours during the first 4 days.

Temporary full-time positions that are filled by part-time employees shall also be available in accordance with the provisions of Titles 19 and 206 to clerical and physical bargaining unit employees who are subject to being displaced under the provisions of Titles 19 and 206.

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:   
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

, 1994

By:   
Business Manager