



# LETTER AGREEMENT NO. R1-98-20-PGE

# IBEW



PACIFIC GAS AND ELECTRIC COMPANY  
INDUSTRIAL RELATIONS DEPARTMENT  
2850 SHADELANDS DRIVE, SUITE 100  
WALNUT CREEK, CALIFORNIA 94598  
(510) 974-4282

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

MEL BRADLEY, MANAGER OR  
DAVID J. BERGMAN, CHIEF NEGOTIATOR

JACK McNALLY, BUSINESS MANAGER

April 1, 1998

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 Company and Union recently signed Letter Agreement 98-03, providing for revised Remote Monitoring procedures for the Company's Call Centers.

As a further clarification of remote and side by side monitoring procedures, Company proposes that call monitoring be conducted by Call Center Supervision, Call Center Senior Service Representatives, and members of the Customer Services Quality Assurance Staff.

The Quality Assurance Staff will conduct remote/side by side monitoring to ensure quality control/consistency between all call centers and to identify training needs. Senior Service Representatives will conduct remote/side by side monitoring to mentor CSRs on call quality.

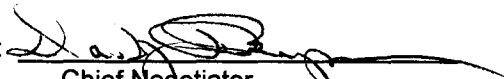
Team Leads will be responsible for providing CSRs feedback on remote/side by side monitoring and may include a Quality Staff Member or Senior Service Representative in the feedback meeting. In some cases, SSRs may also give CSRs feedback directly. All monitoring will be documented on the Call Quality Knowledge and Skills Assessment form and Call Quality Account Information form in accordance with the provisions of LA 98-03.

This letter agreement is to be used in conjunction with LA 98-03.

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:   
Chief Negotiator

Local Union No. 1245, International Brotherhood  
of Electrical Workers, AFL-CIO

By:   
Business Manager

April 13, 1998