



LETTER AGREEMENT NO. R1-99-29-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

RICK R. DOERING, MANAGER
AND CHIEF NEGOTIATOR

JACK McNALLY, BUSINESS MANAGER

April 26, 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 Remote Monitoring 94-53 Subcommittee has recommended that the Call Quality Monitoring Form and Account Information Sheet agreed to in Letter Agreement 98-03 be replaced with the attached forms.

The attached forms eliminate a number of redundant factors, combine some factors, and clarify other factors.

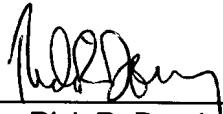
Also, In Letter Agreement 99-12, the Company and Union agreed to a 60-day pilot that would allow CSRs to voluntarily agree to add one additional shift to the timeline for providing feedback after a CQM event.

The 94-53 Committee is recommending to continue the extension of the feedback period on a voluntary basis. In accordance with Letter Agreement 98-03, the Company will continue to try and provide feedback to employees the same day as a monitoring session or no later than the next work period. When it is not possible to provide feedback within this time frame, employees may voluntarily agree to extend the feedback period an additional shift. Feedback not provided within this time frame will be discarded.

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

April 30, 1999

By: 
Jack McNally
Business Manager

**CALL QUALITY
KNOWLEDGE & SKILLS ASSESSMENT**

CSR/SSR Lan Id: _____ Call Center: _____ CSR/SSR Name: _____

Date of Session: _____ Eval Lan Id: _____ Evaluator Name: _____

Review Process (check one): Side by Side: Remote:

- Ratings:**
 Exceeded Requirement ----- ER
 Met Requirement -----MR
 Did Not Meet Requirement - NR
 Not Applicable -----N/A

For each Call Quality Factor (CQF) place an "x" in the ER, MR, or NR box that applies to the performance observed or reviewed through Side by Side or Remote Monitoring session. If the CQF was not applicable for the calls reviewed in the session, "x" the N/A box for that factor.

PROFESSIONAL BEHAVIORS QUALITY FACTORS

Quality Factors	ER	MR	NR	N/A	COMMENTS	% of CQF: MR or ER
Safety						
Identifies dog ownership - CNOT/HT						
Responds appropriately to emergency situations and urgent requests						
Takes action on all safety issues						
Total Identified in Session	0					0.00%
Courtesy and Respect						
Uses customer's name						
Acts in a professional manner						
Remains calm						
Has ability to diffuse an angry customer						
Avoids rushing the call						
Avoids interrupting the customer						
Display's willingness to assist						
Treats cust with dignity and respect						
Appraise's of status while obtaining info						
Uses terms the customer understands						

PROFESSIONAL BEHAVIORS QUALITY FACTORS...continued

Quality Factors	ER	MR	NR	N/A	COMMENTS	% of CQF MR or ER
Positive Image						
Projects a pleasant tone of voice						
Positive attitude and image						
Avoids carrying emotions from last call						
Total Identified in Session	0					0.00%
Hold Time						
Asks customer to be put on hold, waits for response						
Avoids excessive hold times when possible						
Thanks the customer for holding						
Total Identified in Session	0					0.00%
Ownership and Transfers						
Takes ownership of the call						
Uses "we" not "they"						
Informs the customer when transferring						
Total Identified in Session	0					0.00%
Satisfy Company Needs						
Utilizes Co. publications (TCSC, Bulletins, etc) for most up to date info.						
Follows Co. policies/procedures/CG's						
Communicates and offers products & services						
Educates the customer when possible						
Total Identified in Session	0					0.00%
Listen Attentively With Empathy						
Avoids asking the customer to repeat themselves by providing undivided attention						
Acknowledges unique situations/what is said, when appropriate						
Offers apologies and options when appropriate						
Total Identified in Session	0					0.00%
Total Prof. Behaviors CQF Identified in Session	0					0.00%

MANAGING THE CALL FLOW QUALITY FACTORS

Quality Factors	ER	MR	NR	NA	Comments	% of CQF MR or ER
Opening the Initial Call (CSR & SSR)						
Greets the customer - "...PG&E" (CSR)						
Identifies service line (I.e., Cust. Choice, Emer) when available (CSR)						
First and last name provided to the customer (CSR and SSR)						
Offers to assist (I.e., "How may I help you?" (CSR and SSR)						
Total Identified in Session	0					0.00%
Gathering Information						
Asks probing questions to gather information, determine reason for call and identify needs						
Read all notes on account before taking action						
Identifies access info (Xst, Locked Gate, etc)						
Updates all phone numbers						
Updates credit information						
Obtains forwarding address						
Total Identified in Session	0					0.00%
Taking Action						
Attempts to resolve issue on the first call						
Communicates what you "can do"						
Provides accurate and reliable information						
Documents activity on TP when appropriate						
Total Identified in Session	0					0.00%
Call Handle Time						
Stays focussed on the nature of the call						
Keeps the customer on track						
Accesses information in an expeditious manner						
Provides direct answers						
Total Identified in Session	0					0.00%
Summarizing the call						
Recaps the results of the call with the customer						
Verifies agreed upon next steps						
Total Identified for Session	0					0.00%
Closing The Call						
Offers additional assistance, when appropriate						
Shows appreciation for calling "PG&E" (sign off using company name)						
Total Identified in Session	0					0.00%
Total Mnge Call Flow CQF Identified in Session	0					0.00%

TRANSACTION QUALITY FACTORS

Customer Choice Calls

Quality Factors	ER	MR	NR	N/A	Comments	% of CQP, MR or ER
Maintains neutral, non-persuasive perspective and uses words that support open market						
Avoids negative statements about competitors						
Encourages research of available options and educated decisions						
Provides reliable info on Direct Access calls						
Total Identified in Session	0					0.00%

Turn on and Change of Party

Rule 12 (Identify CSR vs. SSR actions)

Quality Factors	ER	MR	NR	N/A	Comments	% of CQP, MR or ER
Reads Rule 22 script when appropriate & required						
Reviews past usage of prior address						
Reviews historical usage of new address						
Discusses electrical end use for rate options						
Informs customer of their rate options						
Enters correct rate schedule (E Sched field) or take appropriate action						
Uses MultiVision, and information supplied from Equifax appropriately						
Total Identified in Session	0					0.00%

Shut Off

Quality Factors	ER	MR	NR	N/A	Comments	% of CQP, MR or ER
Notes in remarks, access information and the status of RGSO (based on circumstance)						
Total Identified in Session	0					0.00%

Service Scheduling

Quality Factors	ER	MR	NR	N/A	Comments	% of CQP, MR or ER
Leads call to offer OSS available times						
Avoids taking orders when no time is available						
Checks for service restrictions for scheduling						
When necessary, effectively negotiate times						
Total Identified in Session	0					0.00%

TRANSACTIONS QUALITY FACTORS...continued

Outage Communications

Quality Factors	ER	MR	NR	N/A	Comments	% of CQF: MR or ER
• Use of Outage Reporting Tools						
Notes isolated outages on CERQ						
Issues an order/tag						
Avoids making duplicate orders						
Uses procedure to report lack of outage info						
Recommends 5002 line for available updates						
• Managing the Customer's Experience						
If info unavailable, uses knowledge to manage call						
Discusses "storm tips" as appropriate						
• Basic Electricity Concepts						
Demonstrates ability to explain elec restoration						
Communicates big picture of storm situation						
Total Identified in Session	0					0.00%

Energy Cost Inquiries

Quality Factors	ER	MR	NR	N/A	Comments	% of CQF: MR or ER
Opens ECI Help Ticket						
Analyzes account information						
Verifies the accuracy of the bill with the customer and recommend they read meter						
If bill accurate - CNOT's with "1", Sat. 1st call						
If bill not accurate - uses ECI script to identify cause of high bill						
If not Sat. on 1st call, completes ECI HT/CNOT						
Total Identified in Session	0					0.00%

Credit

Quality Factors	ER	MR	NR	N/A	Comments	% of CQF: MR or ER
Assesses risk factors before granting extensions						
Negotiates sound payment arrangements						
Uses CXTN appropriately to document extensions						
Avoids overriding peer's /OACU credit decisions						
Accurately explains all charges for RLNP						
Charges deposit on all RLNP (if none exists)						
Total Identified in Session	0					0.00%

Scripted Transactions

Quality Factors	ER	MR	NR	N/A	Comments	% of CQF: MR or ER
Issues correct Help Ticket						
Uses script when appropriate						
Total Identified in Session	0					0.00%

CALL QUALITY MONITORING SUMMARY

Development Plan (check if development plan was created)

Number of Calls in the Session: _____

Length of Session: _____
(Use decimal equivalents for portions of hour, e.g., .5, .75, etc.)

AVERAGE TOTAL PERCENTAGE =	0.00%
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Call Quality Account Information

Date: _____
 Side By Side Remote

Name: _____
 Extension: _____ LAN Id: _____

Acct #	Trans	Comments on Call Quality Factors
1.		<p>Professional Behaviors: Access/dogs <input type="checkbox"/></p> <p>Call Flow: PG&E <input type="checkbox"/> FN <input type="checkbox"/> Greeting <input type="checkbox"/> Xst's <input type="checkbox"/> Hm Ph <input type="checkbox"/> Wk Ph <input type="checkbox"/> Upd Credit <input type="checkbox"/> Summarized <input type="checkbox"/> Off'd Addit Assist <input type="checkbox"/> Closing <input type="checkbox"/></p> <p>Transaction: Rate Options/BPP/APS <input type="checkbox"/> RGSO <input type="checkbox"/></p> <p>Other highlights:</p>
2.		<p>Professional Behaviors: Access/dogs <input type="checkbox"/></p> <p>Call Flow: PG&E <input type="checkbox"/> FN <input type="checkbox"/> Greeting <input type="checkbox"/> Xst's <input type="checkbox"/> Hm Ph <input type="checkbox"/> Wk Ph <input type="checkbox"/> Upd Credit <input type="checkbox"/> Summarized <input type="checkbox"/> Off'd Addit Assist <input type="checkbox"/> Closing <input type="checkbox"/></p> <p>Transaction: Rate Options/BPP/APS <input type="checkbox"/> RGSO <input type="checkbox"/></p> <p>Other highlights:</p>
3.		<p>Professional Behaviors: Access/dogs <input type="checkbox"/></p> <p>Call Flow: PG&E <input type="checkbox"/> FN <input type="checkbox"/> Greeting <input type="checkbox"/> Xst's <input type="checkbox"/> Hm Ph <input type="checkbox"/> Wk Ph <input type="checkbox"/> Upd Credit <input type="checkbox"/> Summarized <input type="checkbox"/> Off'd Addit Assist <input type="checkbox"/> Closing <input type="checkbox"/></p> <p>Transaction: Rate Options/BPP/APS <input type="checkbox"/> RGSO <input type="checkbox"/></p> <p>Other highlights:</p>
4.		<p>Professional Behaviors: Access/dogs <input type="checkbox"/></p> <p>Call Flow: PG&E <input type="checkbox"/> FN <input type="checkbox"/> Greeting <input type="checkbox"/> Xst's <input type="checkbox"/> Hm Ph <input type="checkbox"/> Wk Ph <input type="checkbox"/> Upd Credit <input type="checkbox"/> Summarized <input type="checkbox"/> Off'd Addit Assist <input type="checkbox"/> Closing <input type="checkbox"/></p> <p>Transaction: Rate Options/BPP/APS <input type="checkbox"/> RGSO <input type="checkbox"/></p> <p>Other highlights:</p>

Call Quality Account Information

Acct #	Trans	Comments on Call Quality Factors
5.		<p>Professional Behaviors: Access/dogs <input type="checkbox"/></p> <p>Call Flow: PG&E <input type="checkbox"/> FN <input type="checkbox"/> Greeting <input type="checkbox"/> Xst's <input type="checkbox"/> Hm Ph <input type="checkbox"/> Wk Ph <input type="checkbox"/> Upd Credit <input type="checkbox"/> Summarized <input type="checkbox"/> Off'd Addit Assist <input type="checkbox"/> Closing <input type="checkbox"/></p> <p>Transaction: Rate Options/BPP/APS <input type="checkbox"/> RGSO <input type="checkbox"/></p> <p>Other highlights:</p>
6.		<p>Professional Behaviors: Access/dogs <input type="checkbox"/></p> <p>Call Flow: PG&E <input type="checkbox"/> FN <input type="checkbox"/> Greeting <input type="checkbox"/> Xst's <input type="checkbox"/> Hm Ph <input type="checkbox"/> Wk Ph <input type="checkbox"/> Upd Credit <input type="checkbox"/> Summarized <input type="checkbox"/> Off'd Addit Assist <input type="checkbox"/> Closing <input type="checkbox"/></p> <p>Transaction: Rate Options/BPP/APS <input type="checkbox"/> RGSO <input type="checkbox"/></p> <p>Other highlights:</p>
7.		<p>Professional Behaviors: Access/dogs <input type="checkbox"/></p> <p>Call Flow: PG&E <input type="checkbox"/> FN <input type="checkbox"/> Greeting <input type="checkbox"/> Xst's <input type="checkbox"/> Hm Ph <input type="checkbox"/> Wk Ph <input type="checkbox"/> Upd Credit <input type="checkbox"/> Summarized <input type="checkbox"/> Off'd Addit Assist <input type="checkbox"/> Closing <input type="checkbox"/></p> <p>Transaction: Rate Options/BPP/APS <input type="checkbox"/> RGSO <input type="checkbox"/></p> <p>Other highlights:</p>
8.		<p>Professional Behaviors: Access/dogs <input type="checkbox"/></p> <p>Call Flow: PG&E <input type="checkbox"/> FN <input type="checkbox"/> Greeting <input type="checkbox"/> Xst's <input type="checkbox"/> Hm Ph <input type="checkbox"/> Wk Ph <input type="checkbox"/> Upd Credit <input type="checkbox"/> Summarized <input type="checkbox"/> Off'd Addit Assist <input type="checkbox"/> Closing <input type="checkbox"/></p> <p>Transaction: Rate Options/BPP/APS <input type="checkbox"/> RGSO <input type="checkbox"/></p> <p>Other highlights:</p>

Call Quality Account Information

Acct #	Trans	Comments on Call Quality Factors
9.		Professional Behaviors: Access/dogs <input type="checkbox"/> Call Flow: PG&E <input type="checkbox"/> FN <input type="checkbox"/> Greeting <input type="checkbox"/> Xst's <input type="checkbox"/> Hm Ph <input type="checkbox"/> Wk Ph <input type="checkbox"/> Upd Credit <input type="checkbox"/> Summarized <input type="checkbox"/> Off'd Addit Assist <input type="checkbox"/> Closing <input type="checkbox"/> Transaction: Rate Options/BPP/APS <input type="checkbox"/> RGSO <input type="checkbox"/> Other highlights:
10.		Professional Behaviors: Access/dogs <input type="checkbox"/> Call Flow: PG&E <input type="checkbox"/> FN <input type="checkbox"/> Greeting <input type="checkbox"/> Xst's <input type="checkbox"/> Hm Ph <input type="checkbox"/> Wk Ph <input type="checkbox"/> Upd Credit <input type="checkbox"/> Summarized <input type="checkbox"/> Off'd Addit Assist <input type="checkbox"/> Closing <input type="checkbox"/> Transaction: Rate Options/BPP/APS <input type="checkbox"/> RGSO <input type="checkbox"/> Other highlights:

KEY:

- **Professional Behaviors**
 Access/dogs = Identifies dog ownership - CNOT/HT

- **Call Flow**
 PG&E = Greets the customer "...PG&E"
 FN = First and last name provided to the customer
 Greeting = Offers to assist (i.e., "How may I help you?")
 Xst's = Identifies access info (i.e., cross streets, contact numbers, locked gate)
 Hm Ph = Updates telephone numbers
 Wk Ph = Updates telephone numbers
 Upd Credit = Updates credit information
 Summarized = Recaps the results of the call with the customer
 Off'd Addit Assist = Offers additional assistance, when appropriate
 Closing = Shows appreciation for calling "PG&E" (sign off using company name)

- **Transactions**
 Rate Options/BPP/APS = Informs customer of rate options / Communicates and offers products & services
 RGSO = Notes in remarks, access information and the status of RGSO (based on circumstance)