

PACIFIC GAS AND ELECTRIC COMPANY

PGE + 245 MARKET STREET • SAN FRANCISCO, CALIFORNIA 94106 • (415) 781-4211 • TWX 910-372-6587

July 13, 1983

Local Union No. 1245
International Brotherhood of
Electrical Workers, AFL-CIO
P.O. Box 4790
Walnut Creek, California 94596

Attention: Mr. Jack McNally, Business Manager

Gentlemen:

This will cancel and supercede our previous letter to you dated May 5, 1983, on the same subject.

As provided for in the 1980 Clerical Wage and Classification Agreement, parties were to develop training and testing procedures for promotional eligibility to all Senior Clerical classifications; and to that end, Company proposes the following training and testing program for the Customer Services Department.

1. Eligibility

- A. Employees in the Customer Services Department who are next lower in the line of progression to Senior Service Representative I and have prebids on file. Upon successful completion of the training and testing program, an employee will have met the Senior Service Representative I and II promotional eligibility requirements. (Employees are still subject to the provisions of Sections 18.11 and 18.13 of the Clerical Agreement.)

B. Bidding

An employee who has valid prebids on file, or has postbid, and is the senior bidder to a Senior Service Representative I or II vacancy and is otherwise qualified, will not be bypassed if such employee has not had the opportunity to participate in or complete the training program. The job will be awarded pending successful completion of the training program. If an employee voluntarily withdraws from the training program, the job will be reawarded. However, if an employee is removed from the training program for reasons beyond his control, he will retain the job award pending rescheduling and successful completion of the training program. This does not include a retest.

- C. Employees who have voluntarily withdrawn from the training program will be eligible to be rescheduled for training after 90 days.

2. Training

The program will consist of a 48-hour classroom workshop, which includes time for review, quizzes, testing and non-productive time. This is to be conducted during a consecutive ten day work period (e.g., five days the first week and one day the second, or three days both weeks) and may be provided at a location other than an employee's regular headquarters.* The 48-hour workshop will consist of the following:

- A. Key references for performing Customer Services procedures and functions (customer relations, tariffs, commercial guides, standard practices, procedure manuals, service requirements, conservation and controls).
- B. Meter reading activities and procedures.
- C. Residential lifeline rates.
- D. Commercial, industrial, agricultural and Time-of-Use rates.
- E. Customer records, billings, adjustments, load surveys and rate analysis.
- F. Credit and Collection.
- G. New business principles and related gas and electrical rules.

Further, Company proposes to provide leadership training by requiring employees to attend a course in leadership skills no less than six months after placement in a Senior Service Representative classification.*

- * The general provisions established for employees attending Company training classes will apply.
(See Title 201 of the Physical Agreement.)

3. Testing

- A. The Senior Service Representative Promotional Eligibility Test will be administered at the end of the last day of the workshop. A test score of 38 passing will constitute successful completion of the course. (The passing score of 38 or more is to be reevaluated for possible change after a minimum of 50 employees have received the training, taken the test, and a period of time has passed wherein the employees' performance on the job can be rated by supervision.)
- B. If the employee fails the test, he/she will have 90 days to request a retest using a different but equivalent test.
- C. If the employee fails the test on the second attempt, he/she must demonstrate that they have made an attempt to improve their test performance through self-study, classes, etc., prior to being granted a retest.
- D. There will be self-study guides available at the employee's regular headquarters for review prior to attending the workshop and/or the taking of a retest.

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- E. Should a grievance arise concerning the fairness of administration, correction of the test, or eligibility for retest, the Local Investigating Committee, prior to the decision and as part of the deliberation, may refer such grievance to the Clerical Promotional Committee.

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 Company.

Yours very truly,

PACIFIC GAS AND ELECTRIC COMPANY

By *W. Bonbright*
Manager of Industrial Relations

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

Oct 21, 1983

By *Jack Wilbur*
Business Manager

Local Union 1245
International Brotherhood
Electrical Workers



(3063 CITRUS CIRCLE) • P.O. BOX 4790, WALNUT CREEK, CALIFORNIA 94596 • (415) 933-6060

October 21, 1983

I. W. Bonbright
Manager of Industrial Relations
Pacific Gas and Electric Company
245 Market Street, Rm. 444
San Francisco, CA 94106


Dear Mr. Bonbright:

Letter of Agreement R2-82-22-PGE is being signed with the following understanding reached at our last meeting on this subject:

- 1) Union's committee members, Jack Hill and Enid Bidou, shall attend the first training and testing program as observers.
- 2) If the Clerical Contract is rejected the proposed expense provisions for training classes shall not apply to this Letter of Agreement.
- 3) All study guides, reference guides and tests shall be submitted to the Union.
- 4) All revisions of study guides, reference guides and tests shall be submitted to the Union in a timely manner.

If you have any questions related to this matter, please call my office.

Very truly yours,


Jack McNally
Business Manager

MAM/lhb

cc: E. Bidou
J. Hill
M. Mederos
D. Mitchell