

PACIFIC GAS AND ELECTRIC COMPANY

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

April 24, 1985

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

Attention: Mr. J. K. McNally, Business Manager

Gentlemen:

Pursuant to the Company and Union negotiating committees' understanding on September 7, 1984, this letter cancels and supersedes all other agreements regarding the Gas Serviceman Quality Auditors Manual. The committee agreed to change the title to Gas Serviceman Training Review.

As a result of the 1983 general bargaining, the Company and Union agreed to review the Gas Serviceman Training Review Procedure.

Company and Union agreed, pursuant to Section 600.1, Exhibit VI, to formalize and revise the Gas Serviceman Training Review Procedure and Manual and standardize the reviewing of Gas Servicemen on a system-wide basis as follows.

The Gas Serviceman Training Review Procedure will be used in a positive manner by supervisors and Servicemen to maintain a high level of service to Pacific Gas and Electric Company customers. It is not the intent of the Gas Service Training Review Procedure to be utilized as a disciplinary process; however, recognizing its use as one measure of performance, it may identify areas where there is a need for additional training in the area of Servicemen's work skills and performance.

Further, it was agreed that a committee of equal numbers representing the Union and the Company will be established to audit and analyze an experimental test to be conducted in representative areas of the Company including large and small districts. This test will be conducted to determine the feasibility of having the Serviceman being reviewed accompany the reviewing supervisor during the review of his or her work tags during every review that is being performed on a Serviceman's work tags. The experimental test will run for a period of six months, and the Company and Union committee will analyze the results on a monthly basis. Based upon the results of the experimental test, a decision will then be made as to whether or not this system should be expanded system wide. The committee will commence on the date both Company and Union sign this agreement.

To establish consistency and standardization in the Gas Serviceman Training Review Program, reviewing supervisors will receive formal training in the review procedures. This will be accomplished by having them attend a three-day course at the Gas Servicemen's school, where practicable; or a comparable General Office standardized training program in the division(s).

All reviewing supervisors will have a copy of the Gas Serviceman Training Review Manual in his/her possession during a service review. A copy of the Gas Serviceman Training Review Manual will also be available to Servicemen in every headquarters where Servicemen are headquartered.

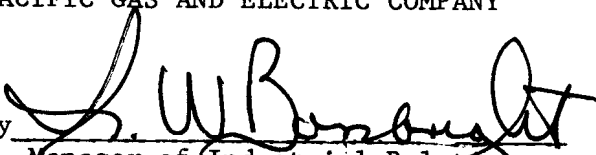
There will be a minimum of 200 credits on each Serviceman reviewed. Servicemen will be encouraged to comment on the review, using the back of the review form regarding the work review at the time of the review.

Company and Union agreed to revisions to the Gas Serviceman Training Review Manual as contained in the attached document.

If you are in accord with the foregoing and the attachment and agree thereto, please so indicate in the space provided below and return one executed copy of this letter to Company.

Very truly yours,


PACIFIC GAS AND ELECTRIC COMPANY

By 
Manager of Industrial Relations

The Union is in accord with the foregoing and the attachment and it agrees thereto as of the date hereof.

LOCAL UNION NO. 1245, INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS, AFL-CIO

May 23, 1985

By 
Business Manager