



# LETTER AGREEMENT NO. R2-97-142-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

January 27, 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:

Company proposes to replace the existing Senior Service Representative Training Program and test with a revised training program and test proposed by the Senior Service Representative Technical Training Subcommittee. The revised program and test would replace the program/test agreed to in Letter Agreements 93-48 and 95-34 and included on pages 105-107 of the current Clerical Agreement (effective January 1, 1997).

## 1. Eligibility

Employees in the Customer Services Department who are next lower in the line of progression to Senior Service Representative I and have bids on file are eligible for the Senior Service Representative Training Program. 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 Section 18.11 and 18.13 of the Clerical Agreement.)

## 2. Bidding

An employee who has valid bids on file 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 or her control, s/he will retain the job award pending rescheduling and successful completion of the training program. This does not include a retest.

### 3. Withdrawals

Employees who have voluntarily withdrawn from the training program will be eligible to be rescheduled for training after 90 days.

### 4. Training

The revised training program is 84 hours long and consists of the following 11 modules:

Introduction (8 hours)	Rates (28 hours)
Communication Skills and Tools (4 hours)	Credit & Collections (4 hours)
New Business (4 hours)	Division Account Services (12 hours)
CPUC Complaints (4 hours)	Metering (4 hours)
Energy Efficiency and Resources (2 hours)	Outage Communications (6 hours)
Advanced Field Services (8 hours)	

A detailed description of each module is attached. The training program will be administered on consecutive work days and may be provided at a location other than an employee's regular headquarters. The general provisions established for employees attending Company training classes will apply (Title 15 of Clerical Agreement).

The pre-course study guide exercise has been omitted from the program in exchange for the open resource final exam.

### 5. Testing

The Senior Service Representative Promotional Eligibility Test will be administered at the end of the last day of the training program. A revised test is dated July 1, 1997 and includes 70 questions. Employees would be given 3 hours to take the test. The passing score is 75%. The final exam is now open resource (students have their computers, classroom manuals and their references guides from training available to them for reference during the exam).

If the employee fails the test, s/he will have 90 days to request a retest using a different but equivalent test.

If the employee fails the test on the second attempt, s/he must demonstrate that they have made an attempt to improve their test performance through self-study, classes, etc. prior to being granted a retest.

Disputes concerning the fairness of administration, correction of the test, or eligibility of retest shall be resolved in accordance with Title 9 of the Clerical Agreement.

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

Feb 19, 1998

By:   
Business Manager

## **Senior Service Representative Technical Training Course Description, 11/97**

### **Introduction (8 hrs.)**

Activities/topics include:

- Introductions and logistics
- Course overview & structure of modules
- Energy Industry Restructuring
  - Overview of Energy Industry Restructuring
  - EIR Basics
  - Current developments
  - Future Directions
- Quality Customer Service Concepts
  - Customer survey orientation (QSE, COS, BCOS, TCOS)
  - Customer contact exercises
  - Conflict Management skill review

### **Communication Skills & Tools (4 hrs.)**

Activities/topics include:

- Windows 95 (orientation and demonstration)
- Writing Style review and exercises
- E-mail Management
- Feedback & Mentoring

### **New Business (4 hrs.)**

Activities/Topics include:

- Overview of entire New Business process, different roles, interactions with other departments, and common customer-generated requests.
- Overview of the Greenbook and various rules pertaining to New Business

### **CPUC Complaints (4 hrs.)**

Activities/topics include:

- How Tariffs Come To Be
- PG&E's Rules
- Types of Complaints and Associated Costs
- Escalated Complaint Process
- Decision Making Model
- Handling Common Complaints

### **Energy Efficiency and Resources (2 hrs.)**

Activities/topics include:

- Appliance usage calculations - practice exercises
- Discussion of ECI "toolbox" (resource discussion and exercise)
- Conservation Tips - where to go to find the necessary information.

### **Advanced Field Services (8 hrs.)**

Activities/topics include:

- Learning about the structure of the Gas and Electric departments
- Reviewing the roles and responsibilities of key personnel (focus on Troublemakers and Gas Service Representatives).
- Discussing common customer field service calls, procedures, and safety issues.
- Gaining "eyes on" and "hands on" instruction at lab facilities in San Ramon (Gas lab, TES lab).

### **Rates (28 hrs.)**

Activities/topics include:

- Resources & Definitions (ETB, Tariff Application Guide, Tariffs, Rules, and Common Terms)
- Residential overview (CARE, Medical, Multifamily rates)
- Commercial & Industrial rates
- Agricultural rates
- Core Gas Transport
- All sections incorporate on line tools, resources, calculations and useful TP screens.

### **Credit & Collections (4 hrs.)**

Activities/topics include:

- Credit & Collection Center overview (role of various departments)
- Credit Extension Policy
- Credit Follow-up Schedule
- SONP/RLNP Policy
- Account Security

### **Division Account Services (12 hrs.)**

Activities/topics include:

- Classifying Adjustments
- Identifying types of adjustments
- TP screens, OLBH, and reports commonly used in the DAS process
- Completing Adjustments (on paper and on line)
- Completing special bills (on paper)
- Retro charges, Broken locks, Estimated bills
- Closing/Commencing Bill prorations

### **Metering (4 hrs.)**

#### **Activities/topics include:**

- Metering lab
- Hands-on practice on the METERPRO PROGRAM
- Plain watt-hour meter
- Combination demand meter
- Non-demand programmable TOU meter
- TOU-demand meter
- EMR device demonstration
- Meter tests
- Electric Meter Shut-Off procedures
- Gas meter shut-off procedures
- Review rule 17.2f (ETB) - Discontinuance of service
- Tampering, diversion, commingling
- Malfunction

### **Outage Communication (6 hrs.)**

#### **Activities/Topics Include**

- Overview of Transmission and Distribution system and common pieces of equipment
- Overview of restoration process and common barriers/restrictions.
- Review of emergency response structure within the seven areas and G.O.
- Overview of the roles and responsibilities of electric personnel (D.O., T-man, Emergency Response Coordinator).
- Review of system tools (CTAS, OIS, E RTP).
- Sample outage scenarios and circuit map exercise.
- Use of "When the Lights Go Out" as a resource