



**Pacific Gas and  
Electric Company**

# LETTER AGREEMENT NO. 17-15-PGE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS  
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ROBERT JOGA  
SENIOR DIRECTOR

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 2547  
VACAVILLE, CALIFORNIA 95696  
707.452.2700  
TOM DALZELL  
BUSINESS MANAGER

May 22, 2017

Mr. Tom Dalzell, Business Manager  
Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P.O. Box 2547  
Vacaville, CA 95696

Dear Mr. Dalzell:

The Company recently notified the Union of its intent to consolidate the Stockton Contact Center operation into the other four centers with the goal of finalizing the process by the end of 2017. This decision to consolidate was made in order to gain efficiencies in training, administrative, and management costs associated with operating this center. The Company does not intend to reduce the number of employees in Contact Center Operations overall.

The parties met to discuss the impacts to employees at the Stockton center, with the mutual goals of providing as many opportunities for job placement as possible, and to avoid the disruption and uncertainty of implementing the Title 19 displacement process. In accordance with Section 19.12, Company proposes that the following steps be taken in order to accomplish these goals.

1. All regular status Clerical employees at the Stockton Contact Center headquarters ("impacted employees") will be afforded preferential bidding/transfer rights in accordance with Subsection 19.1(a) of the Clerical Agreement. This will be effective on the date this agreement is fully signed. For purposes of this agreement, probationary status employees who reach regular status following the execution of this agreement will be included as "impacted employees".
2. Any Service Representative or Senior Service Representative job vacancies that are posted in Billing Operations' and Credit Operations' Stockton headquarters will be held specifically for the purpose of offering them to Stockton Contact Center employees. These vacancies will be offered as they become available in order of seniority to interested employees. An impacted employee who accepts a position with a lower pay rate will maintain their previous rate of pay in accordance with Subsection 13.9(d) of the Clerical Agreement.
3. Impacted employees, regardless of status, who indicate their interest in transferring to the Sacramento, Fresno or San Jose contact centers will have an opportunity to transfer to an equivalent or lower classification at one of those centers. Company will begin this transfer process as soon as possible after this agreement is signed, and make the transfers as soon as operationally feasible. An employee who accepts a position at another center with a lower pay rate will maintain their previous rate of pay in accordance with Subsection 13.9(d) of the Agreement.

4. Impacted employees will have an opportunity to indicate interest in leaving the Company by electing voluntary layoff with severance in accordance with Section 19.7 and Exhibit K of the Clerical Agreement. The number of employees who will be granted voluntary severance will be determined by the Company, through discussion with the union, and offered to interested employees in order of seniority. Company will determine the release dates of employees granted voluntary severance.
5. For the purpose of this displacement only, Company proposes to expand the provisions of Subsection 19.9(a) as follows. The definition of "headquarters" will include the Stockton Billing Operations and Credit Operations headquarters, which gives impacted employees who transfer to another contact center "A" rights to return to vacancies posted in Billing Operations or Credit Operations in Stockton.
6. Impacted employees who accept a position at a new headquarters that is beyond a commutable distance from his/her residence will be entitled to an enhanced moving allowance not to exceed \$5,000, should they move their primary residence. Reimbursement for reasonable costs incurred in connection with moving shall be in accordance with the provisions of Section 19.8 of the Agreement.
7. Company will provide resources for impacted employees who are interested in qualifying for entry-level positions covered by the Physical Agreement (e.g., list of positions and associated test requirements, study guides, testing schedule). Impacted employees will be allowed to retest, if necessary, after 30 days. Impacted employees will have an opportunity to identify their interests in these positions and will be given a minimum of 30 days to take the test(s). Company will identify vacancies in Physical positions of interest to impacted employees that are deemed unrestricted appointments (URA).

The parties will work together to develop a process for offering and assigning the above options to impacted employees. In addition, the parties will meet at the beginning of the 4<sup>th</sup> quarter 2017 to discuss and agree on any additional steps that may be necessary to ensure every opportunity for placement has been afforded prior to discussing the implementation of the provisions of Title 19.

If you agree, please so indicate in the space provided below and return one executed copy of this letter to the Company.

Very truly yours,

PACIFIC GAS & ELECTRIC COMPANY

By:  \_\_\_\_\_

Robert Joga  
Senior Director

The Union is in agreement.

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

\_\_\_\_\_, May 24th, 2017

By:  \_\_\_\_\_

Tom Dalzell  
Business Manager