



**Pacific Gas and  
Electric Company.**

# LETTER AGREEMENT NO. 19-01-PGE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS  
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MATTHEW LEVY  
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

February 5, 2019

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:

With the goal of improving the Title 212 emergency response process for Title 200 Physical employees, the Company and Union agreed to pilot an automated call-out system using the vendor Automated Roster Call Out System (ARCOS), beginning in August 2012. In Letter of Agreement 14-46 the parties agreed to implement ARCOS system on a regular basis with employees within Electric Operations. Now the Company is proposing to implement ARCOS with Title 200 Physical employees in the Information Technology (IT) Maintenance Department.

In recognition of the evolving utilization of ARCOS, and its ability to conform to interpretation of the existing contractual language, the parties agree to discuss updated language for a potential system wide Letter of Agreement.

#### Classifications Included in Implementation

Implementation of the automated call-out process for the IT Maintenance Department will include Title 200 Physical employees in the Computer Field Analyst Line of Progression. The current Line of Progression includes Computer Field Analyst; Computer Field Analyst – DCPD; Senior Computer Field Analyst, Senior; Computer Field Analyst – DCPD; Lead Computer Field Analyst; Lead Computer Field Analyst – DCPD; Computer Field Analyst – Technical Expert; and, Computer Field Analyst – Technical Expert - DCPD. Any new classifications added to the Computer Field Analyst Line of Progression in the future will also be included in this Letter of Agreement. Implementation will begin as soon as administratively possible following the execution of this agreement.

#### Local Agreements on Call-Out Procedures

Following the implementation of this agreement, the parties may still negotiate changes to on-call schedules or agree to new on-call schedules in lieu of using the Title 212 procedure, in accordance with Section 212.12 of the Agreement (e.g., Headquarters that combine all classifications on one call-out list).

#### Modification of Call-Out Procedures

In accordance with Section 212.12, Company proposes the following modifications and clarifications in order to apply the Title 212 procedures to the automated call-out process.

1. Employees are responsible for using the ARCOS system when removing themselves from the call-out roster in accordance with Subsection 212.2(c). When removing themselves from the call-out roster, employees will be required to indicate the reason in accordance with Subsections 212.2(c)(1), (2), or (3). The automated system will notify the supervisor when an employee removes him/herself from the call-out roster, and the employee shall provide sufficient advance notice as is currently required in the Agreement.

2. The provisions of Section 212.3 Call Outs and Response, including its clarifications and related precedent setting grievance settlements, will be modified or clarified for the application of the automated call-out system, as follows:
  - a. The following language in Section 212.3 regarding call-outs to employees will be modified. "Company is only required to make an attempt to contact by telephone an employee during an emergency period and such employee will be charged only one refusal. An "attempt" includes redialing a telephone number once when a busy signal or no answer results from the first attempt." An "attempt" in the automated system is defined as follows:
    - The ARCOS system shall call each employee based upon the phone number(s) provided by the employee.
    - The employee may provide up to three phone numbers and determine the order in which they should be called.
    - The phone numbers provided by the employee may be any combination of the same phone numbers or different phone numbers.
    - The total time elapsed for each call from the first ring to the completion of the message left will be a minimum of 45 seconds.
  - b. The information included in the call received by employees, and/or message left for employees when they don't answer a call, will include the nature of the emergency, the location of the emergency, and the name of the on-call supervisor. In the event an employee misses a call, s/he will have the opportunity to call back into the system and, if there is still a need, the employee has the opportunity to accept the assignment.
  - c. An "emergency period" for purposes of this agreement will be 24 hours, 0700 to 0700, and there will be seven emergency periods per week. Only one attempt will be made during the emergency period. If an employee makes him/herself unavailable (refuses or cannot be reached), and a second emergency arises during the same emergency period, Company has no obligation to call the employee.
  - d. There is no change to the current provisions in Section 212.3 regarding sick leave, doctor and dental appointments, and vacation.
  - e. Calls may be made to successive employees on the same list simultaneously if more than one employee in the same classification, with the same qualifications, is required.
  - f. If an outage occurs in the ARCOS system, the system is otherwise unavailable, or management uses a manual call-out process in lieu of using ARCOS, the same call-out procedure will be manually implemented, using the data that was input into the ARCOS system effective the previous Friday.
  - g. This agreement is not intended to modify existing letters of agreement or precedent grievance settlements regarding the availability of employees for call out. Employees are responsible for entering accurate information into the ARCOS system regarding their availability for call out.
    - An employee must indicate in the automated system when they are not available for call out because they are scheduled for prearranged overtime or are already working on overtime (such as extension of the work day).
    - Upon completion of an overtime assignment, each employee is responsible for indicating in ARCOS that they are available for call out. Failure to do so will result in the employee not being called again until s/he makes her/himself available, or after the system is reset for the start of their next regularly scheduled workday.
    - Existing contract language and precedent grievance settlements continue to apply to an employee's availability for call out including, but not limited to, when they:
      - Attended a doctor/dental appointment during regular work hours;
      - Are on a Floating Holiday during regular work hours, or;
      - Are on a rest period.

Once the 212 sign-up list has been exhausted in a headquarters, the ARCOS shall automatically call employees from the Annual 212 sign-up list in the headquarters. At the Company's discretion, ARCOS may be configured to automatically make call outs from the Annual 212 list by seniority, hours or other methods, and to automatically make call outs beyond the headquarters, such as to neighboring headquarters, or other qualified classifications as needed.

Oversight Committee

Any issues arising from the Agreement will be discussed by the Joint Company-Union Oversight Committee already established. The Committee will meet as needed to address issues related to the automated call-out system. All enhancements to ARCOS functionality or processes will be discussed and approved by the Oversight Committee. For any disputes arising out the administration of the call-out process, including at the First Step of the grievance procedure, the supervisor and shop steward should review ARCOS call-out data in an attempt to settle the dispute. If the supervisor and shop steward are unable to settle such a dispute, it may be referred to the Oversight Committee for review, in which case the Committee may waive the grievance filing timeline in Subsection 102.3(a)(2) if the matter takes longer than 30 days to settle.

Unanticipated Changes

In the event of policy, procedural, or negotiated changes that impact the automated call-out process, Title 212 and/or this Agreement specifically, the parties will meet to discuss the impacts and make modifications if necessary. For example, a cell phone policy that prohibits answering a call while driving may disadvantage employees who are unable to respond to an automated call out.

This proposal has been discussed with Senior Assistant Business Manager Anthony Brown.

Either party may cancel this Agreement by providing the other party with 60 days' written notice of cancellation.

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 AND ELECTRIC COMPANY

By:   
Matthew Levy  
Director

The Union is in agreement.

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

February 22<sup>nd</sup>, 2019

By:   
Tom Dalzell  
Business Manager