



LETTER AGREEMENT No. 20-73-PGE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS
375 N. WIGET LANE
SUITE 130
WALNUT CREEK, CA 94598
925.974.4461

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

MATTHEW LEVY
SENIOR DIRECTOR

BOB DEAN
BUSINESS MANAGER

December 17, 2020

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

Dear Mr. Dean:

Company and Union recently met to discuss the relocation of Service Representative employees who support Contact Center Operations within the San Jose Contact Center. The Company intends to close the San Jose Contact Center no earlier than December 31, 2020.

In accordance with Section 19.12 of the clerical agreement, the Company proposes the following options to address the impacts to affected Contact Center employees headquartered at 111 Almaden Boulevard, San Jose, California:

All IBEW bargaining unit employees within the Contact Center Operations department at the San Jose Contact Center will be given Section 19.1(a) notification as soon as possible, which affords them priority bidding rights ("A" rights). Impacted employees shall be given a displacement option form no less than 30 days prior to the closure and shall be provided a minimum of 14 calendar days to complete the form, indicating their voluntary preferences as follows:

1. Accept a position within the same classification at the Fresno Contact Center or Sacramento 2740 Contact Center. Employees who accept this option will remain on their existing shift until the next center-wide shift bid at which time shifts will be awarded based upon headquarters, classification, and seniority.
 - a. For employees who accept this option there will be two possible outcomes:
 - i. Employees who are able to successfully perform their jobs remotely will be allowed to do so through the end of COVID-19 remote working conditions, as determined by the Company, or through December 31, 2021, whichever comes later. The parties are currently discussing an agreement for long term remote working conditions. Should the parties negotiate a future agreement allowing for long term remote working conditions, the provisions of that Agreement will supersede the terms and conditions of a remote work arrangement as described herein.
 - ii. Employees not able to successfully perform their jobs remotely will be required to report to their newly assigned headquarters, no later than January 31, 2021.
 - b. The Contact Center has temporarily secured a limited number of hotel spaces at 111 Almaden Boulevard through June 30, 2021. The hotel spaces may be used on a temporary basis to accommodate urgent unexpected circumstances, such as, but not limited to Power/Internet Outages, Technology Issues, or PSPS event. Note: There will be no on-site support for employees temporarily utilizing hotel spaces.
 - i. If an urgent unexpected circumstance arises which prevents the employee from working remotely temporarily, the employee is to contact their immediate supervisor to request use of a hotel space.
 - ii. Employees who report to a hotel space at 111 Almaden Boulevard will not be entitled to travel time, mileage or reimbursement of transportation expenses.

- 2. Placement into an identified entry level vacancy within the Clerical or Physical bargaining unit. Employees must meet qualification requirements at the time of election, as communicated in the email communication on 12/14/20. Such identified vacancies will be communicated to employees as soon as practicable.
 - a. Impacted employees shall have their wages frozen in accordance with the provisions of Section 13.9(d) of the clerical agreement, following notice of displacement, and who elect to vacate their position through bid, transfer, or election of a position with a lower wage scale.
- 3. Voluntary layoff with severance pay in accordance with Exhibit K and Section 19.7(b).

Impacted employee elections, as outlined in options 1 - 3 above, will be determined by Company seniority for Full Time employees and then by Company seniority for Part Time employees and shall be binding upon notification of awarded election.

The provisions of Section 19.8 Moving Allowance shall apply to this agreement as applicable, and the reimbursement maximum allowed for moving expenses shall be \$5,000 based on submission of qualifying expenses in accordance with this section of the clerical agreement.

Impacted employees will have accelerated Title 18 bidding and transfer rights to the same line of progression vacancies (also known as "A" rights) as outlined in Title 19.9.

The Company and Union will work together to ensure employees are fully informed and educated prior to making their elections. The parties will work together to answer any questions and/or resolve any issues that arise out of this process. Report dates and severance dates will be determined by the Company based on operating need.

This proposal has been discussed with Assistant Business Manager Bryan Carroll and Business Representative Graciela Clark.

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
Senior Director

The Union is in agreement.

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

December 18th, 2020

By:  _____
Bob Dean
Business Manager

**Letter Agreement 20-73-PGE
Displacement Option Form
Customer Service Representatives – San Jose Contact Center**

Please complete the form below and sign & date page 4 (electronic signature acceptable). Upon completion please scan and email the form to Brenda Legge (blf@pge.com), Labor Relations by **5:00 p.m. on January 5, 2021**. If you are interested in more than one of the four options, please rank order them using number "1" as your first choice, "2" as your second choice and so on, in the space to the left. If you choose Option 4, please rank the Position vacancies in order of your interest and leave blank any vacancies you would not accept. The position vacancies in Option 4 will be assigned based on Company seniority for Full-Time employees and then by Company seniority for Part Time employees.

Employee Name: _____

Your selection will be considered binding.

- 1. _____ **Voluntary Layoff with Severance**

- 2. _____ **Accept a position within the same classification at the Sacramento 2740 Contact Center. Note: Employees who accept this option will remain on their existing shift until the next center-wide shift bid at which time shifts will be awarded based upon headquarters, classification, and seniority.**

- 3. _____ **Accept a position within the same classification at the Fresno Contact Center. Note: Employees who accept this option will remain on their existing shift until the next center-wide shift bid at which time shifts will be awarded based upon headquarters, classification, and seniority.**

- 4. _____ **Position Vacancy: I am willing to accept the following vacant positions.**

Please rank-order your elections (1 = First choice, 2 = Second choice, etc). Please rank all vacancies that you are willing to accept and leave blank any vacancies you would not accept.

_____ Service Representative Full Time (Mon-Fri; 8a-4:30p) – Stockton Regional Office – Billing & Records

_____ Maintenance Assistant I - Oakland – Gas Pipeline Operation & Maintenance

_____ Materials Handler - Fremont Materials Facility

_____ Routine Field Clerk (Title 300) – Stockton – GC Gas - Traffic Control

_____ Routine Field Clerk (Title 300) – Clerical Services Promo/Demo Area 07 – San Jose

_____ Routine Field Clerk (Title 300) – Clerical Services Promo/Demo Area 1 – Point of Assembly Eureka – Fleet

_____ Routine Field Clerk (Title 300) – Fresno - Promo/Demo Area 08 – Fleet

_____ Routine Field Clerk (Title 300) – West Sacramento Clerical Services Promo/Demo Area 02 – Electric Operations, Planning & Work Management (2 positions available)

_____ Routine Field Clerk (Title 300) – Clerical Services Promo/Demo Area 06 – Richmond

- _____ Utility Worker – Concord – Division Gas Transmission & Distribution
- _____ Utility Worker – Monterey – Division Gas Transmission & Distribution
- _____ Utility Worker – San Carlos – Division Gas Transmission & Distribution
- _____ Service Representative – Customer Service Offices – Multiple locations (see note below)

(Employees who choose this option for Service Representative in Customer Service Offices must also rank-order Office locations included below pages 2-4)

This section to be completed only by employees who choose Option 4 – Position Vacancy - Service Representative Vacancies in Customer Services Offices. Employees must also rank-order Office location.

Service Representative – Customer Service Offices – Multiple locations

(1 = First choice, 2 = Second choice, etc). Please rank all vacancies that you are willing to accept and leave blank any vacancies you would not accept.

***FT = Full Time
 PT = Part Time***

Rank Order	Office	Class	Shift	Address
	Antioch (3 positions available)	FT CSR	M-F 830a-530p	800 Second Street Antioch, CA 94509
	Bakersfield	PT CSR	M, Th, F 830a-530p	1918 "H" Street Bakersfield, CA 93301
	Bakersfield	FT CSR	M-F 830a-530p	1918 "H" Street Bakersfield, CA 93301
	Berkeley	FT CSR	M-F 830a-530p	1900 Addison Street Ste 101 Berkeley, CA 94704
	Berkeley	FT CSR	M-F 8a-5p	1900 Addison Street Ste 101 Berkeley, CA 94704
	Burney	FT CSR	M-F 8a-5p	20806 Black Ranch Road Burney, CA 96013
	Capitola	PT CSR	M, F 8a-5p; T 8a-12p	1955 41st Avenue, #B2 Capitola, CA 95010
	Chico	FT CSR	M-F 830a-530p	350 Salem Street Chico, CA 95928
	Clearlake	FT CSR	M-F 8a-5p	14730 Olympic Drive Clearlake, CA 95422
	Clearlake	FT CSR	M-F 8a-5p	14730 Olympic Drive Clearlake, CA 95422
	Concord	FT CSR	M-F 830a-530p	1030 Detroit Avenue Concord, CA 94518
	E Oakland	PT CSR	M-F 830a-230p	6537 Foothill Boulevard Oakland, CA 94605
	E Oakland	FT CSR	M-F 830a-530p	6537 Foothill Boulevard Oakland, CA 94605
	Eureka	FT CSR	M-F 8a-5p	2555 Myrtle Avenue Eureka, CA 95501

	Fort Bragg (2 positions available)	FT CSR	M-F 8a-5p	100 N Main Street Fort Bragg, CA 95437
	Fresno	FT CSR	M-F 830a-530p	705 "P" Street Fresno, CA 93760
	Fresno (2 positions available)	FT SSR	M-F 8a-5p	705 "P" Street Fresno, CA 93760
	Garberville	FT CSR	M-F 8a-5p	1328 Redwood Drive Garberville, CA 95542
	Hayward	FT CSR	M-F 8a-5p	24300 Clawiter Road Hayward, CA 94545
	Hayward	FT CSR	M-F 830a-530p	24300 Clawiter Road Hayward, CA 94545
	Hollister	FT CSR	M-F 8a-5p	401 McCray St. Bldg A - Unit 1 Hollister, CA 95023
	Jackson	FT CSR	M-F 8a-5p	12626 Jackson Gate Jackson, CA 95642
	Lemoore	FT CSR	M-F 8a-5p	208 West "D" Street Lemoore, CA 93245
	Los Banos	FT CSR	M-F 8a-5p	940 "I" Street Los Banos, CA 93635
	Marysville (2 positions available)	FT CSR	M-F 830a-530p	231 "D" Street Marysville, CA 95901
	Modesto	PT CSR	M, T, F 8a-5p	2225 Plaza Parkway Ste 6 Modesto, CA 95350
	Napa	FT CSR	M-F 830a-530p	1850 Soscol Ave Ste 105 Napa, CA 94559
	Oakland	FT CSR	M-F 830a-530p	1425 Clay Street Oakland, CA 94612
	Placerville	FT CSR	M-F 830a-530p	4636 Missouri Flat Road Placerville, CA 95667
	Redding	FT CSR	M-F 8a-5p	3600 Meadow View Ave Redding, CA 96002
	Redding	FT CSR	M-F 8a-5p	3600 Meadow View Ave Redding, CA 96002
	Richmond (2 positions available)	FT CSR	M-F 830a-530p	1100 So. 27th Street Richmond, CA 94804
	Richmond	FT CSR	M-F 8a-5p	1100 So. 27th Street Richmond, CA 94804
	Roseville	FT CSR	M-F 8a-5p	151 N. Sunrise Ste 513 Roseville, CA 95661
	Sacramento	FT CSR	M-F 8a-5p	5555 Florin-Perkins Road Sacramento, CA 95826
	Salinas	PT CSR	M, Th, F 830a-530p	356 E Alisal Street Salinas, CA 93901
	Salinas	FT CSR	M-F 830a-530p	356 E Alisal Street Salinas, CA 93901
	San Carlos	PT CSR	M, Th, F 8a-5p	275 Industrial Road, San Carlos 94070
	San Carlos	FT CSR	M-F 830a-530p	275 Industrial Road, San Carlos 94070
	San Jose (2 positions available)	FT CSR	M-F 830a-530p	111 Almaden Boulevard San Jose, CA 95115
	San Luis Obispo	PT CSR	M, T, Th, F 8a-5p	406 Higuera Street San Luis Obispo, CA 93401
	San Rafael	FT CSR	M-F 830a-530p	994 Fourth Street San Rafael, CA 94901

	Santa Rosa	FT CSR	M-F 8a-5p	111 Stony Circle Santa Rosa, CA 95401
	SF Chinatown	FT CSR	M-F 8a-5p	863 Clay St., San Francisco 94108
	SF-Folsom	FT CSR	M-F 830a-530p	2225 Folsom St., San Francisco 94110
	Stockton (2 positions available)	FT CSR	M-F 830a-530p	220 E. Channel Stockton, CA 95201
	Stockton	FT CSR	M-F 8a-5p	220 E. Channel Stockton, CA 95201
	Stockton	FT SSR	M-F 8a-5p	220 E. Channel Stockton, CA 95201
	Tracy	FT CSR	M-F 8a-5p	55 E. 10th Tracy, CA 95376
	Tracy	PT CSR	M, T, F 8a-5p	55 E. 10th Tracy, CA 95376
	Turlock	FT CSR	M-F 8a-5p	135 N. Center Turlock, CA 95380
	Ukiah	FT CSR	M-F 8a-5p	2641 N. State Street Ukiah, CA 95482
	West Sac	FT CSR	M-F 8a-5p	2230 Lake Washington Blvd #120 West Sacramento, CA 95651
	West Sac	PT CSR	M, T, F 8a-5p	2230 Lake Washington Blvd #120 West Sacramento, CA 95651
	Woodland	PT CSR	M, T, F 8a-5p	242 N. West Street Woodland, CA 95695

Please sign and date below:

Name _____

Signature _____

_____ Date

Note: Electronic signature sent via email will be considered binding
