



LETTER AGREEMENT NO. 21-54-PGE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS
375 N. WIGET LANE
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WALNUT CREEK, CA 94598
925.974.4461
MATTHEW LEVY
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
BOB DEAN
BUSINESS MANAGER

December 2, 2021

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:

In the first quarter of 2021, the Company received final CPUC approval to close ten (10) Customer Service Offices (CSO) as addressed in LA 20-07. Company and Union recently met to discuss the Company's intent to keep the remaining 65 Customer Services Offices (CSO) permanently closed. Official closing would take place no sooner than 60 days following the CPUC decision.

The Company has recognized annual declines in customer use of Local Offices over the last decade and following the temporary closures brought on by Covid-19 Safety protocols, customers have found alternative methods to pay their bills. Following thorough analysis of the COVID-19 impact to local offices, the Company intends to close the identified local offices included in Attachment I.

In accordance with Section 19.12 of the clerical agreement, the Company proposes the below options to address the impacts to affected CSO employees headquartered at the 65 Customer Service Offices.

All IBEW bargaining unit CSO employees in the identified 65 headquarters will be given Section 19.1(a) notification as soon as possible, which affords them priority bidding rights ("A" rights). Contingent upon CPUC approval, impacted employees shall be given a displacement option form no less than 30 days prior to any pending closures and shall be provided a minimum of 14 calendar days to complete the form, indicating their voluntary preferences as follows:

1. Remain in the same classification and transition to a position focused on supporting customers with outbound calling, supporting local customer events and inbound calls as required.
 - a. Employees who are able to successfully work remotely will be allowed to do so, in accordance with Letter Agreement 21-01.
 - b. It is the Company's intent that employees will remain assigned to their current headquarters however in the event a facility is permanently closed, employees will be reassigned to a new headquarters. The Company will make every attempt to reassign incumbent employees to a PG&E headquarters within a commutable distance from the incumbent employee's residence and where office space is available.
 - c. Incumbent Employees identified in Attachment 2 that are designated as Part-Time or Intermittent may elect to: 1) Remain in the same classification in their respective Part-Time or Intermittent status; or 2) Remain in the same classification and accept a Full-Time position.
2. Accept a position within the same classification at the Fresno Contact Center or Sacramento (2740) Gateway Oaks Contact Center.
 - a. Employees who are able to successfully work remotely will be allowed to do so through the end of COVID-19 working conditions, as determined by the Company. The parties are currently discussing

- possible long term remote working conditions and any agreement reached would be applicable to these employees.
 - b. Employees who are not able to successfully work remotely will be required to report to their newly assigned headquarters no sooner than 30 days after the notification of option award.
 - c. 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. Other identified entry level vacancies within the Clerical & Physical bargaining units. Employees must meet qualification requirements at the time of election. Such identified vacancies will be communicated to employees as soon as practicable.
- a. Impacted employees shall have their rate of pay 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 in accordance with Option 2 above.
4. Voluntary layoff with severance pay in accordance with Exhibit K and Section 19.7(b)

Impacted employee elections, as outlined in options 1-4 above, will be determined by Company seniority 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.

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 and are expected, based on operating need, to coincide with the actual closure of the Customer Service Office where the employee is headquartered.

This proposal has been discussed with Senior Assistant Business Manager Bryan Carroll.

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



By: _____

Bob Dean
Business Manager

Dec 2, 2021 _____, 2021

Attachment 1

Headquarters	Street Address	City
Angels Camp SC & CSO	1108 Murphy's Grade Road	ANGELS CAMP
Antioch Office & CSO	800 Second Street	ANTIOCH
Bakersfield Office & CSO	1918 H Street	BAKERSFIELD
Berkeley CSO	1900 Addison Street	BERKELEY
Burney SC & CSO	20806 Black Ranch Road	BURNEY
Capitola CSO	1955 41st Avenue, Bldg B-2	CAPITOLA
Chico Office & CSO	310 Salem Street	CHICO
Clearlake Highlands SC & CSO	14730 Olympic Drive	CLEARLAKE
Coalinga CSO	240 Coalinga Plaza	COALINGA
Concord SC & CSO	1030 Detroit Ave	CONCORD
Cupertino SC & CSO	10900 North Blaney Avenue	CUPERTINO
Dinuba CSO	152 North K Street	DINUBA
East Oakland CSO	6537 Foothill Blvd	OAKLAND
Eureka SC & CSO	2475 Myrtle Avenue	EUREKA
Fort Bragg CSO	100 N. Main Street	FORT BRAGG
Fortuna SC & CSO	2755 Rohnerville Road	FORTUNA
Fremont SC & CSO	41800 Boscell Road	FREMONT
Fresno Office & CSO	650 O Street	FRESNO
Garberville SC & CSO	1328 Redwood Drive	GARBERVILLE
Grass Valley CSO	127 East Main Street	GRASS VALLEY
Guerneville CSO	14040 Church Street	GUERNEVILLE
Hayward SC & CSO	24300 Clawiter Road	HAYWARD
Hollister CSO	401 McCray Street Suite 001	HOLLISTER
Jackson SC & CSO	12626 Jackson Gate Road	JACKSON
King City CSO	118 South Third Street	KING CITY
Lemoore CSO	208 West D Street	LEMOORE
Lodi CSO	1361 S. Lower Sacramento Road, Suite 604	LODI
Los Banos SC & CSO	940 I Street	LOS BANOS
Madera SC & CSO	940 I Street	MADERA
Manteca CSO	226 East Yosemite Blvd.	MANTECA
Mariposa Office, SC & CSO	5166 Jones Street	MARIPOSA
Marysville CSO	231 D Street	MARYSVILLE
Merced CSO	3090 M Street	MERCED
Modesto CSO	2225 Plaza Parkway Suite 5, 6 & 7	MODESTO
Napa CSO	1850 Soscol Ave	NAPA
Oakdale CSO	285 North Third Avenue	OAKDALE

Oakland CSO	1425 Clay Street	OAKLAND
Oroville CSO	1567 Huntoon Street	OROVILLE
Placerville SC & CSO	4636 Missouri Flat Road	PLACERVILLE
Quincy CSO	435 West Main Street	QUINCY
Red Bluff SC & CSO	515 Luther Road	RED BLUFF
Redding SC & CSO	3600 Meadowview Drive	REDDING
Richmond SC & CSO	1100 South 27th Street	RICHMOND
Ridgecrest SC & CSO	530 South China Lake Boulevard	RIDGECREST
Roseville CSO	151 North Sunrise Blvd., No. 513	ROSEVILLE
Sacramento SC & CSO	5555 Florin-Perkins Road	SACRAMENTO
Salinas SC & CSO	401 Work Street	SALINAS
San Carlos Office, SC & CSO	275 Industrial Road	SAN CARLOS
San Francisco Chinatown CSO	863 Clay Street	SAN FRANCISCO
San Francisco SC & CSO	2180 Harrison Street	SAN FRANCISCO
San Jose Office & CSO	111 Almaden Boulevard	SAN JOSE
San Luis Obispo Promontory Office & CSO	406 Higuera Street	SAN LUIS OBISPO
San Rafael CSO	994 Fourth St	SAN RAFAEL
Santa Rosa Office, CSO & RMC	111 Stony Circle	SANTA ROSA
Selma CSO	1745 Second Street	SELMA
Sonoma CSO	500 West Napa Street	SONOMA
Sonora SC & CSO	14550 Tuolumne Road	SONORA
Stockton CSO	220 Channel Street	STOCKTON
Taft SC & CSO	550 Gardner Field Road	Taft
Tracy Office & CSO	55 East 10th Street	TRACY
Turlock CSO	135 North Center Street	TURLOCK
Ukiah SC & CSO	2641 North State Street	UKIAH
Vacaville Office & CSO	770 Mason Street	VACAVILLE
West Sacramento CSO	2230 Lake Washington Blvd. #120	WEST SACRAMENTO
Woodland CSO	242 North West Street	WOODLAND

Attachment 2

**Incumbent List for LA 21-54-PGE
Designated as Part-Time or Intermittent Status**

Employee Name	LAN ID	Classification	Headquarter	Status
Bowens, Alondra	AABN	CSR1	Woodland	Part-Time
Branson, Lacey	L4BG	CSR1	Fresno	Intermittent
Easley, Lakicia	LME8	CSR2	Stockton	Part-Time
Janssen, Jessica	JJL	CSR1	Cupertino	Intermittent
Jay, Norma	NJJ5	CSR2	San Luis Obispo	Part-Time
Reyes, Margina	EMFC	CSR2	Madera	Part-Time
Steele, Julie	J22D	CSR1	Ridgecrest	Part-Time
Valdivia, Vanessa	VXPL	CSR2	Fresno	Part-Time