



LETTER AGREEMENT NO. 21-55-PGE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS
375 N. WIGET LANE
SUITE 130
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), which was addressed in LA 20-07. In Letter Agreement 21-54, the parties agreed to support the request to the CPUC to keep the remaining 65 Customer Services Offices (CSO) permanently closed. In connection with the closures, and pursuant to CPUC approval, the parties have met and discussed the transition for CSO employees in the Customer Service Representative Line of Progression.

Scope of Work:

In addition to normal duties performed within the Customer Services Line of Progression, Customer Service Representatives and Senior Service Representatives in CSO will perform job duties including, but not limited to, outbound customer calls; provide support, as needed, for Community Resource Centers (CRC) and Care & Medical Baseline enrollments; participate in outreach events within the communities (e.g. Senior Centers, State Fairs, Public Participation Hearings); handle incoming calls in support of the Contact Center Operation during emergencies (e.g. PSPS events, Outages, Earthquake, or instances resulting in un-forecasted high call volume). In circumstances when CSO employees handle calls in support of CCO, the call types will be limited to call types in which CSO employees have been trained. The Company maintains the right to assign work however, when possible management will attempt to solicit volunteers for new work stream tasks.

Workweek and Hours:

Initial work schedules will consist of Monday – Friday, between the hours of 8:00 a.m. to 5:30 p.m., with not more than one hour off for lunch. In accordance with LA 21-54, incumbent employees who elect the option to remain in their current classification within CSO will initially remain on their existing schedules and will be provided an opportunity to choose a lunch hour duration of one hour or one-half hour.

To address employee interest, and to allow flexibility to meet changing operational and customer needs, the parties agree to continue discussing flexible work schedules, no later than within 60 days of CPUC approval of CSO office closures.

Staffing:

The Company agrees to maintain a minimum headcount of 100 minus equal number of voluntary severances received through the implementation of Letter Agreement 21-54 through December 31, 2025.

Status:

Incumbent Employees identified in Attachment 1 that are designated as Part-Time or Intermittent will be provided a one-time opportunity to accept a Full-Time position, within CSO, in accordance with the established work schedules outlined above.

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

**Incumbent List for LA 21-55-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