



LETTER AGREEMENT NO. 01-07-PGE



PACIFIC GAS AND ELECTRIC COMPANY
INDUSTRIAL RELATIONS DEPARTMENT
2850 SHADELANDS DRIVE, SUITE 100
WALNUT CREEK, CALIFORNIA 94598
(925) 974-4104

INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
P.O. BOX 4790
WALNUT CREEK, CALIFORNIA 94596
925-933-6060

STEPHEN A. RAYBURN, DIRECTOR
AND CHIEF NEGOTIATOR

JACK McNALLY, BUSINESS MANAGER

February 2, 2001

Local Union No. 1245
International Brotherhood of
Electrical Workers, AFL-CIO
P.O. Box 4790
Walnut Creek, CA 94598

Attention: Mr. Jack McNally, Business Manager

Dear Mr. McNally:

In an effort to reduce call handling time while maintaining call quality, the Company proposes to temporarily suspend the Call Quality Monitoring procedures agreed to in Letter Agreement R1-98-03 during the energy crisis. Specifically, the Call Quality Knowledge Skills Assessment Form and Call Quality Account Information sheets usage will be discontinued. The current procedures will be replaced with the attached Average Handle Time Emergency Reduction Job Aid which will be utilized to help manage the resulting increase in phone activity. Agreed to modifications to the attached forms may be implemented under this Letter Agreement

The primary principles outlined in R1-98-03 concerning remote monitoring will be maintained and, in addition, the following components to a spot check process will be incorporated to ensure that the revised call handling processes continue to meet business needs during the energy crisis.

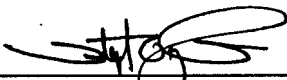
Spot checks will be conducted side by side or remotely utilizing the attached AHT Emergency Spot Check form. Employee names will not be associated with these documents and real-time feedback will be provided to employees as expeditiously as possible.

This agreement may be canceled by either party upon 14 days written notice to the other of such cancellation.

If you are in accord with the foregoing and agree thereto, 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: 
Stephen A. Rayburn
Director and Chief Negotiator

The Union is in accord with the foregoing and agrees thereto as of the date hereof.

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

Feb 15 2001

By: 
Jack McNally
Business Manager

AHT Emergency Spot Check

Date:

Call Center:

Observer:

<i>Situation</i>	<i>Action</i>	<i>Fulfill (Y/N)</i>					<i>Situation</i>	<i>Action</i>	<i>Fulfill (Y/N)</i>				
1. Greeting the Customer "...PG&E"	Discontinue						17. Avoid Excessive hold times	Step Up Efforts					
2. Uses customer name	Discontinue						18. Avoid asking the customer to repeat themselves	Step Up Efforts					
3. Communicate Products and Services (BPP, APS)	Discontinue						19. Stay focused on the nature of the call	Continue/ Step Up Efforts					
4. Educate customer when possible	Discontinue						20. Keep customer on track	Continue/ Step Up Efforts					
5. Acknowledge unique situations/what is said, when appropriate	Modify						21. Access information in an expeditious manner	Continue/ Step Up Efforts					
6. Thank customer For holding	Discontinue						22. Provide Direct Answers	Continue/ Step Up Efforts					
7. Ask customers to be put on hold and wait for response	Discontinue						23. Rule 12/Rule 22 *end use	Continue/ Step Up Efforts					
8. Identify Service Line	Discontinue						24. Assess risk factors before granting extensions	Continue/ Step Up Efforts					
9. Encourage research of available options and educated decisions	Discontinue						25. Show appreciation for calling PG&E	Modify					
10. Review past historical usage	Discontinue						26. Updating phone numbers	Modified					
11. Review historical usage at new location	Discontinue						27. Updating credit information	Modified					
12. Recommend 5002 Outage Line	Discontinue						28. ECI 1 st Call Satisfied	Continue					
13. Discuss storm tips as appropriate	Discontinue						29. Have the ability to diffuse angry customer	Continue					
14. Demonstrate ability to explain electric restoration	Discontinue						30. Avoid rushing the Call	Continue					
15. Communicate the big picture of storm situation	Discontinue						31. Avoid Interrupting the Customer	Continue					
16. Use "We" not "They"	Step Up Efforts												

AHT Emergency Reduction Job Aid

The following items will be excluded or modified from our normal call handling procedures during this Energy Crisis. Please use this job aid as a reference to assist you in your call handling interactions.

Situation	Action	Description/Example of Actions
1. Greeting the Customer "...PG&E"	Discontinue	Do not brand calls at the beginning (the IVRU already does this) or use your last name. Use first name only. Example: "This is Joe, How can I help You?"
2. Uses customer name	Discontinue	Avoid repeating customer's name unnecessarily during the call. Confirm the name only.
3. Communicate Products and Services (BPP, APS)	Discontinue	Do not offer PG&E Products & Services. This information is available at PGE.com and is included in bill inserts twice a year.
4. Educate customer when possible	Discontinue	Example: Do not discuss appliance usage, Or discuss internal company processes for providing services or solving problems.
5. Acknowledge unique situations/what is said, when appropriate	Modify	Keep calls focused on business purpose of call whenever possible
6. Thank customer For holding	Discontinue	Do not place customers on hold.
7. Ask customers to be put on hold and wait for response	Discontinue	Please say, " one moment please while I obtain that information" and keep customer on the line.
8. Identify Service Line	Discontinue	Example: Use new phrase, " PG&E emergency services, please state your emergency" if not emergency transfer customer to general line.
9. Encourage research of available options and educated decisions	Discontinue	Avoid lengthy dialog - offer customer other options i.e.: CSOL (PGE.com website), Customer Choice, Rates, Smarter Energy Line or IVR
10. Review past historical usage	Discontinue	Unless customer requests and then summarize usage
11. Review historical usage at new location	Discontinue	Unless customer requests and then summarize usage
12. Recommend 5002 Outage Line	Discontinue	Unless Customer questions
13. Discuss storm tips as appropriate	Discontinue	Unless Customer questions
14. Demonstrate ability to explain electric restoration	Discontinue	Unless Customer questions
15. Communicate the big picture of storm situation	Discontinue	When customer questions direct customers to use the IVRU.
16. Use "We" not "They"	Step Up Efforts	Focus on fixing the problem not fixing the blame for the problem. Show your support for other PG&E workers. We can take care of that ...

AHT Emergency Reduction Job Aid

Situation	Action	Description/Example of Actions
17. Avoid Excessive hold times	Step Up Efforts	Reduce time waiting for others saves money
18. Avoid asking the customer to repeat themselves	Step Up Efforts	Listen to the customer. Focus on the reason of the call
19. Stay focused on the nature of the call	Continue/ Step Up Efforts	Provide the customer your undivided attention and avoid side bar discussions
20. Keep customer on track	Continue/ Step Up Efforts	Utilize your skills to bring the customer back on track
21. Access information in an expeditious manner	Continue/ Step Up Efforts	Proactively research all notes, checking order history and bulletins while talking to the customer
22. Provide Direct Answers	Continue/ Step Up Efforts	Avoid jargon and use language the customer will understand
23. Rule 12/Rule 22 *end use	Continue/ Step Up Efforts	Follow current Job Aids for correct and simplified verbiage
24. Assess risk factors before granting extensions	Continue/ Step Up Efforts	Follow Gen Ref and obtain a commitment for the complete balance if close to a read date
25. Show appreciation for calling PG&E	Modify	Simplify by saying, "thank you for calling"
26. Updating phone numbers	Modified	If screen pop and numbers match, no action is needed. If no screen pop or number does not match obtain current home number
27. Updating credit information	Modified	Only necessary on T/O's & C/P's & Payment Arrangements (phone number only)
28. ECI 1 st Call Satisfied	Continue	Continue to CNOT ECI's 1 st Call Satisfied
29. Have the ability to diffuse angry customer	Continue	Stay calm and focus on the business reason for the call, for suggestions on how to diffuse the angry customer refere to back page ECI Toolbook
30. Avoid rushing the Call	Continue	Give the customer the information they require but don't engage in a lengthy discussion
31. Avoid Interrupting the Customer	Continue	Keep customer on track without being abrupt or rude. Transition all conversation back to the reason the customer called.