



**Pacific Gas and
Electric Company.**

LETTER AGREEMENT NO. 14-24-PGE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS
375 N. WIGET LANE
SUITE 130
WALNUT CREEK, CA 94598
925.974.4401

STEPHEN RAYBURN
DIRECTOR AND CHIEF NEGOTIATOR

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

May 1, 2014

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:

The Company believes that the Contact Center Operations (CCO)-wide Internal Bid Book (IBB) pilots as established in Letter Agreements 12-12 and 12-51 have served the need to process CCO vacancies in a timely manner and proposes pursuant to Section 18.17 to extend the provisions of these Agreements beyond the pilot to fill jobs within the CCO. This agreement cancels and supersedes Letter Agreements R1-11-16-PGE, 12-12-PGE and 12-51-PGE.

These IBB provisions are as follows:

1. Each Contact Center headquarters will utilize the existing Internal Bid Book (IBB) tool that allows employees to indicate their interest in moving to a different schedule. Part-time employees (regular and probationary) will also use this tool to indicate their interest in converting to full-time status. The tool will be organized by classification and headquarters with sign-up lists for each schedule.
2. The Company shall post and provide reasonable notice of all newly created schedules and or recently reactivated schedules into the Online IBB system, which must remain posted for a minimum of 30 calendar days prior to filling it via the IBB process.
3. For Service Representative vacancies, Company shall first offer the vacancy to employees who have expressed their interest through the IBB, based on seniority, in the following sequence:
 - a. Employees in the same classification, status and headquarters.
 - b. Part-time employees (regular and probationary) bidding for full-time vacancies at the headquarters.
 - c. Employees in the same classification at any CCO headquarters without regard to status. This CCO-wide IBB only applies to Service Representative vacancies.
4. For Senior Service Representative I and II vacancies, Company shall offer vacant schedules to current Contact Center employees in the same classification, status and headquarters via the IBB.
5. Accepting Job Offer: Employees will be offered an opportunity to move to a new schedule by direct voice contact (face-to-face or via phone conversation) with a Company representative. Employees will be required to provide an immediate response unless there are extenuating circumstances, which will be handled on a case-by-case basis. All decisions to accept or decline a position will be considered final.

Failure to respond to an offer will be considered a decline.

- 6. Employees who have indicated interest in a schedule will not be penalized if they decline a schedule change; however, the employee's name will be removed from the list and marked as declined. There will be no restrictions on employees indicating interest at a later time for the schedule that they have declined.
- 7. Contact Center Operations will maintain a historical record of the date and time an employee indicates interest in a schedule or makes changes within the tool. A historical record will also be maintained for when an employee accepts or declines a schedule offer.
- 8. The system will allow employees to view the schedule interest of other employees throughout the CCO organization.
- 9. On a quarterly basis, the Company will provide summary data to the Union regarding the filling of positions.
- 10. Unless otherwise agreed to, in the event of a Title 19 the parties agree to temporarily suspend CCO IBB activity.

Centralized Job Bidding and Transfer System

- 1. Remaining vacancies not filled through the IBB process, will be submitted to the Centralized Job Bidding and Transfer System (CJBT) to be filled in accordance with Title 18 of the Clerical Agreement.
- 2. Employees who are offered and declined a position through the IBB process under 3.a. and 3.b. above will not be offered those same positions through the CJBT.

Ratification

This agreement is subject to ratification by the impacted Clerical bargaining unit membership and shall not be effective until the ratification vote is completed and approved by the membership. The Company will provide the Union committee members and other designated Union members time to review this agreement with the affected employees as necessary.

Cancellation Clause

Either the Company or Union reserves the right to cancel this agreement by providing 60 days advance 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 & ELECTRIC COMPANY

By: Stephen A. Rayburn
Stephen A. Rayburn
Director and Chief Negotiator

The Union is in agreement.

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

May 8, 2014

By: Tom Dalzell
Tom Dalzell
Business Manager