



LETTER AGREEMENT NO. 17-19-PGE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS
375 N. WIGET LANE
SUITE 130
WALNUT CREEK, CA 94598
925.974.4401
ROBERT JOGA
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
TOM DALZELL
BUSINESS MANAGER

June 28, 2017

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 and Union have been discussing the work performed by Clerical employees in Billing Operations, and the overlap in job duties between Accounting Clerks headquartered in G.O. (Complex Billing) and Service Representatives headquartered in Stockton (Billing Operations Exceptions). In an effort to align the job duties and responsibilities within Billing Operations, the Company proposes to reclassify and assign four (4) incumbent employees in the Accounting Line of Progression (LOP) to the Customer Services Line of Progression pursuant to Clerical Agreement Section 18.17.

The list of incumbents is identified in Attachment A. Incumbent employees reclassified pursuant to this agreement will not experience any changes to their benefits, seniority, headquarters or pay (except number 1 in Attachment A). Employees will be integrated into the Service Representative classifications identified in Attachment A within the Customer Services Line of Progression with all their statuses intact. In addition, these four employees reclassified pursuant to this agreement shall be granted Subsection 18.8(a) ("A") bid rights back to the Accounting Line of Progression in the General Office headquarters.

The list of job duties currently being performed by the incumbent employees in the Complex Billing Department was discussed by the parties. The job duties are listed in Attachment B and will continue to be performed in the Complex Billing Department, but will be performed by employees in the Customer Services LOP.

This letter of agreement has been discussed with Bryan Carroll, Assistant Business Manager, and Jennifer Gray, Business Representative.

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: 
Robert Joga,
Senior Director and Chief Negotiator

The Union is in agreement.

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

By: 
Tom Dalzell
Business Manager

July 10th, 2017

The following employees will be reclassified per this Letter of Agreement as follows:

1. Edith Wan, Utility Clerk, Accounting, will be reclassified as a Service Representative.
2. Maria Kwan, Sr. Accounting Clerk II, will be reclassified as a Sr. Service Representative II.
3. Virginia Lewis, Sr. Accounting Clerk II, will be reclassified as a Sr. Service Representative II.
4. Sharon Jeong, Sr. Accounting Clerk II, will be reclassified as a Sr. Service Representative II.

The job duties of the Customer Service Representatives in Complex Billing include, but are not limited to, the following:

Billing & Assigned Customer Account Maintenance

- Review and work the IF58 Report daily, add name and date stamp, save electronically and Archive on SharePoint.
- Check CC&B Case Queue Daily for your newly assigned incoming cases
- Check BITT Queue Daily for your newly assigned incoming BITTs
- Review/resolve incoming BITTs within 14 calendar days, noting exceptions.
- Review/resolve incoming CASES within 14 calendar days, noting exceptions.
- Work Daily Exceptions
- Work Rate Change Requests
- Perform Bill Cancellations & Rebills
- Perform MV90 to SmartMeter conversion Final Billing.
- Work Stop request, Start Request, Change of Party.
- Delayed Billing Analysis and Resolution

Customer

- Keep assigned account representatives and customers updated through issue resolution.

Compliance

- Comply with rebate/rebill timing of month-end policy.
- Comply with all Sarbanes Oxley (SOX) requirements (ACR and Rebate/Rebill Checklist for >\$30K rebate/rebill or adjustments).
- Comply with all required rebate/rebill adjustment policies.

Knowledge and Utilization of Work Procedures

- IF58
- Rate Change
- Stop Start
- Billing Issue Tracking Tool
- Cases
- Electronic Archiving
- CC&B Navigation
- ABS OI navigation
- Create Field Orders for meter pick up reads
- Generate Bill in CC&B for Single / Multiple SAs
- Delete and Create Meter Data Requests
- Rebate/Rebill
- Use SOX Rebate Rebill Control Checklists for Net adjustments \$30K or greater
- Bill Transition from ABS to Mass Market
- Work Late Bills Not Yet Verified Report
- How to Manual Bill
- How to QA bill
- How To Trigger for Billing Data
- Understanding Rates and Rules (17.1)