



**Pacific Gas and  
Electric Company™**

# LETTER AGREEMENT NO. R1-18-22-PGE

**IBEW**



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ROBERT JOGA  
SENIOR DIRECTOR

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TOM DALZELL  
BUSINESS MANAGER

October 24, 2018

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:

Attached is the updated Job Definitions and Lines of Progression (JDLOP) for Section 600.1, Exhibit VI, for the Division Gas Service Department. The update integrates changes from General Negotiations and the results of various Letters of Agreement and precedent setting grievance decisions. It is not the intent of the parties to add or interpret any of integrated changes noted above and made a part of this agreement. In addition, any omission of relevant agreements is not intentional and shall be corrected.

Changes appear in italics. Also, attached is a revision mode copy showing additions in italics and deletions lined out. The documents prompting the changes are listed on the last page of the JDLOP.

This agreement also cancels LA 84-127 and LA 86-80 Gas Service Training Review Program. Observations and ride alongs are now part of the Lead job description.

While the parties have completed a comprehensive review, due to the length of time since the last update there may have been minor changes that were not noted in this current update. If either party becomes aware of a change that should be incorporated, the parties will review it and if so agreed, make the appropriate correction.

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: \_\_\_\_\_

Robert Joga  
Senior Director

The Union is in agreement.

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

By: \_\_\_\_\_

Tom Dalzell  
Business Manager

*November 1st*

, 2018

JOB DEFINITIONS AND LINES OF PROGRESSION

**DIVISION GAS SERVICE DEPARTMENT**

EXHIBIT VI AND SECTION 600.1

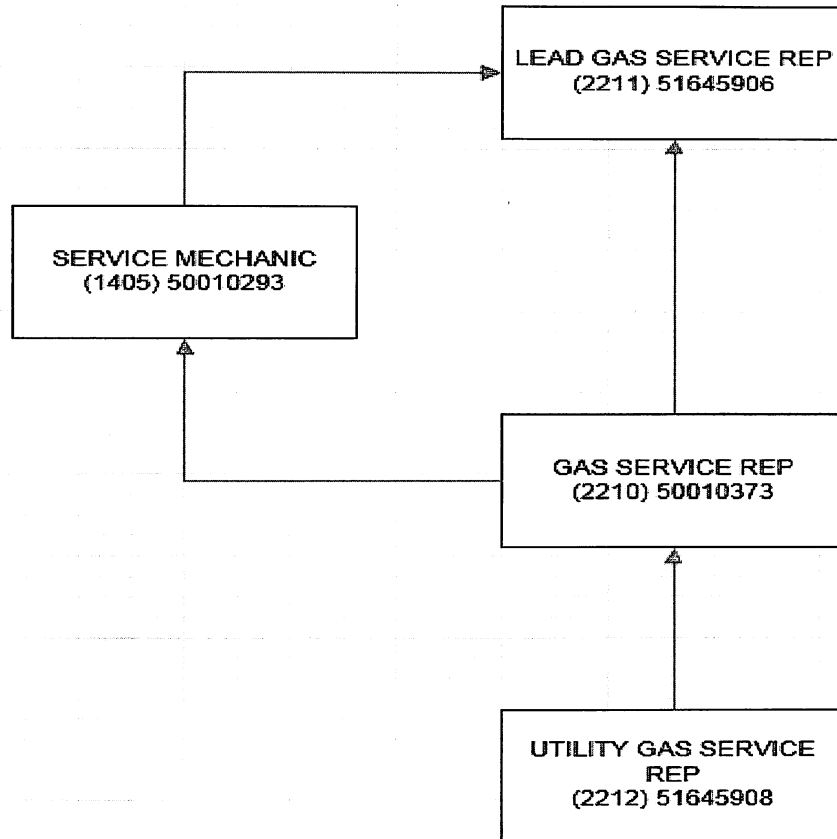
OF THE AGREEMENT

Revised October 2018

**Updates JDLOP LA R1-14-17 Dated April 24, 2014**

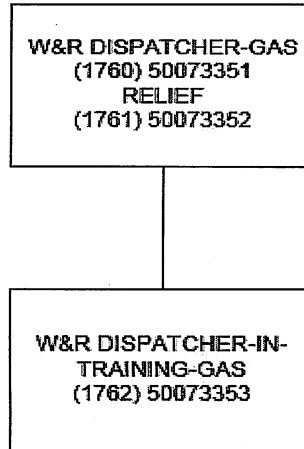
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# GAS SERVICE



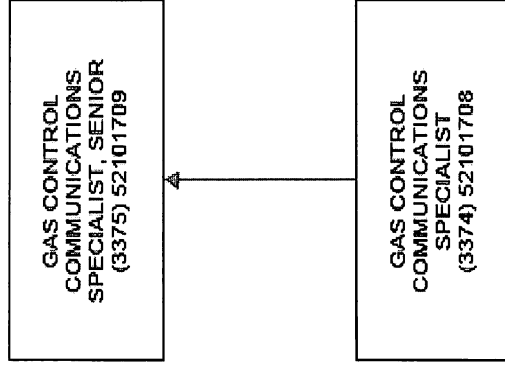
For illustrative purposes only. See job descriptions for additional detail

## DISPATCHER



For illustrative purposes only. See job descriptions for additional detail

# COMMUNICATIONS SPECIALIST



For illustrative purposes only. See job descriptions for additional detail

## **JOB DEFINITIONS AND LINES OF PROGRESSION**

### **GAS SERVICE DEPARTMENT**

#### **LEAD GAS SERVICE REPRESENTATIVE**

**51645906 (2211)**

A service employee who provides technical support and assists employees within their assigned work area on issues encountered in the course of their day's work within the Gas Service line of progression and performs all classes of work done by employees in the Gas Service Department. Provide support to local leadership for gas service-related training, safety, operator qualifications, in-house training reviews and ride-along; coordination of GSR vehicle inspections and required maintenance; Shall have personal qualifications of leadership and supervisory ability, the craft qualifications of a Gas Service Representative and/or Service Mechanic and a background of experience in Field Service work. Shall be familiar with the Company's safety standards, and other applicable systems, rules, tools and procedures. May be required to perform office functions in support of job tasks.

#### **Job Requirements**

- Be responsible for managing same day work.
- Maintain a valid Class "C" California Driver's License and Operator Qualifications.
- Maintain a high standard of public relations and personal appearance.
- Be proficient in supporting Dispatch and local leadership to coordinate area scheduling requirements.
- Work collaboratively with local leadership to monitor training needs for local work group to ensure skills and operator qualifications are maintained as required.
- Oversee calibration and adjustments of Combustible Gas Indicators, and other service work related equipment.
- Keep current on safety issues and adhere to all safety regulations and policies.
- Be proficient in customer and employee communication techniques and technology (phone, radio, computer and written).
- Perform duties and associated office tasks in association with job requirements.
- Perform local reviews, mentoring and leadership for all classifications lower in the LOP.

#### **Training Requirements**

Successful completion of the following:

- Gas Service Representative Training Program
- GSR work quality reviewers training/coursework
- Service Mechanic Training program
- Operator Qualification (OQ) for Field Service
- Leadership course as developed by the Company and Union
- Jointly developed Lead Gas Service Skills Assessment
- Must successfully complete one week computer skills training-information technical library research skills assessment and dispatch/FAS skills assessment

NOTES: Position is covered by the Department of Transportation requirements as outlined in applicable Letter of Agreements, and all provisions that apply under the Pipeline Safety Program, including pre-duty drug testing.

NOTES from LA R1-14-17:

- 1) *The Company will maintain no less than 35 Lead Gas Service Representative positions in the department.*

- 2) To be eligible for promotion to the Lead Gas Service Representative position an employee must have a minimum of 30 months experience as a Gas Service Representative and/or Service Mechanic.
- 3) Given the nature of the work, the new positions will also be designated as Service classifications consistent with Sections 3.5 and 202.7 of the Physical Agreement. With respect to the Utility Gas Service Representative positions, Section 3.5 is modified as noted under the Utility Gas Service Representative Job Definition.

Pay Scale Code	SAP Job Code	Next Lower Classifications
2210	50010373	Gas Service Representative
1405	50010293	Service Mechanic

Pay Scale Code	SAP Job Code	Same or Higher Classifications
2211	51645906	Lead Gas Service Representative

**SERVICE MECHANIC**  
**50010293 (1405)**

An employee who performs all classes of work done by Gas Service Representative and in addition does such work as installation, inspection and adjustment and maintenance of industrial metering equipment, meters and regulator sets. Makes combustion tests and adjustments on customers' gas burning equipment and investigates high gas bill complaints on industrial and large commercial accounts. May also assist in Gas Service Representative's training programs.

Training Requirements

Service Mechanic training requirements will be jointly developed under the direction of the Joint Apprenticeship Training Committee which will establish a Company and Union Subcommittee that will provide updates to the JATC.

Position is covered by the Department of Transportation requirements as outlined in applicable Letter of Agreements, and all provisions that apply under the Pipeline Safety Program, including pre-duty drug testing.

Pay Scale Code	SAP Job Code	Next Lower Classifications
2210	50010373	Gas Service Representative

Pay Scale Code	SAP Job Code	Same or Higher Classifications
2211	51645906	Lead Gas Service Representative
1405	510010293	Service Mechanic

**GAS SERVICE REPRESENTATIVE**  
**50010373 (2210)**

An employee who performs domestic and commercial service work such as gas and routine electric meter operations, gas regulator and monitor adjustments, appliance and control adjustments, diagnosing appliance problems and, when within the scope of Company's service policy, making recommendations to the customer for correction, routine service to all types of gas burning equipment, electric part-out and complete out calls. May connect and disconnect services at the weatherhead on new business accounts, including panel upgrades, and handle single-phase complete outs and voltage complaints (high/low and flickering lights), provided adequate training is provided. May perform gas appliance parts replacement in conjunction with their regular work. Performs turn-ons/shut-offs up to 2 lbs. Perform installation and alteration of all domestic and commercial gas meter and regulator sets and installation and maintenance of domestic and commercial gas equipment. Provided that the GSR is Operator qualified, may conduct leak survey work and may grade leaks for customer-generated tags, May squeeze off ("pinch-off") ruptured plastic services which are visible (and which can be accessed safely) to protect life and property; and may



affix approved dead end fittings to squeezed-off plastic services. Shall maintain a high standard of public relations and personal appearance.

**NOTES:**

1. In all types of work, Gas Service Representative will not be required to perform any function that would create a hazard to life or property or exceed the capability of manpower, tools or equipment available.
2. Position is covered by the Department of Transportation requirements as outlined in applicable Letters of Agreement, and all provisions that apply under the Pipeline Safety Program, including pre-duty drug testing.

Pay Scale Code	SAP Job Code	Next Lower Classifications
2212	51645908	Utility Gas Service Representative (1)

Pay Scale Code	SAP Job Code	Same or Higher Classifications
2211	51645906	Lead Gas Service Representative
1405	510010293	Service Mechanic
2210	50010373	Gas Service Representative
1763	50442772	W&R Dispatcher- Electric (2)*
1764	50013352	W&R Dispatcher Relief- Electric (2)*
1760	50073351	W&R Dispatcher-Gas (2)*
1761	50073352	W&R Dispatcher Relief-Gas (2)*
1771	50486038	W&R Dispatcher-Metering (2)*
1772	50486039	W&R Dispatcher Relief-Metering (2)*

\*Provided the employee previously held the classification of Gas Service Representative or Relief Service Operator.

**NOTES:**

- (1) Must have minimum of one year in this classification and completed agreed-to training program for consideration under Title 205.
- (2) Letter Agreement R1-06-20 established the W&R Dispatcher classification and eliminated the Service Operator and Relief Service Operator.

**UTILITY GAS SERVICE REPRESENTATIVE**  
**51645908 (2212)**

The Utility Gas Service Representative duties include Company generated scheduled meter changes, Smart Meter module changes, atmospheric corrosion and non-hazardous leak repair and remediation on gas meters 630 CFH or less. Perform pilot relights as needed in connection with meter changes; Employees who have met the necessary training requirements may assist others in support of other work being performed.

- Identify broken seals, diversion, meter tampering, vandalism, lost meters and other instances of energy theft.
- Identify and report any abnormal operating conditions
- Collect and verify gas meter module information.
- Turn module radios on and off.
- Turn offs and Shut-Off Non Pay (SONP) residential gas only
- Assists others in the Gas Service Department in performing gas metering work, performs necessary paperwork and shop duties. If necessary, may performed meter reads on any gas or electric meter.

- May assist a Gas Service employee higher in the LOP with riser valve replacement.
- Perform atmospheric corrosion inspections as part of their job duties.
- An employee who has completed the necessary training and is qualified to perform framing/pre-build of meter sets for new construction. This does not include the performance of turn-ons and maintenance.

Job Requirements:

1. Adhere to all safety regulations and policies.
2. Maintain a high standard of public relations and personal appearance.
3. Successfully complete all job-related training requirements.
4. Possess valid California Class C Driver's License

Training Requirements:

This classification requires successful completion of a jointly developed training program (to be established under the direction of the Company and IBEW Joint Training Committee (JATC). New entrants must pass the applicable tests at the end of the training and complete field training/observation work.

Entry Test Requirements:

- Applicable tests/test batteries as agreed to by the Company and the Union for existing represented employees, which may include existing tests (e.g., Physical Test Battery, Industrial Skills Test, etc.) or new tests deemed appropriate. Successful completion of agreed-to training course (employee who fails the training course will be returned to their previous classification and headquarters and must wait 6 months before being eligible for this position under Section 205.5)
- Positions filled at Company's option (Unrestricted Appointment) may include non-negotiated tests.

**Beginning Level Position**

NOTES:

1. Position is covered by the Department of Transportation requirements as outlined in applicable Letters of Agreement, and all provisions that apply under the Pipeline Safety Program, including pre-duty drug testing.
2. 0524 Fieldperson, 2782 Senior Meter Reader, 2785 Meter Reader, 0930 Utility Worker Gas T&D and 2201 CIP Inspector shall be given Priority One Status for the Utility Gas Service Representative classification as provided for in Section 205.5 and Exhibit VII of the Agreement.
3. The parties may agree to alternate scheduling options based on local area needs and if necessary shall utilize the normal local procedures with respect to Title 202.
4. This classification, when qualified, is expected to take the necessary action consistent with duties they are capable of performing (i.e., assess situation, perform shut-off) to make a field condition safe.
5. Section 3.5 of the Physical Agreement is modified to one hour with respect to residency requirements for the position of the Utility Gas Service Representative.
6. Except for special circumstances as provided for in this Agreement (i.e. Group 1 employees), upon successful completion of the required training and having acquired one year of service, the Utility Gas Service Representative will be considered qualified for upgrade to Gas Service Representative.
7. Notwithstanding any limitations in this agreement with respect to temporarily upgrading a trained and qualified Utility Gas Service Representative to Gas Service Representative, such limitation is waived for seasonal relight work and all hands emergency response. For all hands emergency response the Company

must exhaust all available employees higher in the line of progression at the headquarters and adjacent headquarters prior to the utilization of temporarily upgraded Utility Gas Service Representative.

**Entry Training requirements for Utility Gas Service Representative may consist of the following:**

- Safety, FR clothing fitting and Meter Reading
- Gas Meter – Smart Meter Modules
- Smith Driving
- Working with Nat Gas, Meter Set Repair, Quick Change
- Lab – Quick Change, Meter Set Repair
- Combustion, Pilot light, Appliance basics and Hazards
- Lab – Pilot Lights, Appliances and Quick Change Practice
- Assessments

**NOTE: UGSR WORK SCHEDULES (SEE LA R1-14-17)**

1. Workweek and Hours for Utility Gas Service Representatives

Schedules will be in accordance with Title 202 of the Physical Agreement and the Hours Clarification. Schedules will normally consist of Monday-Friday, work hours of 8 a.m. to 4:30 p.m. but may include Tuesday-Saturday and Sunday-Thursday. Workweek assignments as described herein shall be governed by the following:

- 1) When only one Utility Gas Service Representative is assigned to a headquarters the Company may assign any workweek noted above.
- 2) When two or more Utility Gas Service Representatives are assigned to a headquarters the Monday-Friday workweek must be the majority or equal to other workweeks as noted above.

Examples:

- 2 employees requires at least one Monday-Friday and either Tuesday-Saturday or Sunday-Thursday
- 3 employees requires at least one Monday-Friday, one Tuesday-Saturday and one Sunday-Thursday
- 4 employees requires at least two Monday-Friday, and no more than two on other workweek
- 5 employees requires at least two Monday-Friday, and no more than two on other workweek

Given continued interest to establish schedules that allow flexibility to meet changing Company and customer needs, the parties agree to continue discussing workweek scheduling with the above initial understanding. In the interim, the parties may agree to alternate scheduling options based on local area needs and through joint discussion and agreement.

**WORK & RESOURCE DISPATCHER – GAS (RELIEF)**

**50073351(1760) 50073352 (1761)**

A service employee who receives and dispatches gas operation tags and/or assists employees with issues encountered in the course of their day's work in the gas service, gas construction and design workgroups. Optimizes schedules through technology to accommodate changes in employee availability and manages current workload commitments so that the priority of public safety and customer appointments are met. Shall have a comprehensive knowledge of Company's Customer Service Policies. Shall be familiar with the Company's gas and electric distribution system. May be required to perform clerical work. May be required to contact customers or outside public agencies regarding service issues.

Job Requirements

- Be responsible for managing same day work.
- Be proficient in working with dispatch technology in distributing work to gas field technicians.
- Ensures that emergency and priority customer work is dispatched expeditiously in accordance with emergency policies and Quality Assurance Standards (QAS).
- Ensures that all compliance and company generated work is dispatched as scheduled.
- Actively manage and monitor work completion in real time to ensure customer and company commitments are met.

- Manage work that may interrupt preset daily schedules (IR, same day and field conditions).
- Partner with Work and Resource Scheduler on issues regarding scheduling and completion issues.
- Adhere to all safety regulations and policies.
- Be proficient in customer and employee communication techniques and technology (phone, radio, computer and written).
- Performs duties and associated clerical tasks as assigned.
- Perform work in a 24/7 work environment and be available to varied shift assignments.

**Notes:**

1. Relief positions will be offered to the senior Work & Resource Dispatcher-Gas on a voluntary basis. For the initial staffing of Relief Dispatcher positions in San Ramon, incumbent Relief Dispatchers from Fresno and Concord will be offered the Relief positions in order of years of service.

2. This position is covered by Department of Transportation requirements as outlined in applicable Letters of Agreement, and all provisions that apply under the Pipeline Safety Program, including pre-duty testing.

3. The residency requirement in Section 3.5 of the Agreement shall not apply to this classification.

**Entry Test Requirements:**

Clerical Test Battery (CTB)

**Notes:**

1. The Company will pursue a review, assessment and validation process to determine if the Physical Test Battery (PTB) and/or the Industrial Skills Test (IST) more closely align with the duties of the proposed Work & Resource Dispatcher- Gas and Work & Resource Dispatcher-in-Training - Gas classifications. The parties will meet to discuss any proposed changes to the entry test requirements.

2. The CTB requirement will be waived for bidders in the Line of Progression for Work & Resource Dispatcher-Gas who has already qualified on the PTB.

**Line of Progression**

Pay Scale Code	SAP Job Code	Next Lower Classifications
1762	50073353	Dispatcher-In-Training-Gas

Pay Scale Code	SAP Job Code	Same or Higher Classifications
1760	50073351	Work & Resource Dispatcher-Gas
1761	50073352	Work & Resource Dispatcher-Gas-Relief
1763	50442772	Work & Resource Dispatcher-Electric
1764	50442774	Work & Resource Dispatcher-Electric-Relief
1771	50486038	Work & Resource Dispatcher-Metering
1772	50486039	Work & Resource Dispathcer-Metering-Relief
1405	50010293	Service Mechanic
2210	50010373	Gas Service Representative

**DISPATHCER-IN-TRAINING-GAS**  
**50073353 (1762)**

An employee who has completed the Dispatcher Qualification School and is in training to become a Work & Resource Dispatcher-Gas or Work & Resource Relief Dispatcher- Gas. Upon completion of 6 months of formal classroom and on-the-job training, the Dispatcher-in-Training will progress to the Work & Resource Dispatcher – Gas or the Relief Work & Resource Dispatcher – Gas.

#### *Beginner's Classification*

#### Dispatcher-in Training will be trained to fulfill the following job description/requirements:

A service employee who receives and dispatches gas operation tags and/or assists employees with issues encountered in the course of their day's work in the gas service, gas construction and design workgroups. Optimizes schedules through technology to accommodate changes in employee availability and manages current workload commitments so that the priority of customer appointments is met. Shall have a comprehensive knowledge of Company's Customer Service Policies. Shall be familiar with the Company's gas and electric distribution system. May be required to perform clerical work. May be required to contact customers or outside public agencies regarding service issues.

#### Job Requirements

- Be responsible for managing same day work.
- Be proficient in working with dispatch technology in distributing work to gas field technicians.
- Ensures that emergency and priority customer work is dispatched expeditiously in accordance with emergency policies and Quality Assurance Standards (QAS).
- Ensures that all compliance and company generated work is dispatched as scheduled.
- Actively manage and monitor work completion in real time to ensure customer and company commitments are met.
- Manage work that may interrupt preset daily schedules (IR, same day and field conditions).
- Partner with Work and Resource Scheduler on issues regarding scheduling and completion issues.
- Adhere to all safety regulations and policies.
- Be proficient in customer and employee communication techniques and technology (phone, radio, computer and written).
- Performs duties and associated clerical tasks as assigned.
- Perform work in a 24/7 work environment and be available to varied shift assignments for training.

#### **Notes:**

1. This position is covered by Department of Transportation requirements as outlined in applicable Letters of Agreement, and all provisions that apply under the Pipeline Safety Program, including pre-duty testing.
2. The residency requirement in Section 3.5 of the Agreement shall not apply to this classification.

#### **GAS CONTROL COMMUNICATIONS SPECIALIST, SR.** **52101708 (3375)**

A service employee who is required to perform the same and additional job duties as a Gas Control Communications Specialist (GCCS). In addition, the employee shall provide basic GCCS process and procedure training and mentorship for newly hired GCCS's and provide feedback and help identify process/procedure improvement opportunities regarding Gas Control Communications Specialist support, will help with the team workload management and incident management and escalation. The Senior Gas Control Communications Specialist may participate in the creation, and update process documentation, will help discover business solutions for specific issues brought forth by leadership, clients and peers. They will work closely with project management to help develop, and maintain solutions with technology platforms utilized by GCCS. The employee will be a safety champion and may schedule and/or lead team safety discussions.

#### **Note:**

The position is covered by Department of Transportation requirements as outlined in applicable Letters of Agreement, and all provisions that apply under the Pipeline Safety Program, including pre-duty testing.

#### **Position Entry Requirements:**

All candidates for positions in the Communications Specialist Line of Progression must meet the following requirements:

Passing the Clerical Test Battery (CTB)  
New tests as agreed to by the Company and Union

**Additional Requirements When Filling Unrestricted Appointments:**

Possess a High School or General Educational Development (GED) Diploma  
Passing the Work Orientation Inventory (WOI)  
Pre-duty testing per Department of Transportation requirements  
California Class C License, or equivalent

**Experience Minimum**

Gas Control Communications Specialist, Sr. Job-related experience, 4 years

<b>Pay Scale Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>	<b>Pay Scale Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
3374	52101708	Gas Control Communications Specialist	3375	52101709	Gas Control Communications Specialist, Senior

**GAS CONTROL COMMUNICATIONS SPECIALIST**  
**52101709 (3375)**

A service employee who effectively monitors communications from dispatch. Provides information to field personnel to ensure safety, security, equipment performance, and continuity of service by identifying, analyzing, prioritizing, and reacting to distribution and transmission system disturbances, abnormal operating conditions, and emergency situations. Takes appropriate action in emergency situations including but not limited to event notifications. Performs necessary call outs to resolve issues during normal and emergency situations including equipment or communication failure. Documents information as per Company record keeping requirements including maintaining a detailed and accurate log of system events, resolutions, and record of response actions. Maintains communication with field personnel as needed or required. Manages communication through the use of appropriate communication pathways, such as, but not limited to, telephone and radio. Gathers and processes data pertaining to gas operations including situational awareness and required procedures. Compiles and generates reports using computer equipment and software.

**Note:**

This position is covered by Department of Transportation requirements as outlined in applicable Letters of Agreement, and all provisions that apply under the Pipeline Safety Program, including pre-duty testing.

**Position Entry Requirements:**

All candidates for positions in the Communications Specialist Line of Progression must meet the following requirements:

Passing the Clerical Test Battery (CTB)  
New tests as agreed to by the Company and Union

**Additional Requirements When Filling Unrestricted Appointments:**

Possess a High School or General Educational Development (GED) Diploma  
Passing the Work Orientation Inventory (WOI)  
Pre-duty testing per Department of Transportation requirements  
California Class C License, or equivalent  
Experience Minimum

*Gas Control Communications Specialist Job-related experience, 2 years*

<b>Pay Scale Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
1760	50073351	<i>Work and Resource Dispatcher - Gas</i>
1761	50073352	<i>Work and Resource Relief Dispatcher - Gas</i>

<b>Pay Scale Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
3374	52101708	<i>Gas Control Communications Specialist</i>
3375	52101709	<i>Gas Control Communications Specialist, Senior</i>



**Pacific Gas and  
Electric Company.**

# LETTER AGREEMENT NO. R1-14-17-PGE

**IBEW**



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DIRECTOR AND CHIEF NEGOTIATOR

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TOM DALZELL  
BUSINESS MANAGER

April 17, 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:

In Letter of Agreement R1-12-30 the parties recognized the critical nature of the work performed by the Gas Service Department and agreed to establish an ad hoc committee to revise and update the Division Gas Services Job Definitions and Lines of Progression. The ad hoc committee has completed its work and recommends the following:

Pursuant to Section 204.4 and Section 600.1, VI of the Physical Agreement, the joint Union and Company committee proposes to revise the Job Definitions and Lines of Progression for the Gas Service Department by establishing a new beginning level position with the title of **Utility Gas Service Representative** and a new lead position with the title of **Lead Gas Service Representative**. The classifications included in this agreement are covered by the Department of Transportation requirements as outlined in applicable Letter of Agreements, and all provisions that apply under the Pipeline Safety Program, including pre-duty drug testing.

Given the nature of the work, the new positions will also be designated as Service classifications consistent with Sections 3.5 and 202.7 of the Physical Agreement. With respect to the Utility Gas Service Representative positions, Section 3.5 is modified as noted under the Utility Gas Service Representative Job Definition.

Revised job definitions, lines of progression, reverse lines of progression, job qualifications, roles and responsibilities, and wage rates are detailed in Attachment I.

The following will apply to the implementation of this agreement:

### 1. Staffing Lead Positions

The Company may establish as many lead positions as desired, however the Company will initially fill 50 Lead Gas Service Representative positions under the normal provisions of Title 205 as follows: At least one Lead Gas Service Representative position at a headquarters with 8 or more Gas Service employees. Based on current staffing levels, the initial staffing of Lead positions at a headquarters with 8 or more Gas Service employees is approximately 31. The remaining Lead positions will be filled based on needs determined by the Company. The Company will discuss the locations of these additional Lead positions with the Ad-hoc Committee.

Thereafter, the Company will maintain no less than 35 Lead Gas Service Representative positions in the department.



Upon execution of this agreement and after the initial staffing of the 50 Lead positions, the parties agree that the designated Company/Union sub-committee referenced below will continue to discuss and provide guidance on the implementation of the required training and assessment for the newly created Lead position. Following implementation of the jointly developed training and assessment program, future Lead positions shall be filled under the normal provisions of Title 205 pending successful completion of the jointly developed training and assessment program.

Note: To be eligible for promotion to the Lead Gas Service Representative position an employee must have a minimum of 30 months experience as a Gas Service Representative and/or Service Mechanic.

### Lead Gas Service Work Schedules

- 1) During the initial staffing of the 50 Lead positions the Company will establish separate bid codes for workweeks and work hours consistent with current local schedules within each headquarters and based on operational needs. Consistent with the provisions of LA 93-96, work schedules may also include 4/10 hour schedules from Sunday–Wednesday or Wednesday–Saturday. Thereafter, local schedules may be implemented pursuant to Title 202 and Title 202 Hours Clarification.
- 2) In addition, the parties agree to establish three individual 4/10 workweeks from Friday-Monday as follows: One 4/10 Friday-Monday workweek in Oakland, one in San Jose and one in Stockton. The work hours for the 3 individual 4/10 schedules shall be consistent with current local schedules and based on operational needs.
- 3) In the event an individual 4/10 schedule is not filled through the bid process the Company will resubmit an unfilled vacancy as provided for in item 1) above.

The parties have discussed on-going interest within Gas Operations to establish schedules that will allow the needed flexibility to meet changing Company and customer needs, and therefore agree to continue discussing workweek scheduling with the above initial understanding. The parties may also agree to alternate scheduling options based on local area needs and through joint discussion and agreement.

### 2. Staffing Service Mechanic Positions

Given current and anticipated work plans, Company has identified a need to fill an additional 17 Service Mechanic positions. Upon execution of this agreement, the Company will fill these positions under the normal provisions of Title 205. Thereafter future vacancies will be subject to newly established training requirements as developed by a Joint Company/Union subcommittee as noted in Item 5 below and future Service Mechanic positions shall be filled under the normal provisions of Title 205 pending successful completion of the jointly developed training program.

### 3. Staffing Beginning Level Utility Gas Service Representative Positions

The Company may staff as many as 100 newly created Utility Gas Service Representative positions to perform beginning level duties as noted in the attached revised Job Definitions and Line of Progression (JDLOP) document. These positions shall only be filled at a headquarters where a Gas Service employee higher in the LOP is located. In no case will the Company staff more than 100 beginning level positions in the department. The Company will determine the headquarters for the Utility Gas Service Representative positions based on operational needs.

The Gas Service Ad hoc committee recognizes that current Hiring Hall GC Installers are experienced and trained to perform most of the duties of the newly created beginning level position, therefore, recommends the following initial staffing agreement.

### Group 1 Utility Gas Service Representatives

- I. Pursuant to Section 205.19 and in order to consider existing Hiring Hall GC Installers who have completed training consistent with the duties required of the new Utility Gas Service Representative position, the parties agree that the initial staffing of up to 50 Utility Gas Service Representative positions will be filled at Company's option as unrestricted appointments. When filling unrestricted appointments, to the degree possible and in accordance with compliance related staffing requirements, the Company will consider Hiring Hall GC Installers.

- II. As referenced above and in order to capitalize on the training and experience of the existing Hiring Hall GC Installers (Group 1) in managing critical workload, the Company will make system-wide unrestricted appointments for up to 50 of the initial Utility Gas Service Representative positions with selected Group 1 GC Installers that meet the hiring requirements and accept and report for a Utility Gas Service Representative position. The Company will be exempted from the requirement that Group 1 employees have one year in the line of progression to qualify for temporary upgrade or promotion to Gas Service Representative. Given training already completed by the Group 1 hires, they will be provided additional training and upon successful completion, will be considered qualified for upgrade to Gas Service Representative.

Upon completion of the initial staffing under this Section of the agreement and after exhausting eligible Group 1 employees who are deemed to be trained and experienced, the Company will utilize the Group 2 process and fill system-wide vacant positions with internal employees through the transfer process. The Group 2 process will provide for an equal number of positions that were filled through the Group 1 process and thereafter the provisions of Section 205.5 (c) and (d) shall apply.

#### Group 2 Utility Gas Service Representatives

- I. Subsequent to the initial filling of the Utility Gas Service Representative vacancies with Group 1 employees, the Company will fill an equivalent number of vacancies (up to 50) through the transfer process. All future Utility GSR placements are referred to as Group 2 employees.
- II. Group 2 employees will be required to have one year of service in the classification and be fully trained and qualified to be eligible for temporary upgrade or promotion under the provisions of Title 205 except as provided for in Item 4 below and Item 7 under the Utility Gas Service Representative job description.

#### 4. Staffing Gas Service Representative Positions

Pursuant to Section 205.19, the parties also discussed the option for alternative staffing methods when filling Gas Service Representative vacancies as follows:

In the event that a Gas Service Representative vacancy is not filled under the normal provisions of Title 205 and prior to releasing the job as unrestricted, the Company shall give preferential consideration to qualified Utility Gas Service Representatives with less than twelve months in the line of progression.

#### 5. Entry, Training and Administrative Guidelines for Gas Service Department Classifications

Upon execution of this agreement the parties will immediately appoint a Company/Union sub-committee to develop and establish the following new requirements for Gas Service Department classifications, subject to review and approval of the JATC.

- Entry and training requirements and guidelines for the newly created Utility Gas Service Representative position.
- Entry and training requirements and guidelines for the newly created Lead Gas Service Representative position as noted above.
- Establish a new training program for Gas Service Mechanic.
- Reconvene efforts to update the Gas Service Training Program (LA 84-127-PGE Attachment III).
- Review and revise the Gas Service Training Review Program (LA 79-120 Attachment IV).

#### 6. Workweek and Hours for Utility Gas Service Representatives

Schedules will be in accordance with Title 202 of the Physical Agreement and the Hours Clarification. Schedules will normally consist of Monday-Friday, work hours of 8 a.m. to 4:30 p.m. but may include Tuesday-Saturday and Sunday-Thursday. Workweek assignments as described herein shall be governed by the following:

- 1) When only one Utility Gas Service Representative is assigned to a headquarters the Company may assign any workweek noted above.

- 2) When two or more Utility Gas Service Representatives are assigned to a headquarters the Monday-Friday workweek must be the majority or equal to other workweeks as noted above.

Examples:

- 2 employees requires at least one Monday-Friday and either Tuesday-Saturday or Sunday-Thursday
- 3 employees requires at least one Monday-Friday, one Tuesday-Saturday and one Sunday-Thursday
- 4 employees requires at least two Monday-Friday, and no more than two on other workweek
- 5 employees requires at least two Monday-Friday, and no more than two on other workweek

Given continued interest to establish schedules that allow flexibility to meet changing Company and customer needs, the parties agree to continue discussing workweek scheduling with the above initial understanding. In the interim, the parties may agree to alternate scheduling options based on local area needs and through joint discussion and agreement.

#### 7. Job Definitions/Line of Progression Update

The parties will continue joint collaboration via interim negotiations to update job definitions and lines of progression (JDLOP) within Gas Operations (Attachment II). These joint efforts are designed to establish new career opportunities for our Gas employees, establish or update job descriptions, provide for new or improved training, and will ensure that PG&E Gas employees will set the standard for excellence in the industry.

Upon execution of this agreement the parties agree to update the Gas Service JDLOP with respect to obsolete classifications, present incumbent only classifications, Exhibit VII and any other updates as necessary. The committee agrees the following classifications are obsolete based on this agreement and/or previous agreements.

50072944 0190 Chartperson [LA R1-14-17]  
50010336 1755 Service Operator (1756 Relief Service Operator) [LA R1-06-20]  
50072885 2220 Utility Gas Service Representative – Jackson [LA R1-14-17]

#### 8. Title 206

The Company agrees that Title 206 displacement, demotion or relocation of any Gas Service Representative or higher in the LOP will not occur as a direct result of the filling of the Utility Gas Service Representative classifications. Both parties recognize that there may be other conditions outside of this agreement that may affect the number or location of employees in the Gas Service line of progression. The Company agrees to meet and confer with the Union should changes occur requiring discussion or proposed utilization of Title 206 options.

#### 9. Title 208 and Title 212

Given the additional Service Mechanic positions and newly created Lead positions the Ad Hoc Committee discussed the provisions for pre-arranged overtime and emergency overtime sign up lists and recommends that each individual headquarters review the current practices, local written agreements if any, and further recommends reviewing Sections 208.16 and 212.12 of the collective bargaining agreement.

#### 10. Oversight Committee

The joint Ad-Hoc Committee will remain intact to maintain oversight on the implementation of this agreement and to monitor and address any issues that may arise as a result of this agreement. This includes discussion of any operational issues or changing business needs to ensure continuing dialogue regarding any unintended omissions or required modifications to this agreement.

The Company and Union recognize that future changes in organizational alignments with respect to Gas Operations work that may impact IBEW-represented employees may require continued negotiations and agree to meet and confer should any issues arise from this agreement.

This agreement cancels and supersedes Letter of Agreement R3-02-08 with the exception of the attached Gas Service Training Program and the Gas Service Training Review Program referenced in Item 5 which will be updated by the assigned joint subcommittee.

This agreement has been discussed with Senior Assistant Business Manager Joe Osterlund.



<b>LIST OF DOCUMENTS/REASONS PROMPTING CHANGES</b>		
<b>LA</b>	<b>Subject</b>	<b>Page(s)</b>
LA 84-127 5/23/1985	Cancel letter agreement Gas Service Training Review Program due to the establishment of the Lead Gas Service Representative	
LA 86-80 11/21/86	Cancel letter agreement. Observations and ride alongs are now part of the Lead job description.	
	Removed Gas Service Training section removed. Training requirements have been updated and subject to review by the Joint Apprenticeship Training Committee	
LA 12-40 9/9/2012	Modify existing job definitions and line of progression for Work & Resource Dispatcher	6
LA R1-14-17 4/24/14	Added LA R1-14-17 revision and update to the job definitions and lines of progression for the Gas Service Department	11
LA R1-18-03 5/29/2018	Add two new classifications to JDLOP: Gas Control Communications Specialist and Gas Control Communications Specialist, Sr.	8, 9