



LETTER AGREEMENT LA 22-08-PGE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS
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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

February 11, 2022

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:

The Company and Union recently met to discuss the increasing backlog of delayed bills resulting from unforeseen metering asset failures. The parties recognize the critical nature of the current backlog and the direct impact it has on our hometown customers. The Company anticipates the delayed bills to exceed 90,000 if extraordinary measures are not taken to aggressively address and eliminate the backlog as quickly as possible. In order to accomplish this critical work as quickly as possible, the parties agree to the following:

Scope of Work

Internal and external trained resources will be utilized for the direct purpose of eliminating the delayed bills backlog. The parties agree that any additional resources utilized for the purpose of this project will be assigned to work on the delayed bills backlog only. The Company anticipates 90 to 100 additional resources are needed for this project, with a goal of eliminating the backlog in less than one year.

Additional Temporary Resources

On a voluntary basis, Service Representatives within Customer Service Office (CSO) will continue to provide support to Billing Operations to focus on the reduction of delayed bills. CSO volunteers will continue to support this work until such time as they are required to begin performing work as outlined in LA 21-55-PGE.

On a voluntary basis, Service Representatives from Credit Policy & Operations will be utilized to support this critical work.

The parties will work together to identify experienced Hiring Hall Service Representatives who have prior Billing experience. All available Hiring Hall Service Representatives with prior Billing experience will be utilized in conjunction with contractor resources. In order to reduce the time to identify and onboard candidates for the Hiring Hall assignment for this project, the Company agrees to waive the CCVS and the WOI pre-employment tests for those Hiring Hall candidates who have prior PG&E Billing Operations experience.

Hiring Hall assignments will be for the duration of the backlog reduction, not to exceed 18 months. Should additional time be required to eliminate the backlog, the parties will meet and discuss extension of Hiring Hall assignments.

Regular Staffing

Billing Operations will continue to backfill Service Representative vacancies as employees attrit or bid out and commit to adding an additional 15 Full Time Service Representatives above the current authorized headcount by use of the bidding process and URA hiring process as appropriate. The Company will hire no less than 5 Full Time Service Representatives no later than May 31, 2022; 5 Full Time Service Representatives no later than September 30, 2022; and 5 Full Time Service Representatives no later than January 31, 2023.

In addition to the above staffing commitment, the Company will offer up to 9 current, as of the signing of this agreement, Part Time Service Representatives in Billing Operations a voluntary option, in order of seniority, to be converted to a Full Time Service Representative position. Conversions from Part Time to Full Time will occur no later than March 31, 2022. All volunteers will be provided a Monday-Friday, 8:00 a.m.-4:30 p.m. work schedule.

Any Part Time Service Representatives, as of the signing of this agreement, who volunteer but are not afforded the opportunity to convert to one of the 9 Full Time Service Representative positions as of March 2022, will be converted to Full Time no later than January 31, 2023.

Overtime

Voluntary Overtime will continue to be offered to all employees within Billing Operations while any contractors are assisting with delayed billing. Overtime offerings will be at least 12 hours per week.

Temporary Contracting

In recognition of the criticality in reducing the delayed bills backlog in an accelerated timeframe, the parties agree to modify the contracting provisions under Section 24.5 of the Clerical Agreement for this specific project. The Company will contract for the sole purpose of reducing the delayed bills backlog. The work will be performed offsite and the contract vendor will supervise and manage their own personnel assigned to this contracted work. The contracting period shall not exceed one (1) year, unless otherwise agreed to by the parties. The Company will not reduce Service Representative headcount as a result of this contracting.

Oversight

The parties will meet no less than quarterly through the end of this project period to assess and discuss backlog reduction.

This proposal has been discussed with Sr. 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

Feb 13, 2022
_____, 2022


By: _____
Bob Dean
Business Manager