

PACIFIC GAS AND ELECTRIC COMPANY

PGE +

245 MARKET STREET • SAN FRANCISCO, CALIFORNIA 94106 • (415) 781-4211 • TWX 910-372-6587

March 22, 1988

Local Union No. 1245
International Brotherhood of
Electrical Workers, AFL-CIO
P.O. Box 4790
Walnut Creek, California 94596

Attention: Mr. Jack McNally, Business Manager

Gentlemen:

The Company proposes, pursuant to Subsection 204.4 of the Physical Agreement and Subsection 22.1 of the Clerical Agreement, to temporarily modify the job duties of the Service Representative classification in the Concord headquarters of East Bay Region as part of a test to improve the timeliness of service to customers with urgent requests.

Currently, Service Representatives receive incoming requests for service from customers via telephone and transmit the requests for service via teleprocessor to the Service Operator who then transmits the assignments to the Servicemen. Customers with urgent requests can only be given a tentative time frame by the Service Representative as to when the Serviceman will respond.

Under this proposal, the Service Representative will receive the incoming requests for service as usual. For those calls in which the customer has a vital or immediate service need (approximately 5% of daily calls), the Service Representative will place the customer on hold while telephoning a serviceman directly to arrange a time for the Serviceman to respond. The Service Representative will then be able to give the customer a time at which to expect to receive service. Nine Servicemen at the Concord headquarters have been provided with cellular phones thereby making this direct contact possible.

It is further proposed that this test begin immediately and continue for a period of 60 days.

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.

Yours very truly,

PACIFIC GAS AND ELECTRIC COMPANY

By Richard B. Buehl
Manager of Industrial Relations

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

April 4, 1988

By Jack McHenry
Business Manager

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