



LETTER AGREEMENT NO. 95-153-PGE

IBEW



PACIFIC GAS AND ELECTRIC COMPANY
INDUSTRIAL RELATIONS DEPARTMENT
201 MISSION STREET, ROOM 1513A
MAIL CODE P15A
P.O. BOX 770000
SAN FRANCISCO, CALIFORNIA 94177
(415) 973-3425

INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W
P.O. BOX 4790
WALNUT CREEK, CALIFORNIA 94596
(510) 933-6060

MEL BRADLEY, MANAGER OR
DAVID J. BERGMAN, DIRECTOR AND CHIEF NEGOTIATOR

JACK MCNALLY, BUSINESS MANAGER

December 26, 1995

Local Union No. 1245
International Brotherhood of
Electrical Workers, AFL-CIO
P.O. Box 4790
Walnut Creek, CA 94598

Attention: Mr. Jack McNally, Business Manager

Gentlemen:

The Company and Union have had a series of discussions regarding the Company's decision to conduct remote monitoring in its Call Centers. As a result of these discussions, the parties have discussed the establishment of the following principles that should be followed if the Company elects to conduct remote monitoring or silent listening in the future.

1. Remote monitoring will be used in a positive manner by supervisors to maintain a high level of service to Pacific Gas and Electric Company customers.
2. Remote monitoring will not be used as the sole basis to discipline employees in the work performance category. However, recognizing its use as one measure of performance, it may identify areas where there is a need for additional training in the area of a Service Representative's work skills and performance.
3. To establish consistency and standardization in the program, reviewing supervisors will receive formal training in observation procedures.
4. All reviewing supervisors will be proficient in customer service procedures.
5. Employees will be given a copy of the "remote monitoring activity log sheet" on the same day they are monitored when practicable, but not later than the end of the employee's next workday.
6. The Company will use that attached Remote Monitoring Activity Log Sheet.
7. This program shall be administered in a consistent and standardized manner.

8. Charges of alleged discrimination or harassment in the application of this program shall be investigated by the Local Investigating Committee described in Section 9.6 of the Clerical Agreement.

If you are in accord with the foregoing and agree thereto, please so indicate in the space provided and return one executed copy of this letter to the Company.

Very truly yours,

PACIFIC GAS & ELECTRIC COMPANY

By: 
Chief Negotiator

The Union is in accord with the foregoing and agrees thereto as of the date hereof.

, 1995

By: 
Business Manager

REMOTE MONITORING

ACTIVITY LOG SHEET

RATING SCALE

COURTESY/PROFESSIONAL

PROCEDURAL

H-HIGH (ABOVE EXPECTATIONS)

M-MEDIUM (MEETS EXPECTATIONS)

N-(NEEDS IMPROVEMENT)

EMPLOYEE NAME : _____

DATE/TIME	CALL TYPE	COURTESY/ PROFESSIONAL	PROCEDURAL	COMMENTS

(REV. 12/95)