



# LETTER AGREEMENT NO. 98-24-PGE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
INDUSTRIAL RELATIONS DEPARTMENT  
2850 SHADELANDS DRIVE, SUITE 100  
WALNUT CREEK, CALIFORNIA 94598  
(510) 974-4282

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, CHIEF NEGOTIATOR

JACK MCNALLY, BUSINESS MANAGER

March 18, 1998

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

Dear Mr. McNally:

Due to seasonal changes in call volume, Call Center Operations has regularly implemented schedule changes. These changes have included an increase in work hours during the fall/winter schedule and decrease in work hours during the spring/summer schedule. The Company expects there to be a continuing need to modify schedules due to seasonal or other changes in call volume. In the past, the Company has tried to work with employees who experience conflicts when schedule changes are made.

The Company proposes to continue the practice of considering requests on a case-by-case basis for *temporary* modifications of hours after scheduling changes are made in the Call Centers. In order to provide consistency in handling requests for temporary modifications, the following guidelines are established.

1. Employees must request temporary modifications to their newly assigned schedule within 2 working days of being notified of their new schedule. Requests for temporary modification must be made in writing to the requesting employee's Team Lead. Requests must include an explanation why a modification to the schedule is necessary and documentation (e.g. school schedule) as appropriate indicating the period of time the temporary modification is needed.
2. Prior to granting a temporary schedule modification, the schedule prioritization sheets will be reviewed by the Team Lead to verify that the employee seeking the temporary modification attempted to prioritize shifts that would meet their current schedule.
3. Requests for modification will only be made for temporary hardships. The Company is unable to modify schedules on a continuing basis.

4. This policy applies to all full and part-time employees in Call Center Operations and is limited to work group schedule changes. Requests for a temporary schedule modification resulting from the employee bidding a new position will not be considered.
5. If a modification is granted, the newly awarded shift will be modified based on business needs. For a part-time employee, this may result in the employee working less hours per week than his/her base awarded schedule. Under no circumstances will the employee's modified schedule include more hours than the base awarded schedule.
6. The maximum period for the temporary modification of a schedule will be for 10 weeks.

Either party may cancel this agreement by providing the other party 30 days written notification.

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

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

By:   
Business Manager

April 13, 1998