



**Pacific Gas and  
Electric Company.**

# LETTER AGREEMENT NO. R1-06-20-PGE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
INDUSTRIAL RELATIONS DEPARTMENT  
2850 SHADELANDS DRIVE, SUITE 100  
WALNUT CREEK, CALIFORNIA 94598  
(925) 974-4104

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 2547  
VACAVILLE, CALIFORNIA 95696  
(707) 452-2700

STEPHEN A. RAYBURN,  
DIRECTOR AND CHIEF NEGOTIATOR

PERRY ZIMMERMAN,  
BUSINESS MANAGER

April 20, 2006

Mr. Perry Zimmerman, Business Manager  
Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P. O. Box 2547  
Vacaville, CA 95696

Dear Mr. Zimmerman:

To become the nation's leading utility, PG&E implemented Business Transformation, an enterprise-wide effort to conduct a thorough examination of its operations to implement new tools, processes, and operational approaches. Some of the changes require modification to the way IBEW-represented employees perform their work, particularly in the dispatch function.

The Company and Union have met in ad hoc negotiations to review the Company's decision to consolidate dispatch operations and to address the need to improve the dispatch process through the integration of technology, new work practices, and expanded employee responsibilities.

Through ad hoc negotiations, the parties have agreed to the following items, which the Company now proposes to implement:

- Establishment of three new classifications - Work & Resource Dispatcher, Relief Work & Resource Dispatcher, and Work & Resource Dispatcher-in-Training.
- The new Dispatcher classifications will consolidate the dispatch of all work performed by service employees (GSRs, Troublemens, and Electric Meter), Title 200/300 construction crews, and ESC-represented Estimators.
- This work was previously performed by a variety of classifications, including Gas Service Operators, Foreman's Clerks, Field Clerks, and Operating Clerks.
- The Company and Union will establish a joint committee and establish performance standards for the Dispatcher classifications within six months from the full execution of this Letter Agreement.
- Employees in the new Work and Resource Dispatcher and Relief Work and Resource Dispatcher classifications will receive a wage that is 3% above the current Gas Service Operator wage rate when they report to their dispatcher position and a 2% wage increase when the Company determines that the CLICK scheduling software has been successfully implemented or no later than March 31, 2007.
- The Company will fill all Work and Resource Dispatcher and Relief Work and Resource Dispatcher positions in the RMCs on paper. The details of this process will be determined by the parties.

The Company has determined that dispatch operations will be consolidated to two locations: Concord and Fresno. Dispatch hours of operation will be established on a 24-hour/7-day basis. This will enable full coverage over the entire service territory, set the framework for consistent business processes to be applied, improve staffing and coverage issues, and establish the foundation necessary to meet our customer commitments and customer service metrics.

Work & Resource Dispatch Centers will manage all dispatch work across various lines of business. The proposed new Work and Resource Dispatcher, Relief Work and Resource Dispatcher, and Work & Resource Dispatcher-in-Training classifications are established pursuant to Subsection 204.4 (b) of the Agreement. Attached are the job definitions, wages, line of progression and reverse line of progression for the new classifications. These classifications will have expanded job responsibilities which may include dispatching work in service, construction and design. This expanded scope will enable the optimization of dispatch and work completion. The Work & Resource Dispatcher-in-Training classification will be an entry level training position.

Consolidation will result in the vacating of all employees currently holding Service Operator and Relief Service Operator positions in the field. Existing Service Operators and Relief Service Operators will be considered qualified for the new Work and Resource Dispatcher and Relief Work and Resource Dispatcher positions. The provision of the Relief Service Employee agreement will be used for the Relief Work and Resource Dispatcher position and will require modifications be made to the current clarification dated November 14, 1985.

The parties also agreed that hours of work will be as described in Title 202 of the Agreement, that the provisions of Letter Agreement 05-66 are in full effect, that the Company will honor the vacation schedules of employees reporting to the Dispatch Centers where it is operationally feasible using optimum overtime, and that the Company and Union will make joint presentations on Company time to the impacted employees.

The Work and Resource Dispatcher, Relief Work and Resource Dispatcher, and Work and Resource Dispatcher-in-Training classifications are DOT-covered positions and the provisions of LA 04-16 will apply to these classifications. Employees transferring in to one of these classifications from a non-covered classification will be required to have a negative drug test result prior to being awarded the job.

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: Stephen A. Rayburn  
Stephen A. Rayburn  
Director and Chief Negotiator

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 25, 2006

By: Perry Zimmerman  
Perry Zimmerman  
Business Manager

## Job Descriptions

### 1760 (1761) Work and Resource Dispatcher (Relief)

A service employee who receives and dispatches operation tags and/or assists employees with issues encountered in the course of their day's work in the service, 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 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.

Next Lower	Same or Higher Classification
1762 Dispatcher in Training	1760 Work & Resource Dispatcher
0250 Foreman's Clerk	1761 Relief Work & Resource Dispatcher
0253 Foreman's Clerk w/2	1755 Service Operator*
0254 Utility Foreman's Clerk	1756 Relief Service Operator*
0252 Assistant Foreman's Clerk	2210 Gas Service Representative
2723 Sr. Operating Clerk II	1405 Service Mechanic
2646 Sr. Operating Clerk – Typist II	
2645 Sr. Operating Clerk – Steno II (PIO)	
2789 Sr. Operating Clerk I	
2654 Sr. Operating Clerk – Steno I (PIO)	
2655 Sr. Operating Clerk – Typist I	
2662 Operating Clerk	
2664 Operating Clerk – Steno (PIO)	
2667 Operating Clerk – Typist	
2587 Service Planning Clerk	
2703 E&P Operating Clerk – (PIO)	

\*Considered fully qualified and will be placed at the top rate of pay of the Work & Resource Dispatcher (Relief) classification.

#### Job Requirements

- Be responsible for managing same day work.
- Be proficient in working with dispatch technology in distributing work to 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 on a voluntary basis.
2. Service Operators and Relief Service Operators are qualified and will be placed at the top rate of Work & Resource Dispatcher.

## **1762 Dispatcher-in-Training**

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

Beginner's Classification

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

A service employee who receives and dispatches operation tags and/or assists employees with issues encountered in the course of their day's work in the service, 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 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 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.

### **Entry Test Requirements:**

Within six months of the establishment of the Dispatcher-in Training classification, the Company will determine the appropriate qualification test for new hires and bids/transfers to this position. The Company will be working with its existing vendor (PSI) to determine and validate the appropriate test elements, which are expected to be similar to the existing physical and clerical test batteries. The Company will review the final test with the union prior to implementation.

## Wages

### 1762 Dispatcher-in-Training

	<b>2006</b>	<b>2007 GWI</b>	
SGL	\$27.10	\$28.12	

Upon completion of six months of formal and on-the-job training, the Dispatcher-in-Training will progress to the Work & Resource Dispatcher or the Relief Work & Resource Dispatcher at the starting rate of pay.

### 1760 (1761) Work and Resource Dispatcher (Relief)

	<b>2006</b>	<b>2007 GWI</b>	<b>3/31/2007 (2%)</b>
Start	\$28.63	\$29.71	\$30.31
End 6 Mo	\$29.26	\$30.36	\$30.97
End 1 Yr	\$31.67	\$32.86	\$33.52
End 18 Mo	\$34.28	\$35.57	\$36.29

Relief:

The rate of Work and Resource Dispatcher plus \$5.00 per week plus 8 times the Sunday premium.

*The Normal Line of Progression in the Application of Section 206.3  
for the Gas Department - Service*

<b><u>Classification Affected</u></b>	<b><u>May demote to:</u></b>
1405 Service Mechanic	2210, 2220 Gas Service Representative, Utility Gas Service Representative 1755, 1756 Service Operator, Relief Service Operator (1) <u>1760, 1761 Work &amp; Resource Dispatcher,</u> <u>Relief Work &amp; Resource Dispatcher</u>
1755 Service Operator 1756 Relief Service Operator <u>1760 Work &amp; Resource Dispatcher</u> <u>1761 Relief Work &amp; Resource Dispatcher</u>	2210, 2220 Gas Service Representative, Utility Gas Service Representative (1) 2230 Reserve Gas Service Representative (PIO) (1) <u>1762 Dispatcher-in-Training</u>
2210 Gas Service Representative 2220 Utility Gas Service Representative	1755, 1756 Service Operator, Relief Service Operator 2230 Reserve Gas Service Representative (PIO) <u>1760, 1761 Work &amp; Resource Dispatcher,</u> <u>Relief Work &amp; Resource Dispatcher</u> <u>2201 CIP Inspector</u> <u>2782 Senior Meter Reader (2)</u> <u>2785, 2772 Meter Reader, Meter Reader and</u> <u>Utility Clerk (3)</u> <u>0524, 0526 Fieldperson, Night Fieldperson (4)</u> <u>0930 Utility Worker - Gas T&amp;D</u>
2230 Reserve Gas Service Rep. (PIO)	0930 Utility Worker – Gas T&D, 2785, 2772 Meter Reader, Meter Reader and Utility Clerk (3)
2782 Senior Meter Reader	<u>2785, 2772 Meter Reader, Meter Reader and</u> <u>Utility Clerk (3)</u>

- (1) Provided Service Operator has been a Gas Service Representative or Reserve Gas Service Representative and is physically qualified to perform the work.
- (2) Provided *the employee previously held the classification of Senior Meter Reader.*
- (3) Provided the employee previously held the classification of Meter Reader (LA 87-213).
- (4) *Provided the employee previously held the Fieldperson or Night Fieldperson classification.*