

Pacific Gas and Electric Company

215 Market Street
 San Francisco, CA 94106
 415/972-7000

May 23, 1989



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

Attention: Mr. Jack McNally, Business Manager

Gentlemen:

As previously discussed, the Company plans to pilot a new customer collections process which involves using automated dialing equipment to contact customers whose open accounts are delinquent. The pilot project is to be located at the Closing Bill Unit office in Stockton and will require the establishment of six temporary additional Service Representative positions. The pilot is scheduled to begin June 1, 1989, and last for three to six months. In order to fully test the capabilities of the involved equipment, the Company proposes the following provisions to be applicable to the pilot project effective June 1, 1989.

Staffing

The Service Representative positions will be filled pursuant to Subsections 18.3(a) and (b) of the Clerical Agreement.

Work Week and Hours

The schedule for the first six weeks of the pilot will be as follows:

<u>Weeks</u>	<u>Days</u>	<u>Hours</u>
1-2	Mon-Fri	11:00 AM to 8:00 PM
3-4	Tue-Fri	11:00 AM to 8:00 PM
	Sat	8:00 AM to 5:00 PM
5-6	Mon-Fri	8:00 AM to 5:00 PM
7-?	See Below	

The remaining weeks of the pilot will have one consistent schedule, the hours and days of which will be determined based upon the results of the first six weeks. As soon as it can be determined, the local Business Representative will be notified of the schedule chosen for the remainder of the pilot. The Company anticipates that it will be able to determine the final schedule by the end of the fifth week. In no case will the hours of work extend prior to 8:00 AM or later than 9:00 PM Monday through Friday or 5:00 PM on Saturday. No work will be performed on Sunday.

Overtime

Only employees assigned to the Open Account Collection Unit shall be entitled to overtime opportunities in that Unit. Those employees shall not be entitled to overtime worked in the Closing Bill Unit or in their regular headquarters. All overtime worked by employees in the Open Account Collection Unit shall be credited to their base classification and unit/headquarters upon return to their regular classification or unit/headquarters.

Vacancies

The Company shall make the determination of whether or not to fill temporary vacancies occurring due to sickness, vacation, etc. in the Open Account Collection Unit. Such assignments would be made in accordance with Section 13.4 of the Clerical Agreement.

Should an employee who has been assigned to the Open Account Collection Unit desire to return to his or her regular position prior to the end of the pilot, such employee shall be allowed to return as soon as the Company is able to secure a replacement volunteer.

It is our understanding that this proposal has been discussed with Mr. Bob Gibbs, Union Business Representative.

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.

Very truly yours,

PACIFIC GAS AND ELECTRIC COMPANY

By Richard B. Bradford
Manager of Industrial Relations

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

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

May 30, 1989

By Jack Muehlen
Business Manager

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