



LETTER AGREEMENT

No.R1-93-56-PGE



Pacific Gas and Electric Company
Industrial Relations Department
201 Mission Street, 1513A
San Francisco, California 94105
[415] 973-3420

International Brotherhood of
Electrical Workers, AFL-CIO
Local Union 1245, IBEW
P.O. Box 4790
Walnut Creek, California 94596
[415] 933-6060

Ronald L. Bailey, Manager or
David J. Bergman, Director and Chief Negotiator

Jack McNally, Business Manager

July 22, 1993

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

Attention: Mr. Jack McNally, Manager

Gentlemen:

Upon execution of this letter agreement, Company proposes to establish a joint committee to test and evaluate various workstation elements to be incorporated in the Company's new Call Centers.

The Company will establish workstations at the San Jose Division Office for a work group consisting of a supervisor and 15-20 Service Representatives. The purpose of the workstation test is to identify the various workstation elements (keyboard variations, ergonomic chairs, task lighting, etc.) to be implemented in the typical call center workstation.

The Joint Committee will have the following responsibilities:

1. Employee Communications
 - a. Communications on Workstation Project to Customer Services employees systemwide: may include use of written and formal or informal stand-up communications. Written communications will be jointly prepared. The text/agenda for formal stand-up communications will be jointly agreed to.
 - b. Feasibility of Employee Tours of Proposed Workstations.

- 2. Workstation Accessories
 - a. Identify accessories that will be incorporated in a typical workstation.
 - b. Design selection process: typical workstation, optional accessories.
- 3. Staffing
 - a. Method of selecting employees for San Jose Division office test site.
- 4. Benchmarking Tours
 - a. Method of selecting employees for benchmarking tours to other organizations.
- 5. Evaluation
 - a. Identify length of test period.
 - b. Determine evaluation process(es) used with an emphasis on getting employees' suggestions on improvements to workstations and other issues within the work environment.

The Committee will consist of an equal number of management employees and employees selected by Local 1245. Union committee members time spent during joint committee meetings and expenses incurred as a result of meetings will be paid for by the Company.

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 & ELECTRIC COMPANY

By: 
Director and Chief Negotiator

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

Aug 2, 1993

By: 
Business Manager