



**LETTER AGREEMENT
NO. R1-93-92-PGE**



PACIFIC GAS AND ELECTRIC COMPANY
INDUSTRIAL RELATIONS DEPARTMENT
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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

RONALD L. BAILEY, MANAGER OR
DAVID J. BERGMAN, DIRECTOR AND CHIEF NEGOTIATOR

JACK MCNALLY, BUSINESS MANAGER

November 10, 1993

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:

In accordance with the discussions between the parties and pursuant to Section 19.12 of the Clerical Agreement, the following is the sequence of events and timetable in the application of Title 19 for staffing the Company's Call Centers.

1. Section 19.1 Notification

Company will provide all employees in a Customer Services classification and headquarters impacted by the telephone consolidation project Section 19.1 notification, including Subsections 18.5(a) and 18.8(a) preferential rights to Call Center vacancies or other authorized vacancies to which they would be qualified. Impacted employees will be given an extended period of time to exercise such rights to Call Centers or other authorized vacancies.

In the event that other Customer Services consolidations occur within 12 months of the signing of this agreement, parties agree to allow those employees impacted by the Call Center Consolidation, including those who have bid a Call Center vacancy, preferential rights (Section 19.9) to such additional consolidated facility.

Note: Title 19 provides for full time positions to be filled by full time employees and part time positions to be filled by part time employees. However, the parties have agreed to allow full time employees to exercise Subsection 18.5(a) rights to part time positions. Their transfer requests will be considered after current part time employees have exercised their rights to part-time positions.

Example 1

All Service Representatives in the Customer Services Department in the Sacramento headquarters will be given Section 19.1 notification, and may exercise Subsection 18.8(a) preferential bidding rights to a Call Center or other authorized vacancy. (Since some Service Representative positions in the Sacramento Customer Services Department will be eliminated, all Customer Services Service Representatives in the headquarters (phones, credit, and records) will be given 19.1 notification.)

Example 2

A Service Representative in the Marketing Department in the Sacramento headquarters will not be given Section 19.1 notification, however they may be impacted by Title 19 at a later date. (Since the Service Representative in Marketing is in a different department, s/he is not initially impacted by the Call Center consolidation.)

Example 3

If the Vallejo headquarters has only one SSR II position in the Credit and Records Section and no SSR II's in the Phone Section, the SSR II in the Credit and Records Section will not be given Section 19.1 notification. (Since there is no need to reduce SSR II positions in Vallejo, the SSR II in credit and records is not initially impacted by the Call Center consolidation.)

2. Posting of New Jobs At Headquarters

On approximately November 15, 1993, the Company will post all Call Center positions, including part time positions, as New Jobs At Headquarters. Company will establish the Call Centers as permanent separate headquarters.

3. Special Allowances

An employee who voluntarily bids and accepts a job at a Call Center located more than 45 minutes or 30 miles from his/her present residence will be entitled to a special \$2,000 allowance whether or not he/she actually moves. Acceptance of the special allowance commits the employee to that headquarters for a period of 12 months. The special allowance will apply to employees who bid to a Call Center before December 31, 1993.

4. Moving Allowance

In addition to those employees who are displaced under the provisions of Title 19, those employees who exercise their Subsection 18.5(a) or 18.8(a) preferential rights will also qualify for a \$2,400 moving allowance in accordance with the guidelines established in Section 19.8 of the Clerical Agreement.

5. Section 19.2 Notification

Subsequent to the application of Item 1 above, and no later than January 31, 1994, where further reductions are necessary in the Division Customer Services Department, Company will give impacted employees Section 19.2 notification and provide them a list of displacement and demotion options, including any remaining Call Center vacancies.

6. Options in-lieu of Layoff

Division Customer Services Department office employees who are impacted by Title 19 will have at least one employment option, if qualified, in addition to the option to elect layoff. All full time employees shall retain full time employment opportunities. These provisions shall remain in effect for 18 months following the execution of this agreement.

7. Other Customer Services Displacements

In the event that there are additional consolidations or reductions of office employees in the Division Customer Services Department, impacted employees will receive the same provisions and special allowances included in this agreement for 12 months following the execution of this agreement. Employees will have a period not to exceed 45 days to exercise Section 19.1 rights, following notification by the Company. The \$2,000 special allowance provided for in paragraph 3 will only be granted to employees who utilize Section 19.1 rights to relocate. The provisions of paragraph 6 will apply to employees during the 18 month window following the execution of Letter Agreement 93-92.

For the purposes of this Agreement only, "Division Customer Service Office Employees" is defined as employees in all classifications in the Customer Services Line of Progression (as listed in Exhibit A) other than 2782 Senior Meter Reader and 2785 Meter Reader.

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

Nov 12, 1993

By 
Business Manager