



LETTER AGREEMENT

No. R1-94-11-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

27 January 1994

Pacific Gas & Electric Company
201 Mission Street, Fifteenth Floor
San Francisco, California 94105

Attention: Mr. David J. Bergman
Director and Chief Negotiator

Gentlemen:

In accordance with the discussions between the parties and pursuant to Section 19.12 of the Clerical Agreement and Letter Agreement R1-93-92, the following is a revised sequence of events and timetable in the application of Title 19 for staffing the Company's Call Centers and the proposed sequence of events for staffing the Credit & Collections Center.

1. Section 19.1 Notification

- a. On approximately January 25, 1994, Company will provide all employees in a Customer Services classification and headquarters impacted by the credit consolidation project Section 19.1 notification, including Subsections 18.5(a) and 18.8(a) preferential rights to vacancies in the Credit & Collection Center and consolidated Call Centers and other authorized vacancies to which they would be qualified.
- b. Employees who previously received Section 19.1 notification in conjunction with the Call Center consolidation will continue to have an opportunity to exercise preferential rights, including rights to the Credit & Collections Center and Call Centers. Preferential rights to the consolidated centers expire on February 12, 1994.

2. Control Date - Call Center and Credit Center Vacancies

- a. The Company will establish a control date of February 12, 1994 for filling vacancies in the Call Centers and Credit & Collection Center. Bids received through the U. S. mail and postmarked on or before February 12, 1994 or received through Company mail/Bid Express by the Corporate Industrial Relations Department by February 12, 1994 will be considered timely for Call Center/Credit Center vacancies.

- b. Call Center and Credit Center vacancies will be offered first to those employees who received Section 19.1 notification and who are exercising Section 19.9 preferential rights. Remaining vacancies will then be offered to employees who receive Section 19.2 notification as displacement options. Any positions remaining will be filled through the normal administration of Title 18 using the original February 12, 1994 control date.

3. Section 19.2 Notification

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

4. Special Allowances

An employee who voluntarily bids and accepts a job at a Call Center or Credit & Collections 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 s/he 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 whose bids are U. S. postmarked or received by Company mail or Bid Express by February 12, 1994.

5. Employee Participation Committee

Pursuant to the discussions between the parties, an Employee Participation Committee will be established at the Credit & Collection Center in Stockton. Such Committee shall operate in accordance with the guidelines agreed to in Letter Agreement 93-36.

The remaining provisions of Letter Agreement R1-93-92, including the moving allowance and options in lieu of layoff, are applicable to employees impacted by the Credit Consolidation.

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 Union.

Very truly yours,

LOCAL UNION 1245, INTERNATIONAL BROTHERHOOD
OF ELECTRICAL WORKERS, AFL-CIO

By: Jack McNally
Jack McNally
Business Manager

The Company is in accord with the foregoing and agrees thereto.

PACIFIC GAS & ELECTRIC COMPANY

2/4, 1994

By: Ronald L. Bailey
RONALD L. BAILEY
Manager, Industrial Relations