



**LETTER AGREEMENT  
NO. R1-95-33-PGE**

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
INDUSTRIAL RELATIONS DEPARTMENT  
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SAN FRANCISCO, CALIFORNIA 94177  
(415) 973-3425

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

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MEL BRADLEY, MANAGER OR  
DAVID J. BERGMAN, DIRECTOR AND CHIEF NEGOTIATOR

JACK McNALLY, BUSINESS MANAGER

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July 5, 1995

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:

Company proposes to extend certain provisions of Letter Agreements 94-61 and 95-05 regarding the staffing of bilingual positions in the Company's Call Centers and establish procedures for staffing the San Francisco Chinatown Joint Payment Facility. The following procedures will be followed in staffing bilingual positions in the future:

Call Center Staffing:

1. The Company will solicit volunteers on a quarterly basis to fill bilingual positions in the Company's Call Centers. Company will determine if volunteers have the necessary language skills to receive such calls.
2. An employee volunteering to receive bilingual calls will be agreeing to do so for a minimum of six consecutive months as long as the employee remains at the location. The employee's concurrence does not in any way mitigate any rights held under the collective bargaining agreement.
3. Company will identify the number of full-time and part-time bilingual positions by shift needed at each center. Positions will be filled by seniority as specified below:
  - a. Volunteers in the same headquarters, classification, status (full-time or part-time), and shift in accordance with Title 11 of the Clerical Agreement..
  - b. Volunteers in the same headquarters, classification and who have the same status (full-time or part-time).

c. Volunteers in the same headquarters and classification (e.g. If an insufficient number of full-time Service Representatives volunteer for a full-time bilingual Service Representative position, the Company may utilize a part-time Service Representative volunteer on a full-time basis.).

d. Volunteers in the next lower classification offered in the same sequence as indicated in paragraphs a-c above.

e. Volunteers in the next higher classification offered in the same sequence as indicated in paragraphs a-c above.

Chinatown Joint Payment Facility

1. The Company will solicit volunteers on a quarterly basis to fill bilingual positions at the Chinatown Joint Payment Facility. Company will determine if volunteers have the necessary language skills to converse with customers.

2. An employee volunteering to work at the Chinatown Facility will be agreeing to do so for a minimum of six consecutive months as long as the employee's base classification remains in San Francisco Division Customer Services or the San Francisco Call Center. Employees working at the facility will be subject to the provisions of Section 10.8 of the Clerical Agreement on Temporary Headquarters.

3. Company will identify the number of full-time and part-time bilingual positions needed at the Facility. Positions will be filled by seniority as specified below:

a. Volunteers from San Francisco Customer Services

- (1) in the same classification and status (full-time or part-time).
- (2) in the same classification. (The Company may use part-time Service Representative volunteers on a full-time basis.)
- (3) in the next lower classification and status (full-time or part-time).
- (4) in the next lower classification (regardless of status).
- (5) in the next higher classification and status (full-time or part-time).
- (6) in the next higher classification (regardless of status).

b. Volunteers from the San Francisco Call Center

- (1) in the same classification and status (full-time or part-time).
- (2) in the same classification. (The Company may use part-time Service Representative volunteers on a full-time basis.)
- (3) in the next lower classification and status (full-time or part-time).
- (4) in the next lower classification (regardless of status).
- (5) in the next higher classification and status (full-time or part-time).
- (6) in the next higher classification (regardless of status).

This agreement may be canceled by either party with 60 calendar days notice to the other party.

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:   
Director and Chief Negotiator

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

Aug 2, 1995

By:   
Business Manager