



LETTER AGREEMENT NO. R1-97-105-PGE

IBEW



PACIFIC GAS AND ELECTRIC COMPANY
INDUSTRIAL RELATIONS DEPARTMENT
2850 SHADELANDS DRIVE, SUITE 100
WALNUT CREEK, CALIFORNIA 94598
(510) 974-4282

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

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

JACK MCNALLY, BUSINESS MANAGER

September 26, 1997

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

Attention: Mr. Jack McNally, Business Manager

Dear Mr. McNally:

In an attempt to improve customer service and minimize CSR and customer waiting time due to unanticipated, intermittent call spikes experienced at the Help Desk, the Call Center 94-53 Committee has recommended the staffing of a "SWAT Team" to supplement the Help Desk at the Company's Call Centers pursuant to Section 18.17 of the Clerical Agreement. The following provisions would apply.

- a. The "SWAT Team" will be staffed with CSR's who are the senior qualified bidders to Senior Service Representative positions at their respective Call Centers. Employees volunteering to serve on the SWAT Team will make a six month commitment to remain on the team. While the Company will formally fill SWAT Team positions every six months, it will review each Call Center's SSR bid list 3 months after the initial staffing of the SWAT Team and 3 months after each subsequent staffing period to see if there are any new bidders. If there are new bidders that have greater seniority than the junior member(s) of the SWAT Team, bidders with greater seniority will be given an opportunity to replace a SWAT Team member with less seniority for the final 3 months of the assignment.
- b. "SWAT Team" members will routinely work as CSR's, but will be upgraded to SSR when Help Desk waiting time is determined by the Company to be excessive. Employees temporarily upgraded to the Help Desk may volunteer to serve on the SWAT Team and will be utilized when the SWAT Team is activated, unless they are currently upgraded to the Help Desk.
- c. As soon as operationally possible, "SWAT Team" members will attend the two week Senior Service Representative Training Program and be matched with an SSR Mentor for one week to assist them in gaining the technical knowledge required at the Help Desks.

- d. "SWAT Team" members who turn down an upgrade to the Help Desk will not be eligible to be upgraded to SSR as a SWAT Team member that calendar day.
- e. "SWAT Team" members will be upgraded for a minimum of 4 hours in a calendar day if they perform Help Desk work. The upgrading of employees for a minimum of 4 hours does not establish precedent.
- f. "SWAT Team" members upgraded to SSR on a daily time card basis will only be offered overtime as an SSR after the Company has offered overtime to all regular SSRs.

This proposal may be canceled by either party with 30 days written notice.

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: 
Chief Negotiator

By: 
Business Manager

Oct 31, 1997