



# LETTER AGREEMENT NO. R1-98-51-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

June 26, 1998

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:

The Company proposes to temporarily route weekend, holiday, and after-hours PBX work historically performed by General Office non-bargaining unit employees to bargaining unit employees at the Sacramento Call Center during a one year pilot period. After hours is defined as 1700-0700 Monday through Friday. Weekend is defined as Saturday and Sunday 0000-2400. Holiday is defined as 0000-2400 on PG&E recognized holidays. The after-hours average call volume is approximately 72 calls per day and call volume for weekends and holidays is an average of 10 calls per day.

The Sacramento Call Center is an existing internal 24 hour operation staffed with Customer Service Representatives who handle calls coming into the Company during these time frames. Utilization of this existing staffing will allow the Company to more efficiently answer these calls currently handled by non-bargaining unit PBX Operators in the Building and Land Services Department.

Generally, the types of calls that come into the PBX 415-973-7000 number are calls for: Corporate Security; Community and Media Relations, Employee Messages, Department Referrals, Customer Service and Billing Inquiries and Customer Complaints.

PBX calls will be fronted with a message offering one of four options:

1. PG&E's automated Octel system for voice mail messages.
2. News Media
3. Corporate Security
4. The 800-743-5000 customer service toll free number will be offered for customers to call if they have a customer service issue or a complaint.

Callers will be advised that if there call does not fit into one of the call types above, they should call back Monday through Friday during regular business hours.

The Company reserves the right to return this work to non-bargaining unit employees in General Office at any time during the one year pilot period.

This proposal has been discussed with Business Representative Wayne Greer.

Either party may cancel this agreement by providing the other party 30 days written notification.

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

LOCAL UNION NO. 1245  
INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO

 June 29, 1998

By:   
Business Manager