



LETTER AGREEMENT NO. R1-99-44-PGE



PACIFIC GAS AND ELECTRIC COMPANY
INDUSTRIAL RELATIONS DEPARTMENT
2850 SHADELANDS DRIVE, SUITE 100
WALNUT CREEK, CALIFORNIA 94598
(925) 974-4104

INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
P.O. BOX 4790
WALNUT CREEK, CALIFORNIA 94596
925-933-6060

RICK R. DOERING, MANAGER
AND CHIEF NEGOTIATOR

JACK McNally, BUSINESS MANAGER

June 14, 1999

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:

Company proposes to extend the San Jose Call Center pilot on Call Quality Monitoring agreed to in Letter Agreement 99-12 an additional 90 days to August 11, 1999.

During this extended pilot period, the Company will continue to not use the numerical rating scale included on the Call Quality Monitoring forms. The intent of this pilot is to determine whether omitting the rating scale will help employees focus on qualitative feedback versus a quantitative rating.

This proposal has been discussed with Business Representative Kathy Maas.

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: 

Rick R. Doering, Manager and
Chief Negotiator

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

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

June 30, 1999

By: 

Jack McNally
Business Manager