



# LETTER AGREEMENT NO. R2-13-39-PGE



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS AND HUMAN RESOURCES DEPARTMENT  
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STEPHEN A. RAYBURN,  
DIRECTOR AND CHIEF NEGOTIATOR

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 2547  
VACAVILLE, CALIFORNIA 95696  
(707) 452-2700  
TOM DALZELL,  
BUSINESS MANAGER

December 23, 2013

Mr. Tom Dalzell, Business Manager  
Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P. O. Box 2547  
Vacaville, CA 95696

Dear Mr. Dalzell:

Attached is the updated Exhibit A of the Clerical Agreement. The update integrates changes from General Negotiations and the results of various Letters of Agreement and precedent setting grievance decisions. It is not the intent of the parties to add or interpret any of integrated changes noted above and made a part of this agreement. In addition, any omission of relevant agreements is not intentional and shall be corrected.


Changes appear in italics. Also, attached is a revision mode copy showing additions in italics and deletions lined out. The documents prompting the changes are listed on the last page of Exhibit A.

While the parties have completed a comprehensive review, due to the length of time since the last update there may have been minor changes that were not noted in this current update. If either party becomes aware of a change that should be incorporated, the parties will review it and if so agreed, make the appropriate correction.

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:   
Stephen A. Rayburn  
Director 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

By:   
Tom Dalzell  
Business Manager

January 13, 2014, 2013

**EXHIBIT A**

**LINES OF PROGRESSION**

**FOR THE CLERICAL AGREEMENT**

**REVISED *December 2013***

**REPLACES BOOK DATED *January 1, 2011***

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## **CUSTOMER SERVICES LINE OF PROGRESSION**

The following tables are for use in filling vacancies in the Division Customer Services departments. This line of progression includes such general functions as telephones, mail distribution and collection, division files, reproduction, stationery, accounting, office services, new business, meter reading, meter tag posting, marketing, rate analysis, telephone and counter service, credit, cashing and collection in Division, District, and Local Customer Services. The tables should be used in connection with Section 18.8 of the Clerical Agreement dated July 1, 1953, as amended.

To use these tables, find the vacant classification. Below the vacant classification in the left-hand column are listed the next lower classifications. Below the vacant classification in the right-hand column are listed classifications which are the same as, or higher than, the vacant classification. The classifications listed as next lower, the same as, or higher than, the vacant classification are followed by a hyphen and a label which describes the general function of the clerical classifications which are so considered.

Vacancies in combination classifications (e.g., *Credit Representative* and *Meter Reader*) will be filled on the basis of the primary classification (the first classification in the Title) taking into account the qualifications required for the secondary classification. Consideration for promotion of employees who hold such classifications shall be based upon the primary classification.

Example 1: If a vacancy exists in a Senior Service Representative I classification in the Customer Services Department, consideration under Subsection 18.8(b) and 18.8(c) of the Agreement in order of employment date shall be given to employees classified as Service Representative, the equivalent, or higher in the Customer Services Line of Progression.

### **Temporary Assignments**

Temporary upgrades shall take place within the department and headquarters in which the temporary vacancy exists provided there is a next lower classification to the vacant classification in such department and headquarters. Temporary upgrades into classifications where there is no next lower classification to the vacancy within the department and headquarters shall be made in accordance with the lines of progression *and Review Committee Decision 1005 (Page 34)*.

Example 2: If a temporary vacancy exists in a Senior Service Representative I classification in the Customer Services Department, consideration in order of employment date shall be given to employees classified as Service Representative or equivalent in the Customer Services Department.

### **Typist Designation:**

Criteria: A typist position will normally perform typing 20 percent of the time during a workweek. The typing assignments should generally require more than simple typing skills such as form completion.

The above criteria will be waived if there is a demonstrated need for a typist at an office.

## **CUSTOMER SERVICES LINES OF PROGRESSION**

**2641 (50010441) SENIOR SERVICE REPRESENTATIVE II**

**2765 (50070817) SENIOR SERVICE REPRESENTATIVE-TYPIST II (55 w.p.m. typing required)**

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
2650	50010445	Senior Service Representative I
2811	50010480	Senior Service Representative-Typist I

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
2641	50010441	Senior Service Representative II
2765	50070817	Senior Service Representative-Typist II

**2650 (50010445) SENIOR SERVICE REPRESENTATIVE I\***

**2811 (50010480) SENIOR SERVICE REPRESENTATIVE-TYPIST I\* (55 w.p.m. typing required)**

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
2660	50010448	Service Representative
2663	50010451	Service Representative-Steno - (PIO)
2666	50010453	Service Representative - Typist
2760	50010469	Credit Representative
2770	50010471	Credit Representative and Meter Reader
2604	50356343	Service Representative II (Added 1-1-11)
2606	50372601	Service Representative II-Typist (Added 1-1-11)
2607	50372603	Service Representative II - Steno (PIO) (Added 1-1-11)

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
2641	50010441	Senior Service Representative II
2765	50070817	Senior Service Representative-Typist II
2650	50010445	Senior Service Representative I
2811	50010480	Senior Service Representative-Typist I

*A Senior I classification shall not be required to act as lead over a Senior II classified employee.*

**2760 (50010469) CREDIT REPRESENTATIVE**

**2770 (50010471) CREDIT REPRESENTATIVE AND METER READER**

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
2660	50010448	Service Representative
2663	50010451	Service Representative-Steno - (PIO)
2666	50010453	Service Representative - Typist
2772	50010472	Meter Reader and Utility Clerk
2604	50356343	Service Representative II (Added 1-1-11)

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
2641	50010441	Senior Service Representative II
2765	50070817	Senior Service Representative-Typist II
2650	50010445	Senior Service Representative I
2811	50010480	Senior Service Representative-Typist I
2760	50010469	Credit Representative

2606	50372601	Service Representative II-Typist (Added 1-1-11)
2607	50372603	Service Representative II – Steno (PIO (Added 1-1-11)

2770	50010471	Credit Representative and Meter Reader
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- 2660 (50010448) SERVICE REPRESENTATIVE**  
**2604 (50356343) SERVICE REPRESENTATIVE II (Added 1-1-11)**  
**2607 (50372603) SERVICE REPRESENTATIVE II-STENO (PIO) (Added 1-1-11)**  
**2606 (50372601) SERVICE REPRESENTATIVE II-TYPIST (Added 1-1-11)**  
**2663 (50010451) SERVICE REPRESENTATIVE-STENO (PIO)**  
**2666 (50010453) SERVICE REPRESENTATIVE-TYPIST (55 w.p.m. typing required)**

Legacy Code	SAP Job Code	Next Lower Classifications
*2675	50010457	Utility Clerk - Customer Services
*2683	50010461	Utility Clerk-Typist-Customer Services
2772	50010472	Meter Reader and Utility Clerk
2602	50356342	Service Representative I (Added 1-1-11)
2605	50372524	Service Representative I – Typist (Added 1-1-11)

Legacy Code	SAP Job Code	Same or Higher Classifications
2641	50010441	Senior Service Representative II
2765	50070817	Senior Service Representative-Typist II
2650	50010445	Senior Service Representative I
2811	50010480	Senior Service Representative-Typist I
2660	50010448	Service Representative
2604	50356343	Service Representative II (Added 1-1-11)
2663	50010451	Service Representative-Steno - (PIO)
2607	50372603	Service Representative II – Steno (PIO) (Added 1-1-11)
2666	50010453	Service Representative - Typist
2606	50372601	Service Representative II-Typist (Added 1-1-11)
2760	50010469	Credit Representative
2770	50010471	Credit Representative and Meter Reader

\*Includes employees at Clerk D rate of pay as per 1980 General Negotiations.

- 2604 (50356343) SERVICE REPRESENTATIVE II (Added 1-1-11)**  
**2606 (50372601) SERVICE REPRESENTATIVE II-TYPIST (Added 1-1-11)**  
**2607 (50372603) SERVICE REPRESENTATIVE II-STENO (PIO) (Added 1-1-11)**

All current Service Representatives, classification codes 2660, 2666 and 2769 will be reclassified to Service Representative II upon reaching the top step of Service Representative as soon as administratively possible.

**\*Notes:**

The Service Representative I classification is established as a Beginner's classification under the provisions of Subsection 18.5(g) with an automatic progression to Service Representative II after the completion of 54 months in the classification.

The classification will be posted as a New Job at a Headquarters.

The existing transfer provisions under Section 18.5 will apply for part-time Service Representative I vacancies.

Employees in the Customer Service Line of Progression will have priority transfer rights to full-time Service Representative I vacancies as follows:

1. To such Customer Service Line of Progression clerical employees in the Bidding Unit where the vacancy exists.
2. To any other such Customer Service Line of Progression clerical employee.

The transfer list must be exhausted in accordance with Section 18.5 before a full-time Service Representative I vacancy can be filled on an unrestricted basis.

The existing provisions of Title 19 will apply. For the purposes of Title 19, a Service Representative I and a Service Representative II are considered the same classification. A Service Representative II or higher who displaces a Service Representative I will maintain the Service Representative II classification and bidding status.

The clerical hiring rate guidelines in Exhibit A for Utility Clerks will apply to Service Representative I.

For the purposes of Titles 13, 18 and 19, time worked as a Service Representative I shall count as time worked as a Service Representative II.

A Service Representative I's six-month probationary period will be extended by no longer than the length of the agreed-to Service Representative training program.

**Incumbents and Transfers**

The existing Service Representative classification and wage schedule will apply to current Service Representative incumbents hired before 1-1-11. Service Representatives hired prior to 1-1-11 who transfer into the Service Representative I classification will be placed in a Service Representative classification and the corresponding wage schedule.

**2772 (50010472) METER READER AND UTILITY CLERK**

A Meter Reader is an employee assigned a route of meter locations. Each meter location is visited, the meter number checked and meter dials read and recorded. Any unusual or abnormal conditions observed are reported. Meter Readers may perform electric change of party reads, gas change of party reads (non-entry, gas found on) and RGSO (reads only) and special meter reads in conjunction with or in lieu of reading an assigned route with the exception of Class II adjustment reads. Completed work is submitted and other related work is performed as assigned. The following conditions are to be observed when assigning other related work: (a) Training is provided. (b) Meter Readers can safely perform their job duties. (c) Meter Readers will not be routinely assigned work which falls within the job description of another classification, and when additional work is assigned, route sizes are taken into account. (d) It is part of a Meter Reader's job to return to accounts missed by such Meter Reader if time permits. (e) Whenever a Meter Reader is given Senior Meter Reader job duties they will be paid at the higher rate for a minimum of two (2) hours. (f) If Union believes that additional "other related work"

merits an inequity adjustment to the Meter Reader wage rate, Company agrees to negotiate on an interim basis. Electric change of party reads, gas change of party reads (non-entry, gas found on) and RGSO (reads only), will not be worked on overtime by Meter Readers until the Title 208 and 212 lists have been exhausted for Reserve Gas Service Representatives, Gas Service Representatives, Service Mechanics and Troublemens classifications. The Meter Reader may do this work on overtime on a de minimis basis, for example, where overtime assignments involve an extension of a regular work day to complete work same day.

#### BEGINNER'S CLASSIFICATION

- 2675 (50010457) UTILITY CLERK - CUSTOMER SERVICES**
- 2683 (50010461) UTILITY CLERK-TYPIST - CUSTOMER SERVICES (55 w.p.m. typing required)**
- 2772 (50010472) METER READER AND UTILITY CLERK**
- 2602 (50356342) SERVICE REPRESENTATIVE I (Added 1-1-11)**
- 2605 (50372524) SERVICE REPRESENTATIVE I-TYPIST (Added 1-1-11)**

#### BEGINNER'S CLASSIFICATIONS

*Placement into the Utility Clerk classification started on January 31, 1980. Employees who currently hold the classification of Clerk D and its equivalent will retain such classification and their wage progression as established in 1976 and be allowed to progress to the top of such current wage progressions until such time as they vacate the classification. Employees classified as Clerk D and equivalent who go on Long Term Disability or a leave of absence or who transfer laterally in the same line of progression pursuant to Title 18 of the Agreement will retain their Clerk D or equivalent status until such time as they vacate the Clerk D or equivalent classification. All other transfers of Clerk D's will be to the Utility Clerk classification and its rate of pay. Any other employee entering the beginning clerical level (except as a Meter Reader or Computer Operator-in-Training shall be classified and paid as a Utility Clerk.*



**PHYSICAL JOBS TO WHICH CLERICAL EMPLOYEES  
IN THE CUSTOMER SERVICES LINE OF PROGRESSION ARE VALID  
BIDDERS UNDER SECTION 205.7 OF THE PHYSICAL AGREEMENT**

**GAS SERVICE DEPARTMENT**

**2782 (50010474) SENIOR METER READER\***

The duties of the Senior Meter Reader position, which are subject to the grievance procedure, include the following: (a) Training (office and field as assigned). Electronic meter reading device training other than training by General Office project teams is within the duties of the Senior Meter Reader classification. (b) Access arrangements (office and field; pesticide access; meter reading plastic card appointments and reads). In conjunction with access arrangements, it is proper to have a Senior Meter Reader pull electric meters to make visual inspection for irregularities and seal the meter with a security locking ring or other appropriate sealing devices. (c) Clerical duties as assigned and field duties as assigned for rerouting and reserialization (final decision reserved to management; includes new account numbers and individual route inspection). (d) Reading any meter route when deemed necessary. (e) Perform electric change of party reads, gas change of party reads (non-entry, gas found on), RGSO (reads only), and electric meter shut off single phase. (f) Maintain records and post standard reports. (g) Other related bargaining unit work as assigned. (h) Plan and organize Meter Reader work assignments as assigned. (i) Field verification of energy cost inquiries and possible meter reading errors (reread); no customer contact except to explain how to read meter. (j) Type I, II and III audits. Senior Meter Readers will not make recommendations for disciplinary action based on the results of the audits. (k) Personal computer work associated with electronic meter reading to the extent that such work encompasses Senior Meter Reader functions as set forth in this Exhibit. (l) A Senior Meter Reader shall have the personal qualifications of leadership ability. (m) Electric change of party reads, gas change of party reads (non-entry, gas found on), RGSO (reads only), and electric meter shut off single phase will not be worked on overtime by a Senior Meter Reader until the Title 208 and 212 lists have been exhausted for Reserve Gas Service Representatives, Gas Service Representatives, Service Mechanics and Troublemens classifications. The Senior Meter Reader may do this work on overtime on a de minimis basis, for example, where overtime assignments involve an extension of a regular work day to complete work same day.

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
2785	50010475	Meter Reader
2772	50010472	Meter Reader and Utility Clerk

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
2782	50010474	Senior Meter Reader
2770	50010471	Credit Representative and Meter Reader

\*Effective January 1, 2000, Sr. Meter Reader and Meter Reader were moved from the clerical bargaining unit to the physical bargaining unit.

## OPERATING LINES OF PROGRESSION

The following tables are for use in filling vacancies in the Region and General Office Operating Departments: (This line of progression may include such general functions as telephones, mail distribution and collection, Region or Division files, reproduction, stationery, accounting, office services, and new business, including administration and preparation of agreements and contracts.)

Region and Division Electric Superintendent's Office, Engineering, District and Local Office Operations as well as specialty Departments such as Underground, Operating, Hydro, Overhead, and Water;

Region and Division Gas Superintendent's Office, Engineering, District and Local Office Operations as well as specialty departments such as Transmission and Regulation, Service and Distribution;

Region and Division General Services, Building, Land, Transportation, and Materials (including General Office Garage and Materials Section within San Francisco Division);

Materials Distribution Department including the office, shop and warehouse sections;

Gas System Maintenance/Gas System Operations Department, including the field office operations;

Design Drafting Department, including such general functions as Records, Drawing Control, Index Files, Vault, Microfilm, Varitype, MTST and Administrative; and

Reprographics Department;

Physical jobs to which Clerical Employees are valid bidders under Section 18.8 of the Clerical Agreement and Section 205.7 of the Physical Agreement.

The tables should be used in connection with Section 18.8 of the Clerical Agreement dated July 1, 1953, as amended.

To use these tables, find the vacant classification. Below the vacant classification in the left-hand column are listed the next lower classifications. Below the vacant classification in the right-hand column are listed classifications which are the same as, or higher than, the vacant classification. The classifications listed as next lower, the same as, or higher than, the vacant classification are followed by a hyphen and a label which describes the general function of the clerical classifications which are so considered.

Example 1: If a vacancy exists in a Senior Operating Clerk I classification in the department, consideration under Subsections 18.8(b) and 18.8(c) of the agreement in order of employment date shall be given to employees classified as Operating Clerk, the equivalent, or higher in the Operating Line of Progression.

### Temporary Assignments

Temporary upgrades shall take place within the department and headquarters in which the temporary vacancy exists provided there is a next lower classification to the vacant classification in such department and headquarters. Temporary upgrades into classifications where there is no next lower classification to the vacancy within the department and headquarters shall be made in accordance with the lines of progression *and Review Committee Decision 1005 (Page 34)*.

Example 2: If a temporary vacancy exists in a Senior Operating Clerk I classification, consideration in order of employment date shall be given to employees classified as Operating Clerk in the office

department and headquarters.

The transfer rights of employees of the Vice President and Controller's Organization and the General Office Operating Clerical (including the Reprographics Clerical Unit, and General Office Building Department) have been expanded to provide Subsection 18.5(c)(1) rights between these groups, effective 1-31-80.

**Typist Designation:**

Criteria: A typist position will normally perform typing 20 percent of the time during a workweek. The typing assignments should generally require more than simple typing skills such as form completion.

The above criteria will be waived if there is a demonstrated need for a typist at an office.

**OPERATING LINES OF PROGRESSION**

**2723 (50010467) SENIOR OPERATING CLERK II**

**2646 (50010443) SENIOR OPERATING CLERK-TYPIST II (55 w.p.m. typing required)**

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>	<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
2789	50010477	Senior Operating Clerk I	2723	50010467	Senior Operating Clerk II
2655	50010447	Senior Operating Clerk-Typist I	2646	50010443	Senior Operating Clerk-Typist II
0250	50010117	Foreman's Clerk	0243	50010113	Senior Field Clerk - G.C.
0247	50073096	Field Clerk - Water	0263	50010121	Senior Hydro Clerk
0254	50010120	Utility Foreman's Clerk	0310	--	Senior Shop Clerk - G.C.
4906	50010772	Reprographics Job Coordinator	0253	50010119	Foreman's Clerk ( <i>More than 2 Assistants</i> )
2801	50073091	<i>Senior Operating Clerk I-II</i>	--	50462907	<i>Senior Administrator - Nuclear</i>
2802	50073094	<i>Senior Operating Clerk-Typist I-II</i>	--	50462906	<i>Administrative Specialist</i>

**2789 (50010477) SENIOR OPERATING CLERK I**

**2655 (50010447) SENIOR OPERATING CLERK-TYPIST I (55 w.p.m. typing required)**

**2801 (50073091) SENIOR OPERATING CLERK I-II**

**2802 (50073094) SENIOR OPERATING CLERK-TYPIST I-II**

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>	<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
2662	50010450	Operating Clerk	2723	50010467	Senior Operating Clerk II
2664	50010452	Operating Clerk-Steno - (PIO)	2646	50010443	Senior Operating Clerk-Typist II
2667	50010454	Operating Clerk-Typist	2789	50010477	Senior Operating Clerk I
0252	50010118	Assistant Foreman's Clerk	2655	50010447	Senior Operating Clerk-Typist I
0277	50010126	Parts Clerk	2801	50073091	<i>Senior Operating Clerk I-II</i>

2703	50010466	E&P Operating Clerk - (PIO)
*0524	50010161	Fieldperson

2802	50073094	Senior Operating Clerk-Typist I-II
0250	50010117	Foreman's Clerk
0253	50010119	Foreman's Clerk ( <i>More than 2 Assistants</i> )
0254	50010120	Utility Foreman's Clerk
0247	50073096	Field Clerk - Water
0243	50010113	Senior Field Clerk - G.C.
0246	50010115	First Field Clerk - G.C.
0293	50010129	First Plant Clerk (PIO)
0263	50010121	Senior Hydro Clerk
0264	50010122	First Hydro Clerk
0310		Senior Shop Clerk - G.C.
0313	50010134	First Shop Clerk - G.C.
4906	50010772	Reprographics Job Coordinator
0266	50010124	First Hydro Clerk - Helms
--	50462907	Senior Administrator - Nuclear
--	50462906	Administrative Specialist

\*If reclassified from 0240 Field Clerk on January 1, 1988 has 18.8(b) or 18.8(c) bid status.

*A Senior I classification shall not be required to act as lead over a Senior II classified employee.*

**2662 (50010450) OPERATING CLERK**

**2664 (50010452) OPERATING CLERK-STENO (PIO)**

**2667 (50010454) OPERATING CLERK-TYPIST (55 w.p.m. typing required)**

**2703 (50010466) E&P OPERATING CLERK (PIO)**

Legacy Code	SAP Job Code	Next Lower Classifications
*2676	50010458	Utility Clerk - Operating
*2684	50010462	Utility Clerk-Typist - Operating

Legacy Code	SAP Job Code	Same or Higher Classifications
2723	50010467	Senior Operating Clerk II
2646	50010443	Senior Operating Clerk-Typist II
2789	50010477	Senior Operating Clerk I
2655	50010447	Senior Operating Clerk-Typist I
2801	50073091	Senior Operating Clerk I-II
2802	50073094	Senior Operating Clerk-Typist I-II
2662	50010450	Operating Clerk
2664	50010452	Operating Clerk-Steno - (PIO)
2667	50010454	Operating Clerk-Typist
2703	50010466	E&P Operating Clerk - (PIO)
0250	50010117	Foreman's Clerk

0253	50010119	Foreman's Clerk ( <i>More than 2 Assistants</i> )
0254	50010120	Utility Foreman's Clerk
0252	50010118	Assistant Foreman's Clerk
0247	50073096	Field Clerk - Water
0277	50010126	Parts Clerk
0243	50010113	Senior Field Clerk - G.C.
0246	50010115	First Field Clerk - G.C.
4906	50010772	Reprographics Job Coordinator
0263	50010121	Senior Hydro Clerk
0264	50010122	First Hydro Clerk
0265	50010123	Routine Hydro Clerk
0293	50010129	First Plant Clerk ( <i>PIO</i> )
0310	--	Senior Shop Clerk - G.C.
0313	50010134	First Shop Clerk - G.C.
0314	50070762	Routine Shop Clerk - G.C.
0275	50010125	Partsman - G.C.
**0524	50010161	Fieldperson
0266	50010124	First Hydro Clerk - Helms
--	50462907	<i>Senior Administrator - Nuclear</i>
--	50462906	<i>Administrative Specialist</i>

\*Includes employees at Clerk D rate of pay as per 1980 General Negotiations.

\*\*If reclassified from 0240 Field Clerk on January 1, 1988 has 18.8(b) or 18.8(c) bid status.

**2676 (50010458) UTILITY CLERK - OPERATING**

**2684 (50010462) UTILITY CLERK-TYPIST - OPERATING (55 w.p.m. typing required)**

**BEGINNER'S CLASSIFICATIONS**

*Placement into the Utility Clerk classification started on January 31, 1980. Employees who currently hold the classification of Clerk D and its equivalent will retain such classification and their wage progression as established in 1976 and be allowed to progress to the top of such current wage progressions until such time as they vacate the classification. Employees classified as Clerk D and equivalent who go on Long Term Disability or a leave of absence or who transfer laterally in the same line of progression pursuant to Title 18 of the Agreement will retain their Clerk D or equivalent status until such time as they vacate the Clerk D or equivalent classification. All other transfers of Clerk D's will be to the Utility Clerk classification and its rate of pay. Any other employee entering the beginning clerical level (except as a Meter Reader or Computer Operator-in-Training shall be classified and paid as a Utility Clerk.*

**GENERAL OFFICE  
REPROGRAPHICS DEPARTMENT**

**PRODUCTION UNIT**

**7003 (50011257) SENIOR REPROGRAPHICS OPERATOR (LEAD JOB)\***

Responsible for training, performing lead functions, and the performance of all duties of a Reprographics Operator and related clerical duties.

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
7004	50011258	Reprographics Operator A*

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
7003	50011257	Senior Reprographics Operator

\*With training and/or previous experience.

**7004 REPROGRAPHICS OPERATOR A\*\***

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
7005	50011259	Reprographics Operator B

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
7003	50011257	Senior Reprographics Operator
7004	50011258	Reprographics Operator A

\*\* Progression to Reprographics Operator A is automatic when qualifications have been met.

**7005 (50011259) REPROGRAPHICS OPERATOR B**

**BEGINNER'S CLASSIFICATION**

*Previously* required passing Guilford-Zimmerman Mechanical Knowledge Test with at least 17 points and the Personnel Research Institute Name Comparison Test with at least 70 points. The Guilford-Zimmerman test is no longer given. A replacement test will require agreement between the Company and Union for positions filled after January 1, 2002.

A transfer application from a Clerical employee in the Reprographics Section will be given priority "1" status under the job bidding system when transferring to a Reprographics Operator B. Priority "1" transfer applications receive preference over all other transfers and are treated as a bid under the provisions of Subsections 18.8(a) or (b), as appropriate.

**ADMINISTRATION UNIT**

**4906 (50010772) REPROGRAPHICS JOB COORDINATOR**

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
2662	50010450	Operating Clerk
2664	50010452	Operating Clerk-Steno - (PIO)

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
4906	50010772	Reprographics Job Coordinator

2667	50010454	<i>Operating Clerk-Typist</i>
7003	50011257	Senior Reprographics Operator

See pages 8-10 for Operating and Utility Clerks in the Reprographics Section.

**PHYSICAL JOBS TO WHICH CLERICAL EMPLOYEES  
IN THE OPERATING LINE OF PROGRESSION  
ARE VALID BIDDERS UNDER SECTION 205.7 OF THE PHYSICAL AGREEMENT**

**DIVISION ELECTRIC DEPARTMENT OFFICE**

**0254 (50010120) UTILITY FOREMAN'S CLERK**

Job duties vary by headquarters: bidding rights same as Foreman's Clerk.

**0253 (50010119) FOREMAN'S CLERK** - if directing the work of more than two Assistant Foreman's Clerks.

Line of Progression same as Foreman's Clerk.

**0250 (50010117) FOREMAN'S CLERK**

An employee whose background and experience are such that an employee has a comprehensive knowledge of the operation and procedures of a General Foreman's or Assistant Supervisor's office and is engaged in performing clerical work and assisting in the administrative work of such office. This work includes such duties as coordinating various functions to facilitate the completion of jobs, assigning jobs to crews, receiving and dispatching customers' complaints or switching orders, preparing reports, processing time cards, work orders and GM's for the crews or for accounting purposes, and maintaining office files and records. May direct the work of one or two Assistant Foreman's Clerks.

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
0252	50010118	Assistant Foreman's Clerk
0458	50010147	Field Clerk - Electric T&D (PIO)
*1096		Electric T&D Assistant (PIO)
1098	50010242	Night Electric T&D Assistant
*2662	50010450	Operating Clerk
*2664	50010452	Operating Clerk-Steno (PIO)
*2667	50010454	Operating Clerk-Typist

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
0243	50010113	Senior Field Clerk - GC
0246	50010115	First Field Clerk - GC
0250	50010117	Foreman's Clerk
0253	50010119	Foreman's Clerk (More than 2 Assistants)
0254	50010120	Utility Foreman's Clerk
0310	--	Senior Shop Clerk - GC
0313	50010134	First Shop Clerk - GC
2646	50010443	Senior Operating Clerk - Typist II
2655	50010447	Senior Operating Clerk - Typist I
2723	50010467	Senior Operating Clerk II
2789	50010477	Senior Operating Clerk I
2801	50073091	Senior Operating Clerk I-II
2802	50073094	Senior Operating Clerk-Typist I-II

\*Must have 6 months in the Line of Progression.



**0252 (50010118) ASSISTANT FOREMAN'S CLERK\*\*\***

An employee in a General Foreman's or Assistant Supervisor's office who assists the Foreman's Clerk or Senior Clerk by performing clerical work requiring a basic knowledge of Electric Department office procedures and accounting principles. This work includes such duties as writing requisitions for work orders or GM's, processing time cards, work orders and GM's for the crews or for accounting purposes, and maintaining office files and records. May receive and dispatch customers' complaints.

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
**2676	50010458	Utility Clerk, Operating*
**2684	50010462	Utility Clerk-Typist, Operating*

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
0243	50010113	Senior Field Clerk - GC
0245	50010114	Routine Field Clerk - GC
0246	50010115	First Field Clerk - GC
0250	50010117	Foreman's Clerk
0252	50010118	Assistant Foreman's Clerk
0253	50010119	Foreman's Clerk ( <i>More than 2 Assistants</i> )
0254	50010120	Utility Foreman's Clerk
0310	--	Senior Shop Clerk - GC
0313	50010134	First Shop Clerk - GC
0314	50070762	Routine Shop Clerk - GC
0313	50010134	First Shop Clerk - GC
0458	50010147	Field Clerk - Electric T&D ( <i>PIO</i> )
1096	50010242	<i>Electric T&amp;D Assistant (PIO)</i>
1098	50010243	<i>Night T&amp;D Assistant</i>
2646	50010443	Senior Operating Clerk - Typist II
2655	50010447	Senior Operating Clerk - Typist I
2662	50010450	Operating Clerk
2664	50010452	Operating Clerk-Steno ( <i>PIO</i> )
2667	50010454	Operating Clerk-Typist
2723	50010467	Senior Operating Clerk II
2789	50010477	Senior Operating Clerk I
2801	50073091	<i>Senior Operating Clerk I-II</i>
2802	50073094	<i>Senior Operating Clerk-Typist I-II</i>

\*Includes employees at Clerk D rate of pay as per 1980 General Negotiations.

\*\*The 30-month wage step of *Utility Clerk* will be considered as top rate of pay when bidding to Assistant Foreman's Clerk.

\*\*\*When an Assistant Foreman's Clerk position becomes vacant and that position does not report to a Foreman's Clerk, it will be reclassified as a Senior Operating Clerk, if filled. Other

Assistant Foreman's Clerk positions that become vacant will be graded using the clerical grading system (PEQ) in accordance with Letter Agreement 07-57 dated 11/29/07. This letter agreement allows the Assistant Foreman's Clerk to work alone.

**DIVISION ELECTRIC DEPARTMENT**  
**CLERICAL-HYDRO**

**0263 (50010121) SENIOR HYDRO CLERK**

An employee who has the qualifications of a First Hydro Clerk, performs clerical work and assists in the administrative work of the Hydro Supervisor's office and is the lead clerk in directing the work of other Hydro Clerks. When qualified, may be required to drive light Company vehicles.

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
0247	50073096	Field Clerk - Water
0264	50010122	First Hydro Clerk
2723	50010467	Senior Operating Clerk II
2646	50010443	Senior Operating Clerk-Typist II
0266	50010124	First Hydro Clerk - Helms

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
0243	50010113	Senior Field Clerk - G.C.
0263	50010121	Senior Hydro Clerk
0310	--	Senior Shop Clerk - G.C.

**0264 (50010122) FIRST HYDRO CLERK**

**0266 (50010124) FIRST HYDRO CLERK - HELMS**

An employee, under general supervision, whose background and experience are such that the employee has a comprehensive knowledge of the operation and procedures of the Hydro Department and is engaged in performing clerical work and assisting in the administrative work of the Hydro Supervisor's office. This work encompasses such duties as coordinating various functions to facilitate completion of jobs, including associated clerical duties in the field, assigning jobs to crews, ordering materials, preparing reports, processing time cards, work orders and GM's for the crews or for accounting purposes and maintaining office files and records. May supervise details of boardinghouse operations. Must have the clerical and typing skills required of a \*Routine Hydro Clerk and may be required to take dictation. When qualified, may be required to drive light Company vehicles.

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
0265	50010123	Routine Hydro Clerk
2655	50010447	Senior Operating Clerk-Typist I
2789	50010477	Senior Operating Clerk I
2662	50010450	Operating Clerk
2664	50010452	Operating Clerk-Steno-PIO
2667	50010454	Operating Clerk-Typist
2801	50073091	Senior Operating Clerk I-II
2802	50073094	Senior Operating Clerk-Typist I-II

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
0243	50010113	Senior Field Clerk - G.C.
0246	50010115	First Field Clerk - G.C.
0247	50073096	Field Clerk - Water
0263	50010121	Senior Hydro Clerk
0264	50010122	First Hydro Clerk
0310	--	Senior Shop Clerk - G.C.
0313	50010134	First Shop Clerk - G.C.
2723	50010467	Senior Operating Clerk II

2646	50010443	Senior Operating Clerk-Typist II
0266	50010124	First Hydro Clerk - Helms

**0265 (50010123) ROUTINE HYDRO CLERK**

An employee who performs routine clerical work requiring a basic knowledge of established Hydro Department office procedures and elementary accounting principles; may operate PBX board. Must be able to type with reasonable speed and accuracy (35 Words Per Minute); may be required to learn shorthand prior to promotion to First Hydro Clerk. When qualified, may be required to drive light Company vehicles.

BEGINNER'S CLASSIFICATION

**WATER DEPARTMENT**

**0247 (50073096) FIELD CLERK**

An employee whose background and experience is such that the employee has a comprehensive knowledge of the operation and procedures of a general foreman's or foreman's office in the Water Department and who performs the clerical work and assists in the administrative work of such office. This work includes such duties as coordinating various functions to facilitate the completion of jobs, assigning jobs to crews, receiving and dispatching customer's complaints, preparing reports, processing time cards, work orders, and GM's for the crews or for accounting purposes and maintaining office files and records. The employee's duties may require that the employee work in the office, in a camp, or in the field.

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
0264	50010122	First Hydro Clerk
0265	50010123	Routine Hydro Clerk
2662	50010450	Operating Clerk
2664	50010452	Operating Clerk-Steno - (PIO)
2667	50010454	Operating Clerk-Typist
2789	50010477	Senior Operating Clerk I
2655	50010447	Senior Operating Clerk-Typist I
2801	50073091	Senior Operating Clerk I-II
2802	50073094	Senior Operating Clerk-Typist I-II

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
0243	50010113	Senior Field Clerk - G.C.
0246	50010115	First Field Clerk - G.C.
0263	50010121	Senior Hydro Clerk
0310	--	Senior Shop Clerk - G.C.
2723	50010467	Senior Operating Clerk II
2646	50010443	Senior Operating Clerk-Typist II
0266	50010124	First Hydro Clerk - Helms

**STEAM GENERATION AND NUCLEAR PLANT OPERATIONS DEPARTMENTS**

**50462907 SENIOR ADMINISTRATOR – NUCLEAR**

An employee who has all qualifications of an Administrative Specialist - Nuclear, and directs the work and training of other administrative employees. Provides advanced administrative and technical

support to supervisors, managers or departments with limited supervision. May interface directly with senior management and external agencies. May be required to manage administrative employee schedules, including vacation sign-ups, arranging coverage, and maintaining PAOT/EOT call out lists.

Legacy Code	SAP Job Code	Next Lower Classifications
	50462906	Administrative Specialist – Nuclear
2646	50010443	Senior Operating Clerk-Typist II*
2723	50010467	Senior Operating Clerk II*
0293	50010129	First Plant Clerk (PIO)

Legacy Code	SAP Job Code	Same or Higher Classifications
0243	50010113	Senior Field Clerk - G.C.*
0310	--	Senior Shop Clerk - G.C.

\*Must have spent at least 30 months in a clerical classification at DCP.

Employees in the Senior Administrator role are expected to demonstrate good knowledge, skills, efficiency, adaptability, and teamwork. In accordance with 205.11(b), the Company may subject employees to an interview process to determine an employee's capability and qualification for this classification. The Company may reject the bid of an employee under 205.11 and/or 205.14 when the employee lacks the knowledge, skill, efficiency, or adaptability to perform the administrative functions of the job, or the ability to perform supervisory duties. When the Company plans to reject the bid of an employee, they will notify the local union business representative prior to the rejection.

After three months as a Senior Administrator, the Company will determine if the employee has demonstrated or is adequately developing the skills and aptitudes to be successful in the role of Senior Administrator. If the employee has not or will not develop the skills or aptitudes needed to be a Senior Administrator, subject to the grievance process, the employee may be released back to their previous classification and headquarters, and may be bypassed for future opportunities in this classification for 12 months. At any time during this three month period, an employee may choose to return to their previous classification and headquarters.

### **50462906 ADMINISTRATIVE SPECIALIST – NUCLEAR**

An employee who has all the qualifications of an Administrative Associate - Nuclear, and performs diverse administrative duties which require a working knowledge of Nuclear plant policies and procedures. May require advanced proficiency with business software products (Microsoft Office Suite, SAP, etc.), calendar management, travel planning, expense reporting, supply ordering and related tasks. May review or edit correspondence. May prepare complex forms, reports, records, and reference data including statistical records and computations required for reports and audits. May be required to assign and maintain program schedules and overtime lists. May be required to research and retrieve records from databases. May require knowledge of basic accounting practices and principles. May be required to obtain a working knowledge of Management, A&T, Represented Employee, Federal, and State pay policies and contract provisions. Works under general supervision and may train and assist Administrative Associates. Must be able to type with reasonable speed and accuracy (net 35 WPM).

Legacy Code	SAP Job Code	Next Lower Classifications
	50462905	Administrative Associate – Nuclear
0059	50010069	Scheduling Assistant - DCP Only
2662	50010450	Operating Clerk*

Legacy Code	SAP Job Code	Same or Higher Classifications
	50462907	Senior Administrator - Nuclear
0243	50010113	Senior Field Clerk - G.C.*
0246	50010115	Field Clerk – (G.C.)*

2664	50010452	Operating Clerk-Steno - (PIO)*
2667	50010454	Operating Clerk-Typist*

0263	50010121	Senior Hydro Clerk*
0264	50010122	First Hydro Clerk*
0310	--	Senior Shop Clerk - G.C.
0313	50010134	First Shop Clerk - G.C.*
2646	50010443	Senior Operating Clerk-Typist II*
2655	50010447	Senior Operating Clerk-Typist I*
2723	50010467	Senior Operating Clerk II
2789	50010477	Senior Operating Clerk I
2801	50073091	Senior Operating Clerk I-II*
2802	50073094	Senior Operating Clerk-Typist I-II*

\*Must have spent at least 30 months in a clerical classification at DCPD.

**0293 (50010129) FIRST PLANT CLERK (PIO)**

An employee who, under general supervision, performs clerical work requiring a working knowledge of all procedures used in steam plant office work and the normal amount of judgment accompanying that knowledge. May also be required to maintain special and routine statistical records of operation and maintenance and to make computation for the preparation of reports. May be required to type accurately with reasonable speed.

**0301 (50010131) CONTROL ROOM ASSISTANT (DCPD) (PIO)**

A shift employee in a nuclear power plant who is assigned to assist the shift foreman in the performance of his administrative duties and who performs clerical work on shift. Is responsible to the plant office supervisor for the quality and quantity of the work performed. Performs such duties as verifying and preparing time cards for the foreman's signature, making and receiving calls relating to personnel and other matters for the shift foreman, maintaining logs, preparing summaries, assembling reports, preparing permits, and similar duties. Is responsible for maintaining supply of and preparation of food for required meals. Must be familiar with Company's accounting and record-keeping procedures, and shall be able to use a typewriter with moderate skill (25 words per minute net).

**0059 (50010069) SCHEDULING ASSISTANT (DCPD Only)**

An employee whose primary responsibilities include collecting, processing, analyzing, maintaining and disseminating schedules and scheduling information. Duties include the input, processing information between PIMS and scheduling software; executing batch runstreams; reviewing, analyzing and correcting data and system errors; distributing scheduling information to client work groups; and developing basic reports using mainframe and personal computer programs. Must have knowledge of basic computer applications and be able to type with reasonable speed and accuracy (35 w.p.m.).

Legacy Code	SAP Job Code	Next Lower Classifications
--	50462905	Administrative Associate - Nuclear

Legacy Code	SAP Job Code	Same or Higher Classifications
0243	50010113	Senior Field Clerk - G.C.

0246	50010115	Field Clerk – (G.C.)*
0263	50010121	Senior Hydro Clerk
0264	50010122	First Hydro Clerk
0293	50010129	First Plant Clerk (PIO)
0301	50010131	Control Room Assistant (DCPP) (PIO)
0310		Senior Shop Clerk - G.C.
0313	50010134	First Shop Clerk - G.C.
2723	50010467	Senior Operating Clerk II
2646	50010443	Senior Operating Clerk-Typist II
2655	50010447	Senior Operating Clerk-Typist I
2789	50010477	Senior Operating Clerk I
0266	50010124	First Hydro Clerk - Helms
2801	50073091	Senior Operating Clerk I-II
2802	50073094	Senior Operating Clerk-Typist I-II
--	50462906	Administrative Specialist
--	50462907	Senior Administrator - Nuclear

### **50462905 ADMINISTRATIVE ASSOCIATE – NUCLEAR**

*An employee who performs administrative tasks such as typing, basic data entry (e.g. PIMS, Workforce, etc.), copying, mail distribution, filing, document scanning, record indexing, document destruction, and other similar tasks. May be required to use standard computer software for basic word processing, record retention, and reporting. May be required to audit documents (e.g. procedures, drawings, etc.). Employees assigned to the Dosimetry office may be required to determine dose histories, issue and control TLD's, maintain NRC dosimetry records, log employees into Radiological Controlled Areas, read and re-zero dosimeters, and perform other clerical work. May be required to type with reasonable speed and accuracy (net 35 WPM). Works under the supervision of experienced administrative personnel or department supervisor. Must pass all pre-employment tests.*

*BEGINNER'S CLASSIFICATION*

### **GARAGE DEPARTMENT**

#### **0277 (50010126) PARTS CLERK**

An employee with a thorough knowledge of automotive parts and stores procedures, who performs without direct supervision, duties which include the purchasing, storing, issuing and requisitioning of automotive parts and tools. He may also be required to perform clerical work and assist in the administrative work of the Foreman's or General Foreman's office.

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
0880	50010210	Garageman
1210	50010262	Materials Handler
2662	50010450	Operating Clerk
2664	50010452	Operating Clerk-Steno - (PIO)
2667	50010454	Operating Clerk-Typist

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
0275	50010125	<i>Partsman - GC Service Center</i>
0276	50073125	<i>Field Partsman - GC</i>
0277	50010126	Parts Clerk
0730	50010186	Garage Subforeman
1084	50010238	<i>Parts Leadman - GC Service Center</i>
1252	50010271	<i>Utility Equipment Mechanic- Auberry</i>
1253	50010272	<i>Utility Equipment Mechanic - Helms</i>
1254	50070796	Utility Equipment Mechanic
1255	50010273	Equipment Mechanic
1256	50010274	Equipment Mechanic UN
1258	50010275	Apprentice Equipment Mechanic
2646	50010443	Senior Operating Clerk-Typist II
2723	50010467	Senior Operating Clerk II
2789	50010477	Senior Operating Clerk I
2655	50010447	Senior Operating Clerk-Typist I
2801	50073091	<i>Senior Operating Clerk I-II</i>
2802	50073094	<i>Senior Operating Clerk-Typist I-II</i>

## ACCOUNTING AND COMPUTER OPERATIONS LINES OF PROGRESSION

The tables shown are for use in filling vacancies in the following departments: Vice President and Controller's Organization, Computer Operations, and the Mail Services Section of General Office Building Department. They should be used in connection with Section 18.8 of the Clerical Agreement dated July 1, 1953, as amended. In addition, the transfer rights of employees of the Vice President and Controller's Organization and the General Office Operating Clerical (including the Design-Drafting Clerical Unit, Reprographics Clerical Unit, and the Mail Services Section of the General Office Building Department) have been expanded to provide Subsection 18.5(c)(1) rights between these groups.

The Vice President and Controller's Organization is comprised of the following sections: Major Billing, Bill Processing, Payroll, Capital Accounting, Miscellaneous Billing, Payment Processing, Revenue, Accounts Payable, Budget, Corporate Accounting and *Customer Information Assistance*. The Computer Operations Department consists of the Data Recording and Output Operations sections.

By identifying these sections, the parties do not intend to change the scope of recognition.

Transfer rights of employees in the Computer Operations Department and the Vice President and Controller's Organization have been established to provide 18.5(c)(1) rights between these groups.

To use these tables, find the vacant classification. Below the vacant classification in the left-hand column are listed the next lower classifications. Below the vacant classification in the right-hand column are listed classifications which are the same as, or higher than the vacant classification. The classifications listed as next lower, the same as, or higher than the vacant classification are followed by a hyphen and a label which describes the general function of the clerical classifications which are so considered.

Example 1: If a vacancy exists in a Senior Accounting Clerk I classification in the Payroll Section, consideration under Subsections 18.8(b) and 18.8(c) of the Agreement in order of employment date shall be given to employees classified as Accounting Clerk, the equivalent, or higher.

**Temporary Assignments:** Temporary upgrades shall take place within the unit in which the temporary vacancy exists provided there is a next lower classification to the vacant classification in such unit. Temporary upgrades into classifications where there is no next lower classification to the vacancy within the unit shall be made from the section, and then the department *and in accordance with Review Committee Decision 1005 (Page 34)*. A Section may be comprised of more than one unit. For example, in the Payroll and Accounts Payable Sections, a unit is comprised of all of the employees reporting to one exempt supervisor.

Example 2: If a temporary vacancy exists in a Senior Accounting Clerk I classification in a unit of the Vice President and Controller's Organization, consideration in order of employment date shall be given to employees classified as Accounting Clerk in that unit.

Transfers within Vice President and Controller's Organization (LA 82-4)

"An employee who has been promoted or transferred into or within the Vice President and Comptroller's Organization will not have his or her bids or applications for transfer to move laterally considered for a minimum of six months following such promotion or transfer. The foregoing shall not apply to shift changes. Employees transferring or bidding between departments in Vice President and Comptroller's and Computer Operations Department will not be bypassed pursuant to Section 18.11 of the Clerical Agreement if solely based on a lack of job knowledge and/or experience. The foregoing shall not abrogate the parties' intent to develop and implement training and testing procedures for promotional eligibility to all senior classifications in



the Vice President and Comptroller's Organization. Once such training and testing procedures are negotiated and implemented, Company and Union will review the contents of this paragraph."

**Typist Designation:**

Criteria: A typist position will normally perform typing 20 percent of the time during a workweek. The typing assignments should generally require more than simple typing skills such as form completion.

The above criteria will be waived if there is a demonstrated need for a typist at an office.

**ACCOUNTING AND COMPUTER OPERATIONS LINES OF PROGRESSION**  
**Accounting**

**2642 (50010442) SENIOR ACCOUNTING CLERK II**  
**2767 (50070818) SENIOR ACCOUNTING CLERK-TYPIST II (55 w.p.m. typing required)**

Legacy Code	SAP Job Code	Next Lower Classifications
2788	50010476	Senior Accounting Clerk I
2813	50070821	Senior Accounting Clerk-Typist I
2878	50010486	Computer Operator

Legacy Code	SAP Job Code	Same or Higher Classifications
2642	50010442	Senior Accounting Clerk II
2767	50070818	Senior Accounting Clerk-Typist II
2879	50010487	Senior Computer Operator

**2788 (50010476) SENIOR ACCOUNTING CLERK I**  
**2813 (50070821) SENIOR ACCOUNTING CLERK-TYPIST I (55 w.p.m. typing required)**

Legacy Code	SAP Job Code	Next Lower Classifications
2661	50010449	Accounting Clerk
2873	50010485	Accounting Clerk-Typist

Legacy Code	SAP Job Code	Same or Higher Classifications
2642	50010442	Senior Accounting Clerk II
2767	50070818	Senior Accounting Clerk-Typist II
2788	50010476	Senior Accounting Clerk I
2813	50070821	Senior Accounting Clerk-Typist I
2879	50010487	Senior Computer Operator
2878	50010486	Computer Operator

*A Senior I classification shall not be required to act as lead over a Senior II classified employee.*

**2661 (50010449) ACCOUNTING CLERK**  
**2873 (50010485) ACCOUNTING CLERK-TYPIST (55 w.p.m. typing required)**

Legacy Code	SAP Job Code	Next Lower Classifications
*2677	50010459	Utility Clerk - Accounting
*2685	50010463	Utility Clerk-Typist - Accounting

Legacy Code	SAP Job Code	Same or Higher Classifications
2642	50010442	Senior Accounting Clerk II
2767	50070818	Senior Accounting Clerk-Typist II

2689	50010464	Utility Machine Operator - Accounting
2773	50010473	Mail Clerk Driver
**0059	50010069	Scheduling Assistant - DCPD Only

2788	50010476	Senior Accounting Clerk I
2813	50070821	Senior Accounting Clerk-Typist I
2879	50010487	Senior Computer Operator
2878	50010486	Computer Operator †
2661	50010449	Accounting Clerk
2873	50010485	Accounting Clerk-Typist

\* Includes employees at Clerk D rate of pay as per 1980 General Negotiations.

**2773 (50010473) MAIL CLERK DRIVER**

Legacy Code	SAP Job Code	Next Lower Classifications
*2677	50010459	Utility Clerk - Accounting
*2685	50010463	Utility Clerk-Typist - Accounting
2689	50010464	Utility Machine Operator - Accounting

Legacy Code	SAP Job Code	Same or Higher Classifications
2642	50010442	Senior Accounting Clerk II
2767	50070818	Senior Accounting Clerk-Typist II
2788	50010476	Senior Accounting Clerk I
2813	50070821	Senior Accounting Clerk-Typist I
2879	50010487	Senior Computer Operator
2878	50010486	Computer Operator †
2773	50010473	Mail Clerk Driver
2661	50010449	Accounting Clerk
2873	50010485	Accounting Clerk-Typist

\* Includes employees at Clerk D rate of pay as per 1980 General Negotiations.

**2677 (50010459) UTILITY CLERK**

**2685 (50010463) UTILITY CLERK-TYPIST (55 w.p.m. typing required)**

**2689 (50010464) UTILITY MACHINE OPERATOR**

**BEGINNER'S CLASSIFICATIONS**

*Placement into the Utility Clerk classification started on January 31, 1980. Employees who currently hold the classification of Clerk D and its equivalent will retain such classification and their wage progression as established in 1976 and be allowed to progress to the top of such current wage progressions until such time as they vacate the classification. Employees classified as Clerk D and equivalent who go on Long Term Disability or a leave of absence or who transfer laterally in the same line of progression pursuant to Title 18 of the Agreement will retain their Clerk D or equivalent status until such time as they vacate the Clerk D or equivalent classification. All other transfers of Clerk D's will be to the Utility Clerk classification and its rate of pay. Any other employee entering the beginning clerical level (except as a Meter Reader or Computer Operator-in-Training shall be classified and paid as a Utility Clerk.*

**Computer Operations**

**2879 (50010487) SENIOR COMPUTER OPERATOR**

*Will be responsible for performing lead operator functions, including but not limited to: scheduling and routing of jobs to specific resources; troubleshooting error conditions; interfacing with vendor technicians and overseeing quality control. Will provide on-the-job training for new Computer Operators. Will also be responsible for performing the duties listed for the Computer Operator, and related clerical duties as needed.*

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
2878	50010486	Computer Operator <sup>1</sup>

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
2879	50010487	Senior Computer Operator

24-month step of Computer Operator (2878) is considered as top rate for bidding purposes from any of the above classifications. Computer Operators must be at top rate of pay for bidding purposes and have successfully completed the appropriate Senior Computer Operator Course to be considered qualified bidders.

<sup>1</sup>Upon reaching the top of the CO classification and successfully completing the Senior Computer Operator course, an employee shall be eligible to bid into the Senior Computer Operator classification for the Section in which such employee has completed the required courses.

**2878 (50010486) COMPUTER OPERATOR**

*Operate all printing equipment that is utilized to produce bills, notices, checks and letters. Operates the printer interface and work management systems to stage and control the print jobs. Operates all pre/post printer equipment including stackers, folders, bursters and collators. Performs routine maintenance and system clean up tasks as required. May perform clerical related duties as needed.*

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
2884	50424622	Computer Operator-in-Training

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
2879	50010487	Senior Computer Operator
2878	50010486	Computer Operator

**2884 (50424622) COMPUTER OPERATOR-in-TRAINING (COIT)**

*Will, under direction, perform the duties of a Computer Operator. A Computer Operator in Training is not required to have prior work experience. Automatic progression to next higher classification after six months at top rate of this classification*

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
2689	50010464	Utility Machine Operator - Accounting

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
2879	50010487	Senior Computer Operator
2878	50010486	Computer Operator
2884	50424622	Computer Operator-in-Training

**2689 (50010464) UTILITY MACHINE OPERATOR**

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Next Lower Classifications</b>
		<i>Beginner's Classification</i>

<b>Legacy Code</b>	<b>SAP Job Code</b>	<b>Same or Higher Classifications</b>
2879	50010487	<i>Senior Computer Operator</i>
2878	50010486	<i>Computer Operator</i>
2884	50424622	<i>Computer Operator-in-Training</i>

## **BILINGUAL RATE**

*A bilingual premium of 50 cents per hour (not 401k or pension eligible) will be paid for Call Center positions that require proficiency in a second language. The premium will begin once the employee has qualified and entered the program. Eligible classifications for this bilingual premium include Service Representative I (50356342 - 2602), Service Representative I Typist (50372524 - 2605), Service Representative (50010448 – 2660), Service Representative Typist (50010453 – 2666), Senior Service Representative I (50010445 – 2650) and Senior Service Representative Typist I (50010480 – 2811).*

See Letter Agreement 13-21 on pages 56-57.

## **CLERICAL HIRING RATE GUIDELINES** **(See Pre-Review Committee No. 21052 on Pages 58-59)**

The following hiring rate guidelines apply to clerical employees hired under the Agreement:

1.) An employee with less than 6 months of directly related clerical job experience will be hired at the starting rate of the applicable clerical classification.

An employee with 6 months, but less than 12 months directly related clerical job experience, will be hired at the 6-month rate of the applicable clerical classification.

An employee with 12 to 18 months directly related clerical job experience, will be hired at the one-year rate of the applicable clerical classification.

An employee with 18 to 24 months directly related clerical job experience, shall be hired at the 18-month rate of the applicable clerical classification.

An employee, other than Utility Clerk, with 2 years or more directly related clerical job experience, shall be hired at the 24-month rate of the applicable clerical classification.

A Utility Clerk with 24 to 30 months directly related clerical job experience, shall be hired at the 24-month rate of the Utility Clerk.

A Utility Clerk with 30 months directly related clerical job experience, shall be hired at the 30-month rate of the Utility Clerk.

2.) In applying paragraph 1, credit will be given for office clerical work, "office clerical work" does not include: (a) sales work in any type of retail establishments; (b) work as a teller in a bank or savings institution.

3.) Credit for work experience will not be given for jobs held prior to a five-year break in employment.

4.) No credit will be given for non-verifiable work experience.

5.) No credit will be given for summer or part-time work experience accrued while a student.

6.) Credit will not be given for experience accrued on a casual or intermittent basis, including work performed while employed through a temporary agency.

7.) *For the Service Representative I (2602) and Service Representative I Typist (2605) classifications, the application of these guidelines will result in placement at the starting rate or the 18-month rate based on 18-24 months of directly related clerical job experience as described above.*

**DEFINITIONS OF THE PHRASE "AT THE TOP RATE OF PAY OF THE  
NEXT LOWER CLASSIFICATION" IN CLERICAL LINES OF PROGRESSION**

**TITLE 18 - JOB BIDDING, PROMOTION AND TRANSFER**

For the purpose of clarification, the "top rate of pay of the next lower classification" is defined as the top wage rate of that classification which has the lowest maximum wage rate of the group of classifications combined and indicated as the next lower to any particular higher classification.

Example:                   Senior Service Representative I  
                                  Senior Service Representative-Typist I

Next Lower Classifications:  
Service Representative  
Service Representative-Typist  
Credit Representative  
Credit Representative and Meter Reader  
*Service Representative II*  
*Service Representative II-Typist*  
*Service Representative II-Steno (PIO)*

In the above example, the Service Representative, Service Representative-Typist, *Service Representative II*, *Service Representative II-Typist* and *Service Representative II-Steno* are the classifications with the lowest maximum wage rate of the group of classifications shown as next lower. An employee in any of the "next lower classifications" who is receiving a wage rate equal to or greater than the maximum rate of such classifications would be considered as being "at the top rate of pay of the next lower classification" as referred to in Subsection 18.8(b) or (c). Where a physical classification is "next lower" in Exhibit A, the clerical classification with the lowest maximum wage rate shall prevail in determining the "top rate of pay of the next lower classification."

To be entitled to preferential consideration an employee who is presently in any of the "next lower classifications" or any of the "same or higher classifications" to a classification in the normal line of progression for which s/he has bid must be receiving a rate of pay equal to or greater than the lowest maximum wage rate of the group of classifications combined and indicated as the next lower to the classification on which s/he bid.

With regard to the filling of the Service Representative classification, an employee who has completed six months of continuous service and has been given regular employee status and who is in any of the classifications on either side indicated as being in the "next lower classifications" or the "same or higher classifications" to Service Representative, will be considered as being "at the top rate of pay of the next lower classification" for bidding purposes under Subsection 18.8(b) or (c) to a job vacancy in the classification of Service Representative. *Effective 1/1/11, all Service Representatives (classification codes 2660, 2666, 2769) will be reclassified to Service Representative II upon reaching the top step of Service Representative as soon as administratively possible. Service Representative I (classification codes 2602 and 2605) are Beginner's classifications and will automatically progress to Service Representative II upon completion of 54 months in the classification.*

See Subsection 18.2(c) for the definition of the top of the rate of pay of the next lower classification when bidding from a beginner's classification, except to Service Representative.

**CLERICAL & METER READER TEST BATTERIES**  
**Effective January 1, 1998**

A. CLERICAL TEST BATTERY

The Clerical Test Battery consists of five tests:

- PSI Computation (5 minutes)
- PSI Language Skills (5 minutes)
- PSI Problem Solving (10 minutes)
- PSI Coding (5 minutes)
- PSI Visual Speed and Accuracy (5 minutes)

The scores on the tests are combined algebraically to yield an overall Clerical Aptitude Score. The minimum Clerical Aptitude Score required for transfer to, or employment in, any entry-level clerical classification except Reprographics Operator is 81.5 points.

B. METER READER TEST BATTERY

The Meter Reader Test Battery consists of two tests:

- PSI Coding (5 minutes)
- PSI Visual Speed and Accuracy (5 minutes)

Scores on the two tests are combined algebraically to yield an overall Meter Reader Aptitude Score. The minimum Meter Reader Aptitude Score required for transfer to, or employment as, a Meter Reader is 49.5 points.

C. RETESTING PROVISIONS

An employee is permitted *additional* attempts to pass the Clerical or Meter Reader Test Battery. An employee who fails to attain a passing score on the first attempt may *re-take* the tests *after the waiting periods below*.

- *Three months between the first and second attempts.*
- *Six months between the second and third attempts.*
- *Twelve months between the third and fourth attempts.*
- *Twelve months for all attempts subsequent to the fourth attempt.*

*In accordance with LA 05-04, the retesting provisions will be relaxed for employees who are on official notice of a return-to-work event (e.g., the LTD return-to-work provisions in Sections 2.24 and 2.19 of the LTD Plan or an internal job search) and for employees subject to demotion and/or displacement during the period of notice.*

- 1. To allow an employee an available retest attempt before the expiration of demotion/layoff snap shot date, return-to-work, or internal job search period, the Company shall shorten any established retest period that is longer than one month to one month.*
- 2. For demotion/layoff situations only, if shortening the retest period to one month does not allow an employee sufficient time to exercise his or her displacement rights, the Company shall further shorten the one-month retest period to afford the employee one retest attempt before the snap shot date. The duration of the shortened period shall depend on the type of test at issue and the specific circumstances of the employee subject to the request.*

D. APPLICATION FOR TESTING:

1. Employees submitting bids or transfer applications will receive a Company acknowledgment, listing test requirements for each job classification.

2. If employees have not already satisfied those test requirements, they must *enroll for the test via My Learning on the Human Resources intranet* when they are prepared and desire to take the required tests. *If there are no scheduled test dates on My Learning, the employee must notify the Human Resources testing group or they will be bypassed for any jobs that may become available to them.*
3. Employees will not be bypassed for a vacancy because they have not taken the required test(s), if they have *enrolled for the test via My Learning on the Human Resources intranet or notified the Human Resources testing group* in accordance with paragraph 2 above and the Company has not administered the required test(s).
4. Employees must be qualified for the vacancy on the control date, except in those situations described in paragraph 3 above, or where Company and Union have agreed to specific prerequisites that provide for appointments to be held pending the determination of qualifications. Subsections 18.4(d) and 18.5(c).

E. TESTING REQUIREMENTS IN EFFECT PRIOR TO JULY 1, 1986:

1. Passing the six-test Clerical Battery Test in effect in 1967.
2. Scoring 70 points or higher on the Name Comparison Test and 20 points or higher on EAS#2 Numerical Ability.
3. Scoring 86 points or higher on the Number Perception Test and 14 points or higher on Differential Aptitude Test - Numerical Ability.

F. TESTING REQUIREMENTS IN EFFECT BETWEEN JULY 1, 1986 AND DECEMBER 31, 1997:

1. Qualifying on the EEI Clerical Aptitude Test Battery (CLAPT) with a minimum score of 180 points.
2. Qualifying on the EEI Meter Reader Aptitude Test Battery (MRAPT) with a minimum score of 130 points.

G. TESTING POLICY REGARDING TRANSFERS:

1. A transferee to a Routine Hydro Clerk or Routine Plant Clerk or a clerical classification other than a combination Meter Reader classification or Reprographics Operator, is qualified if the employee:
  - a. Currently holds, or previously demonstrated satisfactory performance in, a classification (other than Meter Reader) requiring the Clerical Test Battery, or
  - b. Passed a previously negotiated Clerical Test Battery prior to July 1, 1986, or
  - c. Passed the EEI Clerical Aptitude Test Battery (CLAPT) between July 1, 1986 and December 31, 1997, or
  - d. Passed the PSI Clerical Test Battery on or after January 1, 1998, and
  - e. Passed any required skills tests (typing).
2. A transferee to Meter Reader is qualified if she/he:
  - a. Previously demonstrated satisfactory performance as a Meter Reader, or



- b. Passed a previously negotiated Clerical Test Battery prior to July 1, 1986, with a passing score of 20 on EAS#2, Numerical Ability, or
  - c. Passed the EEI Meter Reader Aptitude Test Battery (MRAPT) between July 1, 1986 and December 31, 1997, or
  - d. Passed the PSI Meter Reader Test Battery on or after January 1, 1998.
3. A transferee to Reprographics Operator is qualified if she/he:
- a. Previously demonstrated satisfactory performance as a Reprographics Operator, or
  - b. Previously passed the Reprographics Operator test consisting of the Guilford-Zimmerman and Name Comparison tests. The Name Comparison test is not required if the transferee is currently in or previously demonstrated satisfactory performance in a clerical classification.
  - c. The Guilford-Zimmerman test is no longer given. A replacement test will require agreement between the Company and Union for positions filled after January 1, 2002.
4. A transferee to Materials Handler is qualified if she/he:
- a. Previously demonstrated satisfactory performance as a Materials Handler, or
  - b. Currently holds, or previously demonstrated satisfactory performance in, a clerical job classification other than Reprographics Operator, or
  - c. Passed the Name Comparison, EAS#2 - Numerical Ability, or
  - d. Qualified on the EEI Clerical Aptitude Test Battery (CLAPT) between July 1, 1986 and December 31, 1997, or
  - e. Qualified on the PSI Clerical Test Battery on or after January 1, 1998.
5. *Typist classifications:*
- a. *Applicants for Typist classifications shall take the typing test on a personal computer.*

## SERVICE REPRESENTATIVES' TRAINING PROGRAM

Each employee who will be required to take and pass the test will first be given the opportunity to complete the training program. After completing the training program, the employee will be tested as to that information upon which he has received instruction. A passing score on the test is 72.6%. In the event an employee fails the initial test, additional instruction will be given and an opportunity to take the failed section(s) of the test a second time will be provided at the employee's request within 90 days of the date he first failed the test.

Employees who fail to attain a passing score on the retest, or who do not request a retest within the 90-day period, shall be removed from the Service Representative classification.

Six months, or thereafter, following demotion, the employee will have the opportunity to take the failed section(s) of the test a third time, provided the employee is able to show satisfactory evidence that the employee has prepared himself or herself to pass the test.

## SENIOR SERVICE REPRESENTATIVES' TRAINING PROGRAM Letter Agreement 05-39

### 1. Eligibility

Employees in the Customer Services Department who are next lower in the line of progression to Senior Service Representative I and have bids on file are eligible for the Senior Service Representative Training Program. Upon successful completion of the training and testing program, an employee will have met the Senior Service Representative I and II promotional eligibility requirements. (Employees are still subject to the provisions of Sections 18.11 and 18.13 of the Clerical Agreement.)

### 2. Bidding

An employee who has valid bids on file and is the senior bidder to a Senior Service Representative I or II vacancy and is otherwise qualified, will not be bypassed if such employee has not had the opportunity to participate in or complete the training program. The job will be awarded pending successful completion of the training program. If an employee voluntarily withdraws from the training program, the job will be re-awarded. However, if an employee is removed from the training program for reasons beyond his or her control, s/he will retain the job award pending rescheduling and successful completion of the training program. This does not include a retest.

### 3. Withdrawals

Employees who have voluntarily withdrawn from the training program will be eligible to be rescheduled for training after 90 days.

### 4. Training

The revised training program and exam is 84 hours long and consists of the following 11 modules:

	<i>Hours</i>		<i>Hours</i>
<b><u>Day 1</u></b>		<b><u>Day 7</u></b>	
<i>Introductions/Safety</i>		<i>Agricultural Rates / Ag</i>	
<i>Combined</i>	1.0	<i>Start/Stop</i>	4.0
<i>Business Understanding</i>	3.0	<i>Billing/Records</i>	4.0
<i>Leadership/Communication</i>	4.0		

<b><u>Day 2</u></b>		<b><u>Day 8</u></b>	
Leadership & Communication Styles	8.0	Billing/Records	4.0
		Help Tickets	4.0
<b><u>Day 3</u></b>		<b><u>Day 9</u></b>	
CPUC & Consumer Affairs	4.0	Conflict Resolution Workshop	6.0
Credit & Collections – reworked & reduced	4.0	Virtual Tour: PP&BPM, Credit and Records Center	2.0
<b><u>Day 4</u></b>		<b><u>Day 10</u></b>	
Residential Rates	4.0	Cumulative Review, Practice and Q&A Session	8.0
Meter Codes	1.5		
Commercial Rates	2.5	<b><u>Day 11</u></b>	
<b><u>Day 5</u></b>		Qualifying Exam	4.0
Commercial Rates	4.0		
Agricultural Rates	4.0		
<b><u>Day 6</u></b>			
Agricultural Rates	8.0		
			<b>84 hours</b>

A detailed description of each module is attached. The training program will be administered on consecutive work days and may be provided at a location other than an employee's regular headquarters. The general provisions established for employees attending Company training classes will apply (Title 15 of Clerical Agreement).

*Given the technological needs of the program, pre-work and pre-attendance assessment will be completed during company time and will be submitted to Learning Services seven (7) days prior to attendance in the training.*

#### 5. Testing

The Senior Service Representative Promotional Eligibility Test will be administered *on the final day of attendance following completion of 80 hours of training. The final test is now open resource and students have their computers, classroom manuals and their reference guides from training available to them for reference during the exam.* Employees will be given four (4) hours to take the 71 question test (dated 5/2005). The passing score is 75%.

If the employee fails the test, s/he will have 90 days to request a retest using a different but equivalent test.

If the employee fails the test on the second attempt, s/he must demonstrate that they have made an attempt to improve their test performance through self-study, classes, etc., prior to being granted a retest.

Disputes concerning the fairness of administration, correction of the test, or eligibility of retest shall be resolved in accordance with Title 9 of the Clerical Agreement.

Note: Company will provide leadership training to employees newly placed in a regular Senior Service Representative position.

## **CONFIDENTIAL EMPLOYEES' LINES OF PROGRESSION**

Confidential employees in the Regional Manager's office and Human Resources Department in Golden Gate Region are considered as being in the Customer Service Line of Progression as set forth in Exhibit A of the Clerical Agreement, and that confidential employees in the Gas and Electrical Departments of Golden Gate Region are considered as being in the Operating Line of Progression for their respective departments, as set forth in Exhibit A of the Clerical Agreement, for the purposes of applying provisions of Section 18.8 of the Clerical Agreement dated July 1, 1953, as amended.

In other Regions these employees are considered in the Line of Progression in the Region, Division or Department in which they are located; employees who are in the Human Resources Department or who are secretaries to Region Vice Presidents, Region Department or Division Managers are considered as being in the Customer Service Line of Progression, and employees who are secretaries to Region Operating Managers are considered as being in the Operating Line of Progression.

## REVIEW COMMITTEE DECISION

REVIEW COMMITTEE File Nos. 1005, 1009, 1028, 1030, 1325 and 1331  
Humboldt Division Grievance Nos. D.Gr/C 19-70-2, D.Gr/C 19-70-6, and D.Gr/C 19-70-12  
North Bay Division Grievance Nos. D.Gr/C 4-70-7 and D.Gr/C 4-70-9  
Sacramento Division Grievance No. D.Gr./C-6-73-4  
East Bay Division Grievance No. D.Gr/C 1-73-4

### Subject of the Grievances

Each of the grievances arose from similar facts. The grievants are employees who are not headquartered at the location where the temporary upgrade occurred. At the headquarters where the temporary vacancy occurred, Clerk C's or D's were upgraded to fill Clerk A or B positions. There were no immediate next-lower classifications in any of the offices concerned in these grievances.

The contention, then, of each of the grievants is that he or she should have been temporarily assigned to the location where the vacancy occurred inasmuch as each would have been the successful bidder if the vacancy had been permanent rather than temporary.

### Discussion

The Clerical Labor Agreement specifically deals with the question of filling temporary vacancies in Subsection 18.3(a): "Whenever a vacancy occurs in any job classification, Company may temporarily fill it by assignment. In making temporary assignments to fill job vacancies other than vacancies in beginner's classifications, Company shall first consider regular full-time employees at the headquarters in which the job vacancy exists in the order of their preferential consideration under Section 18.8." (Emphasis added.) Further, in Exhibit A - Lines of Progression - Division Clerical Departments, the following example of a temporary assignment is given: "Temporary upgrades shall take place within the department and headquarters in which the temporary vacancy exists provided there is a next-lower classification to the vacant classification in such department and headquarters. (Emphasis added.) Temporary upgrades into classifications where there is no next-lower classification to the vacancy within the department and headquarters shall be made in accordance with the lines of progression."

As the facts point out, in these particular offices there was no immediate next-lower classification to the vacant A or B positions. The question, then, involves the second sentence of the example, and the question specifically is whether this opens the appointment to persons outside of the headquarters. The language of the example is certainly not crystal clear. It could be read to mean that, if there is no person in an immediate lower classification to the one that is temporarily vacated, it must be filled from outside of the headquarters. To read the Exhibit this way, however, would, with regard to such assignments, conflict with the literal meaning of Subsection 18.3(a). That section, which is paramount to the example in any event, speaks in terms of the entire line of progression to the temporary vacancy.

In an effort to resolve the conflict, the Review Committee has taken into account several factors: (1) The promotional system is based on prebids from next-lower classifications within a Division assuming that the bidders are qualified. (2) The most common method for employees to attain the requisite skills and knowledge for promotion is temporary upgrades to higher classifications. (3) The extent of the Company's obligation to train employees for promotion. (4) In the filling of temporary vacancies, the Company is only obligated to give consideration to those senior employees who have prebids on file provided the assignment does not disrupt Company's operations to a point where it becomes impracticable to do so or the expense outweighs the Company's commitments to provide promotional training.

Decision

For the foregoing reasons where there is no next-lower classification in the line of progression, it is the decision of the Review Committee that: (1) Temporary upgrades for one basic workweek or less shall be made within the headquarters following the line of progression to successively lower classifications provided that such a person is qualified to handle the work of the higher classification to which the temporary appointment is being made and; (2) such temporary upgrades for more than one basic workweek shall be offered to the senior qualified prebidder within a district provided that such person resides within a commutable distance ("commutable distance" as used in this decision shall mean a temporary headquarters located not more than 45 minutes or 30 miles from his residence). In the application of item (2), the upgraded employee shall report to the temporary headquarters in accordance with the provisions of Section 10.8 of the Clerical Agreement. When the temporary assignment lasts for more than 60 consecutive calendar days, the upgraded employee will then be considered reporting to his "regularly established headquarters."

These grievances are closed without adjustment.

FOR UNION:  
COMPANY:

W.H. Burr  
E.R. Sheldon  
L.N. Foss

By /s/L.N. Foss

Date March 4, 1974

FOR

J.A. Fairchild  
H.J. Stefanetti  
L.V. Brown

By /s/L.V. Brown

Date March 4, 1974

# LETTER AGREEMENT

## R1-82-111-PGE

October 6, 1982

Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P. O. Box 4790  
Walnut Creek, California 94596

Attention: Mr. Jack K. McNally, Business Manager

Gentlemen:

At the request of Local 1245, IBEW, the issue of an appropriate Clerical Job Evaluation System for certain classifications covered in the Clerical Agreement has been referred to arbitration in accordance with the settlement of the 1979/1980 negotiations and has been assigned Case No. 108.

Company and Union have agreed that it is in the best interests of the employees involved, and the Company and Union, that a further effort be made to reach a mutual agreement on this matter through the bargaining process. It is, therefore, agreed that the arbitration procedure will be stayed under the following conditions:

1. Consultant

The Company and Union will jointly select and pay the consultation fees of a consultant, who will guide and make recommendations to the Committees representing both parties and attempt to establish a mutually acceptable Clerical Job Evaluation System for PGandE employees in classifications listed in Item 3 below.

2. Validation

Before implementation of any proposed Job Evaluation System, such system will be "validated" by being tested against a substantial number of benchmark jobs to the satisfaction of both parties.

3. Guidelines

The Committees and the consultant shall be guided by the following principles:

- The Job Evaluation System will apply to the following clerical classifications:
  - a. Senior II level clerical jobs.
  - b. Senior I level clerical jobs.
  - c. Service Representatives, Operating Clerks, and Accounting Clerks.
  - d. Utility Clerks (including Clerk D).

- e. Any other classifications in the clerical bargaining unit listed in Exhibit F which have wage progressions which are identical to those listed in a. through d. above.
  - f. Any other office or clerical classification to which the Company and Union mutually agree.
- The system be easy to use and understand.
  - Information regarding the system be available to all parties, including individual employees.
  - All parties be encouraged to participate including employees whose jobs are subject to evaluation.
  - Job evaluations are to be based on the job and not on the employee who holds the job.
  - The system meet equal employment requirements.
  - There be an appeals process.

#### 4. Employee Placement

If in the application of the agreed-to Job Evaluation System it is determined that a particular position is to be reclassified downward, the incumbent employee will be red-circled at his/her current rate of pay and be subject to the conditions outlined in Paragraphs A or B below. However, if in the Department and office (Section in V.P. & Comptroller) where the inappropriately classified position has been identified, there are other equivalent positions, the red-circled employee may exchange duties with the least senior employee holding that classification. The junior employee would then assume the red-circled status and be subject to the conditions of Paragraphs A and B below.

After implementation of an agreed-to Job Evaluation System, employees who, as a result of job reevaluation, are assigned a lower classification, will be red-circled at their current rate of pay under the following conditions:

##### A. Customer Services and Operating Lines of Progression

Once an employee has been red-circled at a rate of pay, he or she will be held at that rate until reassigned to another classification equivalent to or higher than the current rate of pay within the same headquarters or he or she vacates the specific job for any other reason. If, during the time an employee is red-circled and there are prebiddable vacancies within a commutable distance of the present headquarters (30 miles or 45 minutes travel time under ordinary conditions), and the red-circled employee elects not to bid or turns down a job award more than once, such employee will be held at the present rate of pay (excluding general wage increases) until such time as the rate established for their newly assigned classification equals or exceeds the red-circled rate. If two or more red-circled employees turn down the same job award, only the junior employee will be charged with a turndown. A red-circled employee who prebids but is not the successful bidder to an equivalent classification within the area of commutable headquarters will continue to maintain the current rate plus future general wage increases.

##### B. Accounting Line of Progression

The conditions set forth in A above will apply to red-circled employees in the Comptroller's



Department with the understanding that, if a red-circled employee bids to another section to maintain his or her current rate of pay, such employee will have at least six months to become fully qualified. In the event the red-circled employee desires to bid back to his or her former section, the employee will not be subject to the six-month bar established for this Line of Progression by the letter agreement dated April 21, 1982 (82-4-PGE).

5. Arbitration

At any time that either party believes that continuing negotiations will be fruitless, it may, upon written notice to the other party, again start the arbitration proceedings at the point where they stood at the time of the execution of this agreement. However, should the issue be referred back to arbitration, the arbitration date shall be set no earlier than 60 days following an exchange of all relevant information on both proposed systems.

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 Company.

Yours very truly,

PACIFIC GAS AND ELECTRIC COMPANY

By IWBonbright  
Manager of Industrial Relations

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

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

December 1, 1982

By Jack McNally  
Business Manager

# LETTER AGREEMENT

## 87-78-PGE

May 1, 1987

Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P. O. Box 4790  
Walnut Creek, California 94596

Attention: Mr. Jack McNally, Business Manager

Gentlemen:

In accordance with the provisions of Attachment A of the 1979 Negotiations Settlement, the parties have mutually established a Clerical Position Evaluation System to replace the Clerical Cross-Hatch Index. The time limits set forth in Attachment A were mutually extended by Letter Agreement 82-111-PGE.

Enclosed with this letter are:

1. The cut-off point determination agreement. The employee population mix referenced in the second paragraph is 5.5% "A" level classifications, 10.4% "B" level classifications, 41.6% "C" level classifications and 42.5% "D" level classifications in the initial system study population.
2. The Administrative Guide for the Clerical Position Evaluation System.

The commitment established during the 1979 General Negotiations was to reevaluate all of the former Review When Vacant (RWV) jobs prior to any others. At the time this agreement was reached, neither Company nor Union was in a position to predict what the essential elements of the new job evaluation system would be. At the conclusion of negotiations in which the parties established the elements of the system, an initial implementation agreement was negotiated. A copy of that agreement is included in the Administrative Manual as an Appendix. As is provided in the implementation agreement, all covered employees will be required to complete a Position Evaluation Questionnaire during the System Study-Data Gathering phase. No jobs will be impacted by the new job evaluation system until the System Study is completed. Because the System Study will include all positions that are filled, all employees who are in those positions that were formerly designated "Review When Vacant" will be evaluated at the same time as all other positions. It has, therefore, been agreed that it is unnecessary to treat the formerly "RWV" positions any differently than other positions.

It is anticipated that following the System Study, it may not be possible to process all of the appeals within the time limits established in Chapter VI of the Administrative Manual. Therefore, by mutual agreement, the parties may extend the time periods specified for the processing of appeals. However, the parties may not agree to extend the time period specified for filing an appeal.

Further, since the Gas Chart Calculator positions do not meet the requirements established for positions that will be evaluated by the system, the parties agreed that Gas Chart Calculator positions be excluded from evaluation using the Clerical Position Evaluation system.

It is proposed that this Clerical Position Evaluation system be effective upon the execution date of this agreement and continue in effect until amended by mutual agreement, or until either party has given to the other 30 days' written notice of its termination.

If you are in accord with the foregoing and the attachments and agree thereto, please so indicate in the space provided below and return one executed copy of this letter to the Company.

Yours very truly,

PACIFIC GAS AND ELECTRIC COMPANY

By IWBonbright  
Manager of Industrial Relations

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

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

May 15, 1987

By Jack McNally  
Business Manager

# LETTER AGREEMENT

## 89-80-PGE

May 30, 1989

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:

This confirms the understanding reached by the Clerical Position Evaluation Committee on March 29, 1989. In reaching this agreement, the Company and Union reaffirmed their commitment to the productive implementation and continued support of this system.

- 1) The position evaluation system is available immediately for use on vacancies, new positions, and position and/or duty changes resulting from future office consolidations.
- 2) The position evaluation system will be fully implemented and thereafter available for use, in accordance with Letter Agreements R1-82-111 and 87-78, as follows:

Regions and General Office Operating - December 1, 1989 (Customer Services & Operating Lines of Progressions)

Controller's and Customer Accounting - May 1, 1990 (Accounting Line of Progression)

- 3) Company will review all PEQs prior to implementation. To help minimize disruption, Company will, prior to implementation dates listed in item 2) above, identify opportunities to reorganize work so that employees' duties match current classifications. Company will give equal attention to restructuring duties where positions have been downgraded as to where positions have been upgraded. Actual decisions to reorganize will be made by management.

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 Company.

Very truly yours,

PACIFIC GAS AND ELECTRIC COMPANY

By s/Richard B. Bradford  
Manager of Industrial Relations

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

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

June 22, 1989

By s/Jack McNally  
Business Manager

## SAMPLE

July 11, 1989

VARIOUS

REGION HUMAN RESOURCES DEPARTMENT

Clerical Position Evaluation System

CLERICAL BARGAINING UNIT EMPLOYEES:

(Operating and Customer Service lines of progression)

The Company and Union recently agreed to the implementation process for the Clerical Position Evaluation System. The system will be implemented on December 1, 1989 in the Operating and Customer Services lines of progression, and on May 1, 1990 for the Accounting line of progression. Additional time was allowed for the Accounting progression to accommodate change occurring in these positions. Employees prepared the initial descriptions of their jobs on the Position Evaluation Questionnaire form (PEQ) in 1987. If a PEQ was prepared for your position, it is attached for you to update as necessary to ensure that the most current information is used in the final evaluation. A new PEQ must be prepared if one does not already exist for your position. Please follow the steps below and work with your supervisor to update or prepare new PEQ's:

1. Review the PEQ for accuracy.
2. Revise the PEQ as needed or write a new PEQ if significant change has occurred.
3. Write a PEQ if one does not exist.
4. Return the new or revised PEQ to your supervisor by \_\_\_\_\_.

PEQ forms, instructions and benchmark duty statements are available from your supervisor or local Human Resources Department.

After review, the new and revised PEQ's will be evaluated for proper classification. The implementation agreement provides for reorganization of duties to minimize disruption and maintain job classifications to the extent possible. You will be notified of the evaluation results prior to the effective date for your line of progression.

Please do not hesitate to discuss any questions with your supervisor or Human Resources Representative. Your IBEW Business Representative and Shop Steward are also available.

We appreciate your efforts and cooperation during this transition phase. We are looking forward to a successful introduction of this long-awaited system.

REGION HR MANAGER

cc: HR Manager  
(other line management as appropriate)  
Attachment (if available)



# LETTER AGREEMENT

## 90-43-PGE

March 6, 1990

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:

Pursuant to recent discussions between Roger Stalcup of your staff and Sara Johnson of my staff, Company proposes the following as a clarification of Letter Agreement R1-82-111-PGE dated October 6, 1982.

The language concerning red-circled treatment for employees in the Customer Services, Operating and Accounting Lines-of-progression shall be applied as follows:

Upon having their position red-circled, an employee will receive progressive wage increases and general wage increases until they are reassigned to a non-red-circled position, bid/transfer to another position, or turn down or decline to bid to a position, more than once, that is no more than 30 miles or 45 minutes from their residence. Following the occurrence of any of the above listed situations, such employee will no longer receive progressive wage increases or general wage increases until they either move to a non-red-circled position or the wage rate established for their newly assigned classification equals or exceeds their red-circled rate.

Further, for purposes of this agreement, prebids that must be exercised to avoid being held at the present wage rate are only Subsection 18.8(a) or (b) bids.

In addition, to avoid placing a hardship on employees who may be impacted by the provisions of Letter Agreement R1-82-111, the following modification to said agreement is proposed. The words "present headquarters" contained in Section 4. A. shall be replaced with the word "residence." As revised, then, Section 4. A. of Letter Agreement R1-82-111, would state, in part ... and there are prebiddable vacancies within a commutable distance between the employee's residence and the prospective headquarters (30 miles or 45 minutes travel time under ordinary conditions), and the employee elects not to bid ...

For the purposes of this agreement, the residence shall be the place of abode for the employee on the date the red-circle designation is assigned to the position. While a red-circled employee may change the location of his or her residence, the commutable distance to a prospective headquarters shall continue to be based upon the residence of record on the date the red-circle designation was assigned to the position.

Further, it is understood that the residence requirement contained in the modified section 4. A. (or Letter Agreement R1-82-111) does not apply to employees located in the General Office complex,

as the intent of said language is for employees who are traveling to a new headquarters. With respect to this specific agreement and Letter Agreement R1-82-111, employees working in the General Office complex are considered to be at one headquarters.

Regarding the Clerical Position Evaluation System Appeals Procedure, as detailed in Chapter VI of the Administrative Guide, Section C - Local Investigating Committee/Step Three, it is understood that the Shop Steward will be designated by Local 1245 to serve as a second Union member to the LIC, on a Region-wide basis.

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 Company.

Very truly yours,

PACIFIC GAS AND ELECTRIC  
COMPANY

By Richard B. Bradford  
Manager of Industrial Relations

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

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

April 24, 1990

By Jack McNally  
Business Manager



# **LETTER AGREEMENT**

## **R2-97-29-PGE**

7 March 1997

*Pacific Gas and Electric Company  
Industrial Relations Department  
375 North Wiget Lane, Suite 150  
Walnut Creek, California 94598*

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

*Gentlemen:*

*For the past 10 years the Company and Union have used Hamilton & Associates to help administer the Clerical Job Evaluation System (CJES). Due to the retirement of the Principal, Gene Hamilton, the Company and Union have proposed to jointly administer the CJES in the future.*

- 1. The Company and Union will each appoint 5 members to a Clerical Job Evaluation Job Overview Committee which will be responsible for overseeing administration of the system. All proposed changes to the system must be agreed to by the joint committee in writing. Committee meetings may be requested by either party and will be scheduled as needed. This Committee will review any new, proposed benchmark duty statements and or the deletion of current duty statements.*
- 2. A CJES Security Subcommittee will be responsible for maintenance of the system files and system security. The Committee will be composed of one System Administrator appointed by the Union Business Manager and one System Administrator appointed by the Company Chief Negotiator. Each party will notify the other party in writing at least 2 weeks before changing their System Administrator.*
- 3. The Clerical Job Evaluation Committee (CPEC), comprised of up to 3 members appointed by the Company and up to 3 members appointed by the Union, will continue to meet as needed to discuss any disputes surrounding the grading of positions.*
- 4. Each party will maintain a separate copy of the computer files associated with the administration of this program. All file updates will be approved by the Overview Committee and will be documented, including a description of the file name, the change made, and the date.*
- 5. The Company and Union agree that except as needed for backup or archival purposes, neither party shall make more than seven (7) printed copies or more than one (1) machine-readable copy of the supplied software and documentation at any one time.*

*In addition to the above guidelines, all existing Letter Agreements concerning the Clerical Job Evaluation System remain in effect.*

*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: \_\_\_\_\_  
s/Jack McNally  
Jack McNally  
Business Manager*

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

*PACIFIC GAS & ELECTRIC COMPANY*

*\_\_\_\_\_*  
*March 27, 1997*

*By: \_\_\_\_\_  
s/David J. Bergman  
David J. Bergman  
Director and Chief Negotiator*



# LETTER AGREEMENT NO. R1-02-42-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

---

STEPHEN A. RAYBURN,  
DIRECTOR AND CHIEF NEGOTIATOR

PERRY ZIMMERMAN,  
BUSINESS MANAGER

---

May 1, 2003

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

Attention: Mr. Perry Zimmerman, Business Manager

Dear Mr. Zimmerman:

Company proposes to establish as two separate headquarters in Stockton, the Credit and Records departments located at 8110 Lorraine Avenue. Currently, this organization is a single headquarters, which was established in June 1987 as the Credit and Collections Center.

With the consolidation of Records to this headquarters, the number of employees has more than doubled to over 300, and a clear delineation of functions and responsibilities exists between Credit and Records. Due to the difference in and complexity of work and need for training, employees are not customarily reassigned to move between the two groups. Due to the extensive time required for cross training between the two sections, overtime equalization has been the subject of numerous discussions between the parties.

The establishment of two headquarters, at 8110 Lorraine Avenue, will facilitate the administration of vacation scheduling and overtime distribution for both company and employees. In accordance with Subsection 8.13 of the Clerical Agreement, vacation scheduling in the Credit and Records departments will be treated as separate headquarters. Further, for the purposes of Title 12 Overtime, the headquarters are considered separate.

For purposes of Title 19, if either headquarters, Credit or Records, initiates a Title 19 activity, affected employees shall be afforded 19.3 and/or 19.4 options within the combined headquarters prior to going to the Demotion Area.

A "New Jobs at Headquarters" will be posted identifying new bid codes for the classifications in

*Records. Existing bid codes will continue to be used for the classifications in Credit. The establishment and posting of the new bid codes will be "FOR INFORMATION ONLY".*

*The parties propose an effective date of January 1, 2004.*

*This agreement may be cancelled by either party upon 60 days written notice to the other of such cancellation.*

*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 Company.*

Very truly yours,

**PACIFIC GAS & ELECTRIC COMPANY**

By: s/Stephen A. Rayburn  
Stephen A. Rayburn  
Director 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 11, 2003

By: s/Perry Zimmerman  
Perry Zimmerman  
Business Manager

List of classifications covered updated by Letter Agreement 07-10.



# LETTER AGREEMENT NO. 06-19-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 2547  
VACAVILLE, CALIFORNIA 95696  
(707) 452-2700

---

STEPHEN RAYBURN  
DIRECTOR AND CHIEF NEGOTIATOR

---

PERRY ZIMMERMAN  
BUSINESS MANAGER

---

April 25, 2006

Mr. Perry Zimmerman, Business Manager  
Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P.O. Box 2547  
Vacaville, CA 95696

Dear Mr. Zimmerman:

To become the nation's leading utility, PG&E implemented Business Transformation, an enterprise-wide effort to conduct a thorough examination of its operations to implement new tools, processes, and operational approaches. Some of the changes require modification to the way IBEW-represented employees perform their work, particularly in the clerical functions.

The IBEW and the Company met to discuss the Company's decision to consolidate and centralize clerical work into Resource Management Centers (RMCs) specific to work performed by Utility Clerks-Operating, Operating Clerks, Sr. Operating Clerks, Foreman's Clerks, Assistant Foremen's Clerks, Routine Field Clerks, First Field Clerks, Sr. Field Clerks, Maintenance Assistants, and Shop Clerks.

This letter will confirm the Company's understanding of the settlement reached on March 31, 2006 between the Company's Negotiating Committee and IBEW Local 1245. The agreement is summarized below.

1. Staffing and Scope of Work

- a) Existing Contract provisions allow for the establishment of Operating Clerical Line of Progression positions at the new Resource Management Centers. Clerical positions in the RMCs will be established in the Operating Clerical Line of Progression as Sr. Operating Clerk I-II, Operating Clerk and Utility Clerk utilizing the Position Evaluation Questionnaire process. The positions will perform dual commodity job duties including, but not limited to, damage claims, joint pole, material ordering, dispatching, time entry, job processing/closing, compliance support – EPCM/GPCM, c-card, etc. It is expected most Operating Clerical employees in the field will be directly impacted by the consolidation of work to the RMCs. The Sr. Operating Clerk I-II position is considered the same as a Sr. Operating Clerk I for bidding and displacement/demotion purposes.

- b) *Company will initially fill between seven and ten clerical positions utilizing Title 18 at the Concord RMC in support of the initial staffing for the opening of the Center on or about June 5, 2006. No bargaining unit employees will be impacted by Title 19/206/306 as a result of this initial staffing. The parties are currently discussing the process for additional staffing of the RMCs and the Company agrees not to use Title 18 when Title 19 is appropriate.*
- c) *Incumbents in Title 200 and 300 clerical classifications remaining at the service centers will perform dual commodity functions in those locations including the full scope of duties of their classification (Title 200 clerical employees may perform Title 300 clerical work and vice versa, as well as Operating clerical work, etc.). The remaining Title 200/300 incumbents may also be required to perform physical work historically performed by their classification.*
- d) *There will be no involuntary displacement from Title 200 and 300 clerical classifications for lack of work as a direct result of the staffing of the RMCs. This does not preclude displacements as a result of future headquarters closures and does not preclude utilization of Title 301 or future Title 206/306 displacements unrelated to RMC staffing.*
- e) *As Physical Clerk jobs are vacated, the positions may be filled as Operating Clerical positions. Once these jobs are filled as Operating clerical, they will perform the same clerical duties as listed in "c" above (dual commodity, etc.).*
- f) *The Company will establish separate bid codes if a 2<sup>nd</sup> or 3<sup>rd</sup> shift is established as defined in Title 11.*
- g) *An Internal Bid Process will be developed within the RMCs to offer vacant shift/schedules to current RMC employees in the same classification, status and headquarters prior to filling jobs through the normal job bidding and transfer system.*
- h) *Existing Contract provisions allow the Company to move CFM contract processing and money work to the Accounting Line of Progression in West Sacramento. The Company will fill new positions at West Sacramento in the Accounting Line of Progression. The Clerical Position Evaluation system will be used to grade the positions.*

## 2. *Posting of New Jobs at Headquarters*

- a) *On or before April 15, 2006 the Company will post jobs for the initial staffing of the Concord RMC.*
- b) *Additional job posting for the RMCs and the West Sacramento Payment Processing Center may be posted and established during the 2<sup>nd</sup> Quarter of 2006.*

## 3. *Wages*

- a) *Employees voluntarily accepting and reporting to positions in an RMC will receive Section 13.9(d), 204.6(d) or 304.1(c) wage protection if awarded a job prior to December 31, 2006 or at the end of the initial staffing of the RMCs, whichever is later.*
- b) *The senior clerk classification at the RMC will be established as Senior Operating Clerk I-II and will be paid the Senior Operating Clerk II wage. Operating Clerk and Utility Clerk wages remain the same.*

<b>Exhibit F</b>			
<b>New RMC Classifications</b>	<b>Class Code</b>		<b>2006 Hourly Wage Rate</b>
<i>Sr. Operating Clerk I-II</i>	2801	<i>Start</i>	30.13
<i>Sr. Operating Clerk - Typist I-II</i>	2802	<i>End 6 Mo</i>	30.78
		<i>End 1 Yr</i>	31.44
		<i>End 18 Mo</i>	32.10

4. *Special Allowance*

*An employee who voluntarily accepts and reports to a job at an RMC during the initial staffing of a center will be entitled to a special \$3,000 allowance whether or not s/he moves. Acceptance of the special allowance commits the employee to that headquarters for a period of 12 months. Employees will be paid the \$3,000 allowance within 30 days of reporting to an RMC. The special allowance will apply to employees who voluntarily bid to a RMC before December 31, 2006 or at the end of the initial staffing of the RMCs, whichever is later.*

5. *Joint Company-Union Communications*

*The Company and Union will make joint presentations on Company time to impacted employees including time for Union to meet with members exclusively.*

6. *Training*

a) *Company will provide training in support of energizing our employees and meeting customer needs through job enrichment, rotational assignments, vacation relief, etc.*

b) *No employee will be negatively impacted by Company's failure to provide training.*

7. *Vacation Allowance*

*The parties also agreed that the Company will honor the vacation schedules of employees reporting to RMCs when it is operationally feasible.*

8. *Performance Standards*

*It is the intent of the parties to jointly agree to performance standards for RMC clerical classifications.*

9. *Typist Classifications*

*The Company will verify that Typist classifications are appropriately designated prior to any Title 19 activity.*

10. *Contract Extension*

*In conjunction with this agreement, the parties will extend the term of the Clerical Agreement two years through December 31, 2010. The general wage increase (GWI) negotiated for Physical Bargaining Unit employees in 2009 and 2010 will also apply to the Clerical Bargaining Unit. The contract extension is subject to ratification by the Clerical Bargaining Unit and this letter agreement will not go into effect until the ratification vote is completed. However, the parties have agreed to move ahead with the staffing of between seven and ten clerical positions at the Concord RMC as discussed in this Letter Agreement.*

*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 Company.*

*Very truly yours,*

*PACIFIC GAS & ELECTRIC COMPANY*

*By: s/Stephen A. Rayburn  
Stephen A. Rayburn  
Director 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*

*April 25, 2006*

*By: s/Perry Zimmerman  
Perry Zimmerman  
Business Manager*





**Pacific Gas and  
Electric Company™**

# **LETTER AGREEMENT NO. 07-10-PGE**

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR 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 2547  
VACAVILLE, CALIFORNIA 95696  
(707) 452-2700

STEPHEN RAYBURN  
DIRECTOR AND CHIEF NEGOTIATOR

TOM DALZELL  
BUSINESS MANAGER

February 12, 2007

*Mr. Tom Dalzell, Business Manager  
Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P.O. Box 2547  
Vacaville, CA 95696*

*Dear Mr. Dalzell:*

*[Some language deleted as it is no longer applicable]*

*The Company proposes to add the Parts Clerk, Partsman, and Lead Partsman classifications to the list of classifications covered under Letter Agreement 06-19. Currently, some classifications supporting Fleet (Field Clerks and Shop Clerks) are covered under Letter Agreement 06-19. Under the terms of the letter agreement, Field Clerks, Shop Clerks, and Operating Clerks may perform clerical support of either Title 200 or Title 300 employees. Additionally, as Field Clerk and Shop Clerk positions are vacated, they may be filled as Operating Clerks.*

*By adding Parts Clerk, Partsman, and Lead Partsman to the list, these employees will be treated as the other Fleet classifications described above. These classifications may provide support of either Title 200 or Title 300 employees, and as vacated, may be filled as Operating Clerks. Company agrees to include employees in these classifications with those in Letter Agreement 06-19, in the voluntary layoff process provided for in this letter agreement.*

*Given that certain Physical classifications assigned to Fleet may be filled with Operating Clerical positions when vacated, those Operating Clerical positions assigned to Fleet will be included in the 35:1 ratio provided for in Letter Agreement 96-107.*

*This proposal has been discussed with Assistant Business Managers Ken Ball and Dorothy Fortier.*

*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 Company.*

*Very truly yours,*

*PACIFIC GAS & ELECTRIC COMPANY*

By:           s/Stephen A. Rayburn            
*Stephen A. Rayburn*  
*Director 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*

          February 13          , 2007

By:           s/Tom Dalzell            
*Tom Dalzell*  
*Business Manager*



**Pacific Gas and  
Electric Company.**

# **LETTER AGREEMENT NO. 13-21-PGE**



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS AND HUMAN RESOURCES  
DEPARTMENT  
MAIL CODE N2Z  
P.O. BOX 770000  
SAN FRANCISCO, CALIFORNIA 94177  
(415) 973-4310

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 2547  
VACAVILLE, CALIFORNIA 95696  
(707) 452-2700

STEPHEN RAYBURN  
DIRECTOR AND CHIEF NEGOTIATOR

TOM DALZELL  
BUSINESS MANAGER

April 2, 2013

*Mr. Tom Dalzell, Business Manager  
Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P.O. Box 2547  
Vacaville, CA 95696*

*Dear Mr. Dalzell:*

*The Company and Union have met to discuss the need to establish a bilingual premium at Company Call Centers.*

### **Bilingual Program**

1. *The Company will establish a bilingual premium of 50 cents per hour (not 401k or pension eligible) for Call Center positions that require proficiency in a second language. The premium will begin once the employee has qualified and entered the program. Eligible classifications for this bilingual premium include Service Representative I (50356342 - 2602), Service Representative I Typist (50372524 - 2605), Service Representative (50010448 - 2660), Service Representative Typist (50010453 - 2666), Senior Service Representative I (50010445 - 2650) and Senior Service Representative Typist I (50010480 - 2811).*
2. *While the intent at this time is to offer the premium to employees for use of Spanish language skills, the Union and Company agree to discuss extending the same premium for other languages.*
3. *This program is voluntary and will be accepted based on seniority within that call center group. Passing an assessment of bilingual speaking skills will be required prior to an employee being eligible for a bilingual premium. The Company will determine if volunteers have the necessary language skills to receive such calls. Follow-up assessments may be required if deemed necessary by management. Current contractual provisions around shift scheduling will apply subject to the bilingual premium proviso, the shifts determined will be specific to the bilingual scheduling (separate bid codes) and will not relate with current shift schedules that are in place. When overtime is needed specifically for employees who are participating in the bilingual program, per Section 12.3, overtime will be equalized among those employees who are participating in this program. Employees receiving the bilingual premium will still be eligible for general overtime, subject to the following: 1) they will not receive the bilingual premium while taking calls outside of the bilingual team; and 2) the overtime hours received for the bilingual premium will also be counted for equalizing general*

*overtime within the department, classification and headquarters as provided under Section 12.3.*

- 4. The number of bilingual opportunities by classification and location(s) selected will be established by call center management. An employee who successfully passes the test in subsequent assessments, even though they may be senior to an existing employee currently in the program, may not bump or displace that employee. They must wait for the next identified opportunity as determined by management. When opportunities are available, management will accept bids into the program based on seniority within the headquarters assuming the assessment has been successfully passed.*
- 5. A 30 day notice to management will be given in the event an employee chooses not to participate once the employee has elected participation in the program. In the event an existing designated bilingual employee decides to withdraw from participation, and does so, the premium will be discontinued.*
- 6. In the event the number of bilingual opportunities once established is reduced or eliminated the Company will give a minimum of a 30 day notice to impacted employee(s) and it will be based on reverse seniority. Once removed from the program the premium will stop. Employees who have not been selected and are not participating in this program are not eligible for the bilingual premium.*
- 7. It is the expectation that once a determination for a bilingual call is made, that call will be transferred to an employee within the bilingual program. Additionally, employees within this program will be required to take English calls.*
- 8. This program is not precedent setting, nor will it be used in any other area of the company that may be similar in nature. This program may be discontinued by either the Company or Union with 90 days' written notice.*
- 9. While this Letter Agreement only addresses establishing a bilingual premium at Company Call Centers, the parties agree to discuss whether customer demand for bilingual language skills justifies offering a bilingual premium at some of the Company's local offices for the classifications listed above.*

*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 Company.*

*Very truly yours,*

*PACIFIC GAS & ELECTRIC COMPANY*

*By:           s/Stephen A. Rayburn            
          Stephen A. Rayburn  
          Director 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*

*April 2          , 2013*

*By:           s/Tom Dalzell            
          Tom Dalzell  
          Business Manager*



## REVIEW COMMITTEE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS DEPARTMENT  
MAIL CODE N2Z  
P.O. BOX 770000  
SAN FRANCISCO, CA 94177  
(650) 598-7567

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 2547  
VACAVILLE, CALIFORNIA 94696  
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DOUG VEADER, CHAIRMAN  
 DECISION  
 LETTER DECISION  
 PRE-REVIEW REFERRAL

F.E. (ED) DWYER Jr, SECRETARY

### ***Pre-Review Committee Number 21052 Customer Care – Contact Center Operations – Various Locations***

*Chris Diamond  
Company Member  
Local Investigating Committee*

*Arlene Edwards  
Union Member  
Local Investigating Committee*

#### Subject of the Grievance

*This case concerns the application of the Exhibit A - Clerical Hiring Rate Guidelines to the Service Representative I classification.*

#### Facts of the Case

*Effective January 1, 2011, the parties agreed through General Negotiations to the establishment of a new beginner's level classification: Service Representative I. The wage rate schedule for the classification consists of four steps: Start, 18 months, 3-year, and 54 months. Employees hired into this classification were placed at the starting wage step.*

*The Clerical Hiring Rate Guidelines of Exhibit A provide for the hiring of employees with "directly related clerical job experience" at other than the starting wage rate for certain entry level classifications. When the Service Representative I classification was negotiated, the parties agreed that the Hiring Guidelines were applicable.*

*At the time this grievance was filed, the Contact Center management was defining "directly related clerical job experience" as having held the Customer Services Representative classification at PG&E within the previous 12 months, and with at least 18 months of PG&E Contact Center work experience. Only individuals who met these criteria would be placed at the 18 month wage step.*

#### Discussion

*The Committee agrees that the definition which was being used at the time of this grievance did not comply with the Hiring Guidelines. Limiting credit to PG&E Contact Center experience within the past 12 months is more restrictive than the agreed to language in Exhibit A. The Guidelines were never intended to limit prior experience to only prior PG&E experience. Also, the Guidelines specify that credit will not be given for jobs held prior to a five year break, and do not limit credit for work within the past 12 months.*

*While Exhibit A does provide some guidance, it does not clearly define what constitutes "directly related clerical job experience". The intent of the language is to provide higher initial wage placement for*

individuals who bring directly related experience and knowledge which allows them to perform at a more experienced (and higher paid) level of work. Once in the classification, further progressive wage increases would be based accumulated time as provided for in Section 13.7.

During the processing of this grievance, the Call Center management revised its criteria of directly related clerical experience to include: "Customer service work in a call center environment where the nature of the work and complexity of the billing, systems, and rules is comparable to that at a PG&E Contact Center. Such work experience would need to include identifying and resolving customer inquiries on all phases of customer service (i.e.: service billing and credit)".

The Committee agrees that the revised application complies with the Hiring Guidelines and the intent as described above. The Committee noted that the last sentence comes directly from the Company/Union negotiated Benchmark Duty Statement 5066. Employees who are hired into the Service Representative I classification with 18 months or more of verifiable work experience as defined above should be placed at the 18 month rate step.

As guidance in the application of the Exhibit A Hiring Rate Guidelines, the Committee discussed examples of job experience which would or would not be considered as directly related. The Committee did not include examples of job experiences which are specifically excluded from consideration under the guidelines (e.g. non-clerical, retail sales, and banking). The examples assume at least 18 months of the verifiable work experience, which did not precede a five-year break in employment, and are not intended to be all inclusive

- AT&T Call Center Customer Service Representative responsible for answering customer requests or inquiries concerning services, products, billing, and usage. Explaining customer's bill and recommending rate plans based on customer's usage, and establishing payment arrangements within established guidelines.
- Comcast Call Center Customer Service Representative responsible for answering customer requests or inquiries concerning services, products, billing, and usage. Explaining customer's bill and recommending rate plans based on customer's usage, and establishing payment arrangements within established guidelines.

The above examples are considered as directly related as the nature and extent of the work and complexity of the billing, systems, and rules are comparable to that at a PG&E Contact Center.

- AAA Customer Services Representative responsible for answering customer questions regarding member services, such as maps and discounts, and dispatching tow trucks.
- Comcast Customer Account Executive responsible for promoting, recommending, and selling products and services based on customers' needs and interests,

The above examples are not considered as directly related as the nature and extent of the work and/or complexity of the billing, systems, and rules are not comparable to that at a PG&E Contact Center.

#### Decision

This grievance is closed based on the above discussion and understanding. Any disputes as to 'related job experience' are remanded to the Local Investigating Committee for resolution. The Pre-Review Committee retains jurisdiction over any disputed adjustments.

s/ Doug Veader                      11/24/13  
Doug Veader, Chairman              Date  
Review Committee

s/ F.E. (Ed) Dwyer, Jr.                      11/24/13  
F.E. (Ed) Dwyer Jr, Secretary              Date  
Review Committee

**LIST OF DOCUMENTS/REASONS PROMPTING CHANGES**

<b>Reference</b>	<b>Subject</b>	<b>Page(s)</b>
	Added "s" to "telephone" and delete "switchboard operations."	1, 7
	Added reference to RC 1005 under temporary upgrades.	1, 7, 21
	Clerical Wage and Classification Agreement - 1/31/80: Add Note 9 to pertinent pages, "A Senior I classification shall not be required to act as lead over a Senior II classified employee"	2, 9, 22
	Delete "See Note 5(a), Page 73" from the Clerical Wage and Classification Agreement - 1/31/80 under Utility Clerk job descriptions as the full note is now placed there.	5, 10, 23
	Deleted PIO classifications that do not have incumbents. 2607 Svc. Rep II-Steno, 2679 Util Clerk-Steno-CS, 2654 Sr. Opr Clerk-Steno I	n/a
	Deleted Word Processing Operator. No longer used. No incumbents.	n/a
	Deleted Clerical Assistant. Deleted classification effective 1/1/09 (Section 301.19 of Physical Agreement)	n/a
	Added Item No. 7 regarding wage placement for Service Representative I.	26
	Deleted "pre" from "pre-bidder" as "post" bidding no longer exists.	6, 7, 13, 28
	Deleted "To Clerical Classifications" in heading: G. TESTING POLICY REGARDING TRANSFERS TO CLERICAL CLASSIFICATIONS" as physical jobs are also listed.	29
	Deleted "Exhibit A Supersedes the Following Labor Agreement Interpretation and Letters of Agreement." It is not a complete list and it is understood that the Agreement takes precedence over previous letter agreements.	n/a
	Deleted Senior Shop Clerk - GC, Routine Shop Clerk - GC and T&D Driver per Electric LOP changes.	n/a
	Delete "Section of Engineering Services..." as that designation no longer exists.	7, 11
	Deleted "Design Drafting Clerical Unit" as that Unit has not existed for many years.	8

<b>Reference</b>	<b>Subject</b>	<b>Page(s)</b>
	Deleted Utility Clerk-Steno, Operating per 2000 Ex. A Update.	n/a
	Deleted 2805 Machine Operator B (Incumbent Only) - no incumbents.	n/a
	Deleted 2697 Machine Operator (Incumbent Only) - no incumbents.	n/a
	Revised testing notification process in D2 and D3 to match current process being used.	29
Table Agreement 11/10/10	Added note about Service Rep I classification and automatic progression to Service Rep II.	27
LA 90-8 1/22/90	Deleted LA 90-8. Insert typing test information in testing section. Other items are not applicable and/or have been superseded by another LA. LA 05-04 superseded retesting language.	30
RC 1517-81-1	Deleted as it was amended by LA 90-8 to apply only to applicants to Steno classifications. Steno classifications are PIO.	n/a
LA 97-29 3/27/97	Added letter agreement regarding Clerical Job Evaluation System Administration.	46-47
LA 97-74 5/19/97	Added classifications to Parts Clerk LOP.	19-20
LA 02-10 4/4/02	Eliminated the Forklift Operator test for Materials Handler.	30
LA 02-20 5/5/02	Deleted reference to Decoto Pipeyard and Plant. No longer exists.	7
LA 02-41 6/11/03	Updated Accounting and Computer LOP to change name of Correspondence Management Section to Customer Information Assistance.	21
LA 05-04 4/20/05	Added retesting language for demotion/layoff situations. Superseded LA 90-08.	28
LA 02-42 6/11/03	Added letter agreement regarding two separate headquarters for Stockton Credit and Records departments.	48-49
LA 05-39 8/22/05	Replaced the existing Senior Service Representative Training Program and test (R2-97-142) with a revised training program and test.	31-32



<b>Reference</b>	<b>Subject</b>	<b>Page(s)</b>
LA 06-03 1/17/06	Changed the retesting provisions by removing the existing limit on the number of attempts an employee may have on an entry-level aptitude test.	28
LA 06-19 4/25/06	Added letter agreement regarding Resource Management Centers and updated appropriate lines of progression.	50-53
LA 07-03 1/24/07	Eliminated the 25 wpm typing test for Materials Handler.	30
LA 07-10 2/13/07	Added letter agreement that updates classifications covered by LA 06-19.	54-55
LA 07-57 11/29/07	Add note to Assistant Foreman's Clerk job description.	14
LA 11-07 3/15/11	Deleted Service Rep. and Meter Reader Classification.	n/a
LA 11-09 5/19/11	Added Service Rep II-Typist and Service Rep Steno-II as next lower to SSR I and Credit Rep.	2, 3, 27
LA 11-43 10/25/11	Updated Accounting and Computer Operations LOP. This LA cancels and supersedes LA R1-82-80, Organization and Training Plan for Computer Operations. Deleted Data Entry Operator from testing section.	22-25, 30
LA 12-21 6/4/12	Added updated classifications, job definitions and lines of progression - DCPP.	8, 9, 10, 16-19
LA 13-27	Added T&D Assistant and Night T&D Assistant to Foreman's Clerk and Assistant Foreman's Clerk LOPs per Electric Office JDLOP Update.	13-14
LA 13-21 4/2/13	Added language and letter agreement regarding bilingual rate.	26 56-57
LA R1-13-32 8/20/13	Deleted Sr. Office Machine Repairman and Office Machine Repairman. Obsolete classifications.	n/a
P-RC 21052 11/24/13	Added P-RC case decision regarding Clerical Hiring Rate Guidelines for the Service Representative I classification.	58-59