



# LETTER AGREEMENT

## No.



R3-91-84-PGE

Pacific Gas and Electric Company  
Industrial Relations Department  
215 Market Street  
San Francisco, California 94106  
[415] 973-1125

International Brotherhood of  
Electrical Workers, AFL-CIO  
Local Union 1245, IBEW  
P.O. Box 4790  
Walnut Creek, California 94596  
[415] 933-6060

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Ronald L. Bailey, Manager or  
David J. Bergman, Director and Chief Negotiator

Jack McNally, Business Manager

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October 23, 1991

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:

In order to assess the value of the bilingual telephone center concept, Company proposes to establish two such centers on a one year pilot basis in San Jose and Yosemite Divisions. Upon agreement, the opening date of the centers shall commence the start of the one-year pilot.

At the request of either Company or Union, the parties shall meet immediately prior to the expiration of the one year pilot and on a quarterly basis to share information and status.

Yosemite Division will serve the Spanish-speaking population for Yosemite and other interested divisions within San Joaquin Valley Region from the Merced office. Company estimates that this service will necessitate the use of three Spanish-speaking Service Representatives.

San Jose Division will serve the Spanish- and Vietnamese-speaking populations for San Jose and other interested divisions within Mission Trail Region. Company estimates that these services will necessitate the use of seven Spanish-speaking Service Representatives and two part-time Vietnamese-speaking Service Representatives.

Pursuant to Section 18.17, Company proposes to fill these positions, on a temporary basis for the duration of the pilots, in the following manner:

1. Positions will be posted pursuant to 18.4(h)
2. Positions will be filled in the following sequence:

- a. Senior qualified prebidders in the Line of Progression at the headquarters\*
  - b. Senior qualified prebidders in the order of their preferential consideration under 18.8\*
  - c. Hiring of qualified personnel\*\*
3. Part-time positions will be filled pursuant to Section 18.5.
  4. The provisions of 18.3 may also be utilized to backfill in the event the person awarded a position as outlined above is absent.

\*Applicants who decline will not be subject to the forfeiture provisions of 18.7.

\*\*If ultimately Company fills these positions by hiring externally, those employees would not have any Title 18 rights for the duration of the pilot.

Volunteers will be allowed to return to their permanent position upon the conclusion of the pilot, but for the duration of the pilot, the pilot location will be considered to be the employee's regular headquarters.

"Qualified" in this context means that the individual is proficient in the appropriate language, demonstrated by their ability to handle service calls in the specified language. Employees currently handling bilingual phone calls will be deemed qualified for the purposes of this pilot. Other volunteers will be given a brief verbal test that simulates the type of service call typically received. If the employee is able to handle the call as determined by the supervisor and peer group the employee will be deemed qualified for the purpose of this pilot. A joint Company and Union committee will review if a dispute arises.

During the pilot, the level of proficiency necessary for these positions will be jointly examined. Upon conclusion of the pilot, if the parties are interested in pursuing the telephone centers, an appropriate test will be negotiated to measure the necessary proficiency.

Those employees holding the temporary classifications with bilingual duties will be paid in the following manner: At the conclusion of the one-year pilot, employees shall be paid a lump sum premium of \$600 in a separate check. Employees who held the temporary classifications for less than one year or on a part-time basis shall be paid a pro rata portion of \$600 for that portion of the year spent in the bilingual designated position; e.g. if an employee spent three months in the classification 3/12 of the premium shall be paid. Such payment shall be made within 30 days of the conclusion of the pilot. In the event of a temporary upgrade to backfill behind an absence, the employee shall be paid a premium of \$2.30 per day. Payment will be made on the next following regular payday.

In addition to the above, AT&T translation services may be utilized to handle overflow calls as referenced in PRC 1494.

This proposal is made with an understanding that the terms and conditions set forth herein will be renegotiated in the event that bilingual centers are established on a regular basis.

There will be no demotions or layoff of regular bargaining unit employees as a direct result of this pilot.

Either the Company or the Union may cancel this agreement upon 60 days written notice.

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   
Director and Chief Negotiator

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

, 1991

By   
Business Manager