



**LETTER AGREEMENT  
NO. 97-107-PGE**



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

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 4790  
WALNUT CREEK, CALIFORNIA 94596  
(510) 933-6060

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

JACK MCNALLY, BUSINESS MANAGER

August 19, 1997

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

Attention: Mr. Jack McNally, Business Manager

Dear Mr. McNally:

The Pre-Review Committee resolved case number 2107 concerning the appropriate classification to perform telecommunications support work at the Technology Service Center in General Office. It was agreed that Telecommunications Operations Analyst was a more appropriate classification than Computer Operator III which is the classification that was being utilized. The positions are currently filled by Hiring Hall employees. Until these positions are filled on a regular basis, Company proposes to transition the incumbent Hiring Hall Computer Operator III's to Hiring Hall Telecommunications Operations Analysts.

This proposal has been discussed with Roger Stalcup and Debbie Mazzanti.

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: David J. Bergman / SAC  
Chief Negotiator

Aug 29, 1997

By: Jack McNally  
Business Manager



# REVIEW COMMITTEE

# IBEW



PACIFIC GAS AND ELECTRIC COMPANY  
201 MISSION STREET, ROOM 1508  
MAIL CODE P15B  
P.O. BOX 770000  
SAN FRANCISCO, CALIFORNIA 94177  
(415) 973-8510

RECEIVED AUG 12 1997

CASE CLOSED  
FILED & LOGGED

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W  
P.O. BOX 4790  
WALNUT CREEK, CALIFORNIA 94596  
(510) 933-6060  
R.W. STALCUP, SECRETARY

MARGARET A. SHORT, CHAIRMAN

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

VP C&TS Grievance No. CTS-94-196 *lm*  
Pre-Review Committee No. 1979

VP C&TS Case No. CTS-96-02  
Pre-Review Committee No. 2107

Kris Picton  
Company Member  
Local Investigating Committee

Debbie Mazzanti  
Union Member  
Local Investigating Committee

### Subject of the Grievance

PRC 1979 concerns the use of a Title 300 Apprentice Telecommunications Technician at the Technology Service Center instead of a Title 200 Telecommunications Technician.

PRC 2107 concerns jurisdiction over work performed in the Telecommunications Section at the Technology Service Center, specifically whether the appropriate classification is Computer Operator III or Telecommunications Operations Analyst.

### Facts of the Case

The work location is in the General Office and involves answering telephone calls from other employees throughout the Company's system who are experiencing problems with their communications equipment. The calls are routed through a menu selection from the 223-9000 number. The employee answering the phone completes a Service Request by taking basic and specific technical information from the caller, then dispatches the tag (SR) to a Telecommunications Technician either in the G.O. or the field.

There is substantial testimony in the LIC report of PRC 2107 that when the TSC was first established, the above work was performed by Telecommunications Technicians who complained that their skills were not being fully utilized in this capacity so company assigned them to troubleshooting in various field locations and the G.O. It was then that some discussion took place between the Company and Union as to what would be an appropriate classification to perform this work. No agreement was reached and Company decided to utilize the Computer Operator III classification through the employment of 7 Hiring Hall

Operations Analyst for the time each performed the work from April 1, 1997 and continuing for as long as such work is performed.

The HH CO III's who are at the beginning step will begin receiving the top rate of HH TOA effective 8/12/97.

This case is closed on the basis of the foregoing adjustment.

Margaret Short  
Margaret A. Short, Chairman  
Review Committee

8/12/97  
Date

Roger Stalcup  
Roger W. Stalcup, Secretary  
Review Committee

8/12/97  
Date