



LETTER AGREEMENT NO. R1-13-21-PGE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS AND HUMAN RESOURCES DEPARTMENT
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STEPHEN 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

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.

