



**Pacific Gas and  
Electric Company**

# LETTER AGREEMENT NO. 15-08-PGE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS  
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ROBERT JOGA  
SR. 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 20, 2015

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 purpose of this document is to memorialize the work of the Contact Center Operations (CCO) overtime subcommittee. These general CCO overtime guidelines have been designed to allow for flexibility in meeting the needs of the business, our customers, and to distribute overtime in an equitable manner.

The overtime subcommittee established the following guidelines:

#### Contractual

Overtime is defined by contractual language and should not be confused with rate of pay. There are five key points that define overtime in Section 12.1 (a) – (e).

#### Probationary Employees

Probationary employees while in new hire training will not be offered or forced to work overtime. Any subsequent overtime worked due to extension of the workday will not be tracked until they have successfully completed training for their position.

#### Specialty Groups

For the purposes of overtime equalization, only those workgroups defined by letters of agreement are considered Specialty groups. Overtime will be offered within each Specialty group by classification based on need. General overtime can be offered to Specialty groups; however Specialty line members will be required to work Specialty overtime first when it runs concurrent with general offerings. As of April 2014, there are two Specialty groups within CCO:

- SEL
- Spanish

#### Upgrades

To ensure clarity and eligibility amongst Bargaining Union (BU) upgrades, the following outlines the eligibility criteria for each scenario:

- BU on BU Upgrade - Daily
  - Eligible for overtime in base classification

- If not enough volunteers in the upgraded classification they may be offered to work the overtime in the higher classification
- BU on Mgmt. Upgrade - Daily
  - Eligible for overtime in base classification
  - Overtime worked in upgraded classification will not be tracked or posted to overtime lists
- BU on BU Upgrade - Tag
  - Only eligible for overtime in upgraded classification
  - Once an employee is placed on an upgrade using a payroll change tag (PCR), such employee will be assigned the average number of overtime hours accumulated in the upgraded classification
    - They shall thereafter be considered for overtime work and will have hours worked posted to the temporary classification
    - At the conclusion of the upgrade, the employee will be assigned the average number of worked overtime hours accumulated in the base classification
- BU on Mgmt.-Tag
  - Ineligible for overtime in base classification
  - Overtime worked in upgraded classification will not be tracked or posted to overtime lists

#### Tracking & Offering

The overtime accounting period is one calendar year and will be tracked within each headquarters for that period of time. Two lists will be maintained, one for prearranged overtime and the other will track emergency overtime. The lists will be organized by classification and part time will be combined with full time within each classification. Overtime offered and worked will be recorded on these two lists.

At the beginning of each year, both overtime lists at each headquarters will be ranked according to Company seniority. On a weekly basis, these lists will be updated to reflect actual overtime hours offered and actual overtime hours worked with two final lists provided at the conclusion of the calendar year.

Overtime hours offered will be awarded based upon the total number of hours charged (offered and worked) using the most applicable (prearranged vs. emergency) overtime list.

Employees that accept a regular position and transfer into a new CCO headquarters will be assigned the average number of overtime hours accumulated in that headquarters within their classification.

In the event of emergency overtime, employees whose travel time exceeds 60 minutes under ordinary travel conditions will be eligible to work the overtime assignment after all other available employees have been utilized consistent with the nature of the emergency.

Employees shall not be contacted for emergency overtime until they return to regular duty following these types of daily exceptions:

- (i) Vacation
- (ii) FMLA
- (iii) Sickness (self)
- (iv) Injury
- (v) Leave of Absence

Under no circumstance will an employee be forced to work or be charged for the overtime if they have approved vacation or scheduled time off at the start of their next shift.

Employee's that have an exception (as listed above) on their next regularly scheduled work day and have not completed their current regular shift, can work prearranged overtime as long as there is not a break between the end of their current shift and the start of the overtime assignment. In addition, employees can accept future prearranged overtime offers that start following the exception (as listed above), however, employees are only eligible for overtime assignments that begin at the end of their regular shift or after the end of their regular shift. Employees cannot work overtime assignments that begin between their exception time and the start of their regular shift.

Extension of the Workday (PRC 01809) is work that continues beyond the end of the assigned work hours resulting in an inability to discontinue a specific customer contact (e.g. a long call or urgent matter requiring completion).

- Once that customer's specific matter (or urgent matter) is completed the extension of the workday ends
- An extension of the workday will be recorded as 'prearranged overtime' hours worked

Separate from Extension of the Workday assignments, part time employees that have their shift extended for any other reason will have those extended hours recorded as prearranged overtime.

**Conclusion**

Per the Contract (Title 12.3), as equally as practicable, the company shall distribute overtime offers to employees within the department, classification and headquarters by the end of the year. Therefore at the conclusion of the year, it is incumbent upon the company to demonstrate that each employee had the opportunity to work overtime in equal proportion to all others.

This Letter Agreement can be canceled by either party with 30-day written notice.

The Company has discussed this Letter of Agreement with Sr. Assistant Business Manager Jenny Marston.

If you agree, please so indicate in the space provided below and return one executed copy of this letter to the Company.

Very truly yours,

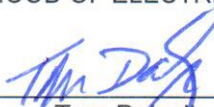
PACIFIC GAS & ELECTRIC COMPANY

By:   
Robert Joga  
Senior Director and Chief Negotiator

The Union is in agreement.

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

          MAY 2          , 2015

By:   
Tom Dalzell  
Business Manager