



**Pacific Gas and
Electric Company**

LETTER AGREEMENT NO. 15-12-PGE

IBEW



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS
375 N. WIGET LANE
SUITE 130
WALNUT CREEK, CA 94598
925.974.4461

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 29, 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:

In 2012-13, the parties had several discussions regarding opportunities to improve the attendance and availability of clerical employees in PG&E's Call Centers, and identified concepts to increase employee flexibility during the work day while balancing the Company's commitment to serve its customers. This included a flex-time pilot which was well-received by the employees. In recent years, the use of Unanticipated Vacation (UV) has continued to negatively impact PG&E service levels in the first three months of the year and at other times throughout the year. On January 6, 2015, the Call Center Operations management team implemented a procedure to limit UV after reaching a certain threshold. The Union challenged this through the grievance procedure. To resolve the grievance, the parties have agreed on the following:

UV Threshold

- For the first three months of each year, the available UV hours for each day will be set at a normal threshold of 4% of that day's scheduled hours for Customer Service Representative and Senior Service Representative classifications for all of PG&E's call centers. If operationally feasible, additional UV time above the 4% threshold may be granted.
- For the remaining nine months, the 4% threshold will only be put in place under the following conditions:
 - A serious weather event, natural disaster, or cyber-attack resulting in higher than anticipated call volumes. Where possible, the Company agrees to discuss these circumstances in advance with the Union, or in the event of a natural disaster or other emergency, as soon as practicable.
 - Daily UV usage exceeding the 4% threshold described above 15 times or more in a quarter, the 4% threshold will remain in place for the following quarter. For example, if in the first quarter of the year, the 4% threshold is exceeded on 15 or more of the days, the 4% threshold will be in place for the second quarter of the year, if UV use exceeds the 4% threshold 15 times or more in the second quarter, the 4% threshold will be in place for the third quarter, and so on.
- UV requests will be made through Workforce Management (WFM) and reviewed in the order received.
- UV requests may take up to one hour to be processed.
- Any UV request that is not approved will be coded as "UVW" (time off without pay and without permission for UV).

Flextime Procedures

- In exchange for the 4% threshold, the parties agree to reinstitute a same day flex scheduling procedure for Customer Service Representatives and Senior Service Representatives to be jointly developed by the parties to better allow employees to address unforeseen issues outside of work.
- This updated same day flex scheduling procedure would allow for employees to flex their schedules back, up to one hour after the scheduled start of their shift, so long as they alert WFM of their need to flex prior to the start of their shift but employees would not be able to use flex scheduling in conjunction with Unanticipated Vacation.

T-Time

- Over the course of the year, the Company offers T-Time (Time off with permission and without pay) consistent with Letter Agreement 95-82.
- The procedure outlined in item 2 of Letter Agreement 95-82 will be updated to allow employees who volunteer for T-time the option to cover the time with their accrued vacation time, regardless of whether they previously submitted a request for vacation time-off. Any same day vacation use in conjunction with T-time will not be counted for purposes of Section 8.15.

Upon 30 days written notice, either party may cancel this agreement.

This proposal has been discussed with Senior Assistant Business Manager, Jenny Marston. Implementation of this Agreement is contingent upon ratification by impacted clerical bargaining unit members.

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
 Robert Joga
 Senior Director and Chief Negotiator

The Union is in agreement.

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

April 29, 2015, 2015

By: Tom Dalzell
 Tom Dalzell
 Business Manager