



**Pacific Gas and  
Electric Company™**

# LETTER AGREEMENT NO. 13-85-PGE



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS  
375 N. WIGET LANE  
SUITE 130  
WALNUT CREEK, CALIFORNIA 94598  
(925) 974-4401  
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

November 13, 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 parties are continuing to work through a joint process in the development of the Customer Service Representative (CSR) new employee training process that all newly hired CSR's who have not yet gone through CSR training must complete ("CSR Trainees"). The intent of the new training is to ensure that CSR Trainees are job-ready upon completion of training. The parties agree that the new CSR training is ready to pilot. The pilot classes will be as follows: San Jose Call Center (10/28/13-12/18/13) and Sacramento Call Center (Class 2730) (12/11/13-01/31/14). During these pilots, the following will apply (and supersede LA 05-70, LA 05-40, LA 04-48, LA 03-39, LA 03-03 to the extent that the language in those agreements conflicts):

The first and second classes utilizing the new training program will be considered a pilot. During this pilot the following will apply:

1. A joint oversight committee will be formed with three members selected by the Union and three selected by the Company. This committee will meet on a regular basis while the pilots are ongoing and discuss adjustments based on feedback and results of the training. The role of this committee is to work together to make improvements and adjustments to refine the training as needed.
2. A limited number of union team members will be allowed to observe the training pilots and pass on their observations to the joint oversight committee.
3. Once the CSR trainees move to the phones to take actual calls, the joint oversight committee may also review recorded calls to evaluate gaps in the training.
4. While the teams are working on creating a final assessment, in the event that the Union and Company are not able to develop a final assessment that is satisfactory to both sides, then the Company will use the supplemental assessment that has already been approved by both the Company and Union to test the CSR trainees at the end of training. (The passing score will not change.)

Additionally, recognizing the pilots have been established in part to refine the training experience utilizing actual CSR trainees, the following shall apply for CSR trainees trained during these pilots:

1. In the event the CSR trainee does not pass the final assessment, they will be reviewed for additional training and will be offered a re-test within 90 days of the date of the original test. If a CSR trainee does not pass the subsequent test or opts out of the additional training or testing, they will be released from PG&E but not deemed unsuitable for future hire by PG&E.
2. Once a CSR trainee has passed the final test and is placed on the phones, it is recognized that gaps may appear in the new training. In this event, should any work performance issue arise during the pilot training and the CSR's probationary period, the Company commits to provide additional training for that CSR trainee prior to releasing them. A CSR trainee can request a shop steward to participate in the discussion with the Company about training deficiencies. If a CSR trainee who participated in the training pilot is released during their probationary period for poor performance, they will not be deemed unsuitable for future hire by PG&E.

Prior to the completion of the second pilot class, the parties agree to meet with the intent to finalize through a letter of agreement the establishment of a finalized training program. Upon 30 days written notice, either party may cancel this agreement.

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: 

Stephen A. Rayburn  
Director and Chief Negotiator

The Union is in agreement.

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

By: 

Tom Dalzell  
Business Manager

November 22, 2013