



**Pacific Gas and  
Electric Company**

# LETTER AGREEMENT NO. 05-70-PGE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
INDUSTRIAL RELATIONS DEPARTMENT  
2850 SHADELANDS DRIVE, SUITE 100  
WALNUT CREEK, CALIFORNIA 94598  
(925) 974-4104

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 2547  
VACAVILLE, CALIFORNIA 95696  
(707) 452-2700

STEPHEN A. RAYBURN,  
DIRECTOR AND CHIEF NEGOTIATOR

PERRY ZIMMERMAN,  
BUSINESS MANAGER

December 16, 2005

Mr. Perry Zimmerman, Business Manager  
Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P.O. Box 2547  
Vacaville, CA 95696

Dear Mr. Zimmerman:

The parties met on October 25 and December 13, 2005 to discuss the redesign of the Customer Service Representative (CSR) training. The intent of the redesign is to ensure that individual candidates who participate in the training program are job-ready upon completion instead of simply test-ready. While there is no intent to change the contents of the CSR training or final exam agreed to in Letter Agreement 05-40, the method for training delivery will be redesigned.

Company proposes to pilot the revised training delivery model with new hires, and certain internal placements (may include employees who have already acquired CorDaptix knowledge and navigational skills), beginning in January 2006 in the Sacramento and Fresno Contact Centers. The proposed pilot will involve classroom training followed by live call periods that will provide the trainee the opportunity to demonstrate the skills that have recently been learned. A joint Company-Union team has held several meetings to develop a practical training assessment and a mentoring process, which is scheduled to be completed by year-end. Once the pilot program is completed, the parties will reconvene in order to assess the need to revise Letter Agreement 05-40.

This process has been discussed with Assistant Business Manager Dorothy Fortier and Business Representatives Debbie Mazzanti and Arlene Edwards.

If you are in accord with the foregoing, and agree thereto, 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 accord with the foregoing and agrees thereto as of the date hereof.

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

By: \_\_\_\_\_

Perry Zimmerman  
Business Manager

Feb 2, 2006