

2006 Transformation Negotiations

Date: 02/13/06

Reference: Section 19.17 / Ex. A – Clerical Agreement

Interest: Implementation of SAP application to support new business contract management and money processing.

Description: The scope of Customer Fund Management (CFM) Business Transformation (BT) Initiatives for a Contract Management Tool (CMT) and Money Processing will pick up where the Technical Services' New Business Contract Management System (NBCMS) leaves off, and will take the data from the estimate, perform validations, require authorization, establish project accounting in SAP, produce a contract, distribute the contract to the customer via mail or on-line, process associated contract payments, and post contracts and money received in all relevant SAP modules, i.e., SAP/MLX, SAP/NEBS, and SAP/WM. The new system will also have robust ad hoc reporting and query capabilities.

Proposed Changes: The CFM Contract Management Tool and Money Processing Initiatives will create an SAP application to support this process, provide planning and accounting data to internal PG&E Departments, and assist with regulatory reporting requirements for distribution and service line extensions; and will interface with the Bill, Print, Mail and Payment Process Center (BPM&PP) in West Sacramento to automatically send out bills and contracts. Incoming customer payments and contracts will be processed by BPM&PP, eliminating local office and front counter involvement, ensuring more timely money processing and greater financial controls.

Replacement of the current contract application will create a tool that provides a centralized database and processing center with reliable capabilities for tracking, analyzing and auditing of contract and payment data. Internal process improvements realized by elimination of redundant data entry, simplified user interfaces, and increased system validations will ensure contract completeness and accuracy upon contract generation, and reduce the need for re-work. These features will enable PG&E to more accurately prepare, execute and process approximately 40,000+ agreements and 47,000 payments per year.

The proposed CFM changes can be implemented in conjunction with the ED proposal on RMC or independent of the RMC proposal. CFM will integrate with the RMC schedule as appropriate. If the RMC plan and schedule is not in sync with CFM's targeted timeline, the organization would proceed in pursuing the application of new technology and centralizing anticipated new work in West Sacramento starting in January 2007. If the RMCs strategy requires CFM to restructure its money processing functions prior to the CFM automation (prior to Jan 2007), CFM will have to explore interim solutions to fill the gap. For example, CFM may need to consolidate work in three or more hubs to become more aligned with the ED proposals

Benefit to Organization:

- Ensures compliance with applicable policies, codes and tariffs.
- Enables system-generated posting of project accounting to applicable systems.

- Reduces re-work:
 - Elimination of redundant and manual data entry will reduce setup errors, i.e., automated input of contract and accounting data into SAP/NEBS and SAP/MLX.
- Enables aggregation, tracking, monitoring, and analysis of contract and financial data:
 - Data will be stored centrally in the SAP enterprise system rather than on desktops.
 - Data will be organized based on existing architecture to allow for flexible ad hoc querying.
- Ensures systemwide consistency of contracts and financial reporting:
 - Will provide one system for all new business contract and money processing.
- Reduces expenses by:
 - Streamlining processes.
 - Reducing re-work through tighter controls and validations.
 - Improves planning tools.
- Improves customer satisfaction:
 - Faster contract production, mailing, return contract and money processing, and job release.
 - Tighter controls and validations reduce the need for contract re-work.
 - Improves Company performance including new business connection cycle time, % customer commitments met, and overall new business/WRO process.
- Improves Company performance including new business connection cycle times, % customer commitments met, and overall new business/WRO process.

2006 Transformation Negotiations

Date: 2/10/06

Reference: Clerical Exhibit A and Exhibit F, Physical Title 600

Interest: Clerical employees covered by both the Physical Agreement and Clerical Agreement currently perform similar job duties but are compensated differently. Clerical employees in the Physical Bargaining Unit previously performed physical tasks in addition to clerical job duties. Over time, these employees have assumed full clerical job duties limiting the need to perform physical tasks.

The Company will be creating Resource Management Centers (RMCs) where the intent is to consolidate field support, including clerical. With the introduction of new tools such as Click, SAP Work Management, SAP HR, ITRON etc., many of the duties performed by clerical staff will become automated. In addition, the Company is moving towards cross commodity and a process centered organization, which is in conflict with the current structure of clerical work (decentralized within the various lines of business, e.g. Land / CRE, Supply Chain, Gas T&D, Electric T&D etc.).

Flexibility is severely limited by the current separation of clerical with some in the Physical Bargaining Unit (Title 200 and Title 300) and others in the Clerical Bargaining Unit. Company does not have any flexibility in the assignment of job duties between the two units. The provisions for overtime scheduling, tracking and equalization, both prearranged and emergency call out, differ between bargaining units and must be managed separately. The same is true for vacation scheduling, which limits flexibility in relieving behind absent employees. Increasing future flexibility is essential in meeting higher levels of customer service expectations and balancing workloads.

Description: Establish a single line of progression in the Operating Clerical line of progression including duties currently performed by Operating Clerical and incorporating duties performed by clerical employees in some Physical classifications.

Current Language/Provisions:

- Physical Agreement Title 600, Exhibit VI-L - Job Definitions and Lines of Progression for Electric Department Office
- Physical Agreement Title 600 Exhibit VI-C Gas System Maintenance and Technical Support
- Letter Agreement R2-91-54 PGE – General Construction Field Clerical Group
- Clerical Agreement Exhibit A – Operating Lines of Progression
- Clerical Agreement Exhibit F – wage rates for Operating Clerical classifications

Proposed Change:

1) In order to consolidate clerical support to the RMCs, Company proposes to transfer Title 200 and Title 300 clerical positions in the Gas and Electric T&D and Gas System Maintenance departments in to classifications within the new Operating Clerical line of progression. Impacted Physical classifications are listed below. Wage rates will be maintained for incumbents whose current wage rate is higher than the top wage rate for the Operating Clerical classification in which they are placed, and employees so affected will continue to receive GWIs through the end of the term of the Clerical Agreement effective June 1, 2003. Effective December 31, 2008 the employees' rate of pay will be frozen until the rate of pay in the new position is equal to or greater than their frozen rate of pay.

Impacted Classifications - Physical Agreement

<u>Class Code</u>	<u>Classification</u>	<u># of Incumbents</u>	<u>2006 Top Wage Rate</u>
0252	Asst. Foreman's Clerk	68	\$ 1155.20
0250	Foreman's Clerk	65	\$1280.
0253	Foreman's Clerk w/2 Assts.	8	\$1332.40
0254	Utility Foreman's Clerk	6	\$1280.
0245	Routine Field Clerk	21	\$ 1138.
0246	First Field Clerk	142	\$1344.
0243	Sr. Field Clerk	2	\$1418.80
0458	Field Clerk – Elec T&D	6	\$1185.45
0048	Sr Maintenance Asst	13	\$1219.05
0049	Maintenance Asst II	2	\$1168.10
0057	Maintenance Asst I	1	\$960.50
	TOTAL	334	

2) Classifications being consolidated in the RMCs and in the various field locations will be established in the Operating Clerical line of progression, and include Operating classifications in all Company departments (i.e. CFM, Support Services) with the exception of Meter Reading. RMCs and field support will not include any classifications in the existing Clerical Customer Services line of progression or the Accounting line of progression.

The following summarizes the joint recommendation that resulted from the Employee Engagement Session based on common interests.

- Based on a detailed analysis of the job duties identified for the RMC, the Employee Engagement team recommended either 3 or 4 levels of RMC work, depending on whether there is a difference in the complexity/difficulty of work.
- They recommended that where possible work be grouped to create variety. However, some specific work will be its own work group. (e.g. Streetlights, Joint Pole)
- Developmental plans for clerical employees will be created by both supervisors and leads to include rotations across work groups.

In order to determine levels within the line of progression, a joint Company/Union committee be established. The PEQ system will be used to determine levels within the Operating line of progression. Clerical job duties will be grouped within an RMC with multiple functions within each level as discussed by the Employee Engagement team. PEQs will be prepared to delineate groupings of job duties within each level.

3) Once the PEQ process determines the levels of positions within the RMCs and field locations, Company proposes the following classifications and wages in the Operating line of progression

<u>Class Code</u>	<u>Classification</u>	<u>Current 2006 Wage Rate</u>	<u>Proposed Top Wage Rate</u>
2676/2680/2684	Utility Clerk - Operating	\$ 879.60	\$879.60*
2662/2667/2664	Operating Clerk	\$ 1165.20	\$1204.90**
2789/2654/2655 2723/2645/2646	Sr. Operating Clerk I	\$ 1205.20	\$1283.90***

* 4 year wage progression

** 4 year wage progression

*** 1 year wage progression

Benefit to Organization:

- Aligns clerical duties and compensation to the Operating Line of Progression. Provides ability to establish and manage processes consistently across the Company. Additional benefits in areas of quality and standardization. Increasing flexibility allows for sharing workloads, stabilizing peaks and valleys. Creates an environment that fosters peer support, real time knowledge exchange and continuous improvement.
- Improves flexibility to better meet numerous customer needs; improving performance across several Company customer and operational performance metrics.
- Provides ability to establish and manage processes consistently across the Company. Additional benefits in areas of quality and standardization. Increasing flexibility allows for sharing workloads, stabilizing peaks and valleys. Creates an environment that fosters peer support, real time knowledge exchange and continuous improvement.

- An RMC should allow for opportunities for cross-training and developmental plans for clerical employees will be created by both supervisors and leads to include rotations across work groups.
- Maintaining/improving job satisfaction/enrichment, sense of ownership; offering opportunities for growth

2006 Transformation Negotiations

Date: 2/13/06

Reference: Section 204.4 / Title 600 – Physical Agreement

Interest: There is a need to improve the dispatch process through integration of technology, new work practices and expanded responsibilities. Consolidation of dispatch operations is required.

Description: Currently, Service Operators covered by the IBEW Physical Agreement perform dispatching to service employees. This function is performed at multiple dispatch headquarters and covers the entire PG&E service territory but only covers limited lines of business. There are currently 5 – 24/7 dispatch centers and 6 satellite centers.

Supplemental staffing for dispatch comes from the Relief Service Operator (RSO) position. This position is part of dispatch operations and can function in a service operator capacity when needed, but can also be used in field services as a fully functioning gas service representative. The organizational line of progression for the service operator and relief service operator positions has been positioned in the prior Customer Service and Revenue organization.

In its present state, satellite center operations roll to the 24/7 centers during off hours and weekends. This creates staffing, handoff and coordination issues in maintaining two organizational structures. Also, dispatch is limited in the scope of employees and lines of business it serves.

Proposed Change:

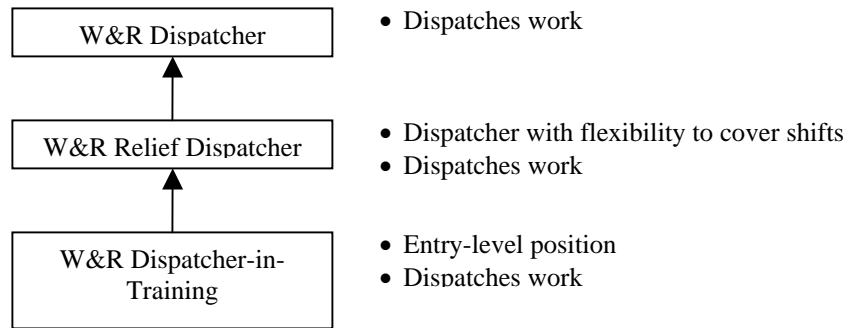
It is proposed that dispatch operations be consolidated into two consolidated locations. Future dispatch hours of operation would be established on a 24/7 basis. This will enable full coverage over the entire service territory, will set the framework for consistent business processes to be applied, improve staffing and coverage issues, and will also establish the foundation necessary to meet our customer commitments and customer service metrics.

In these dispatch centers all work, across all lines of business, may be managed in the dispatch process. As such, it is proposed that a new W&R Dispatcher, W&R Relief Dispatcher, and Dispatcher-in-Training classification be established (see attached job description). These classifications will have expanded job responsibilities which may include dispatching work in service, construction and design. This expanded scope will enable the optimization of dispatch and work completion. As a support to the dispatch staffing, the Relief Dispatcher position would be located at each dispatch center and be used exclusively at the center. The Dispatcher-in-Training classification was discussed in Employee Engagement.

Consolidation will require the displacement of Service Operators to the new centers and the elimination of the Relief Service Operators. Existing Service Operators will be considered qualified for the Dispatcher position. The provision of the RSO will be used in the Relief Dispatcher position. Additionally, with the implementation of WRM's Core technology, fewer of the W&R Dispatcher positions will be required.

With respect to lines of progression, this will be a standalone position with its own line of progression. Please see proposed line of progression as follows:

W&R Dispatcher Line of Progression



Benefit to Organization: Consolidation of operations will enable the delivery of consistent business processes, enhance customer service, improve staffing coverage and reduce management requirements. Another key aspect of the consolidation of dispatch will be the ability to administer work activity across many lines of business in a central location and in a consistent manner. It will also establish a dispatch environment that will be self sustaining through Dispatcher and Relief Dispatcher classifications.

Integral to ED Early Release and WRM Core designs to better meet numerous customer needs improving performance across several Company customer and operational performance metrics.

Job Description
IBEW - Dispatcher - RMC

Job Duties

An employee who receives and dispatches operation tags and/or assists employees with issues encountered in the course of their day's work in the service, construction and design workgroups. Optimizes schedules through technology to accommodate changes in employee availability. Ensures that commitment of current workload and priority of customer appointments are met. Shall have a comprehensive knowledge of Company's Customer Service Policies. Should be familiar with the Company's gas and electric distribution system. May be required to perform clerical work or other work as assigned. May be required to contact customers or outside public agencies regarding service issues.

Rate of Pay

Dispatcher

	2006
Progression	Rate
0	1,111.60
6	1,136.00
12	1,177.60
18	1,229.60
24	1,280.00
30	1,331.20

Job Requirements

- Be responsible for managing same day work.
- Be proficient in working with dispatch technology in distributing work to field technicians.
- Ensures that emergency and priority customer work is handled expeditiously in accordance with emergency policies and Quality Assurance Standards (QAS).
- Ensure that all compliance and company generated work is completed as scheduled.
- Actively manage and monitor work completion in real time to ensure customer and company commitments are met.
- Manage work that may interrupt preset daily schedules (IR, same day and field conditions).
- Partner with Work and Resource Scheduler on issues regarding scheduling and completion issues.
- Adhere to all safety regulations and policies.
- Be proficient in customer and employee communication techniques and technology (phone, radio, computer and written).
- Performs duties and associated clerical tasks as assigned.
- Perform work in a 24/7 work environment and be available to varied shift assignments.

Job Description
IBEW - Dispatcher-in-Training – RMC

Job Duties

Dispatcher-in-Training is an employee who has successfully completed the Dispatcher Qualification School and is in the course of completing 6 months of on-the-job training. Upon successful completion of these requirements and a satisfactory supervisory assessment, will result in the employee entering the entry level of the Dispatcher wage progression scale, be designated as a Relief Dispatcher, and be required to fulfill the following:

An employee who receives and dispatches operation tags to employees in the service, construction and design workgroups and assists employees with issues encountered in the course of their day's work. Optimizes schedules through technology to accommodate changes in employee availability. Ensures that commitment of current workload and priority of customer appointments are met. Shall have a comprehensive knowledge of Company's Customer Service Policies. Should be familiar with the Company's gas and electric distribution system. May be required to perform clerical work or other work as assigned. May be required to contact customers or outside public agencies regarding service issues.

Rate of Pay

**Dispatcher-
in-Training**

0	1,083.80
6	1,111.60

Job Requirements

- Be responsible for managing same day work.
- Be proficient in working with dispatch technology in distributing work to field technicians.
- Ensures that emergency and priority customer work is handled expeditiously in accordance with emergency policies and Quality Assurance Standards (QAS).
- Ensure that all compliance and company generated work is completed as scheduled.
- Actively manage and monitor work completion in real time to ensure customer and company commitments are met.
- Manage work that may interrupt preset daily schedules (IR, same day and field conditions).
- Partner with Work and Resource Scheduler on issues regarding scheduling and completion issues.
- Adhere to all safety regulations and policies.
- Be proficient in customer and employee communication techniques and technology (phone, radio, computer and written).
- Performs duties and associated clerical tasks as assigned.
- Perform work in a 24/7 work environment and be available to varied shift assignments.

Work and Resource Broker

Job Summary

Responsible for monitoring workload for up to 12 months periods of time and augmenting the human resources needed to accomplish the workload in any geographic area. Strategize options for resolving specific human resource needs, considering both internal or external sources, and implement solution. Act as liaison with procurement to develop and administer appropriate contracts.

Key Tasks

- Determine what resources will perform the forecasted work. Assess available human resources for forecasted workload and identify best options (quality, cost, experience, etc) where there are gaps, consulting with W&R Forecaster and W&R Planner as needed. Options include overtime, reassignments across geographic areas, hiring hall, and/or contractors.
- Initiate staff augmentation through contracting as needed, especially to accommodate high priority work.
- Identify quality and performance gaps and areas for improvement on staff augmentation processes.
- Work with procurement and contract administration to develop and administer contracts.
- Build alliances with contractors
- Identify and resolve dependencies such as (but not limited to) ensuring contracts are prepared, inspections are scheduling, etc.

Minimum Job Qualifications

- BA or BS or equivalent experience
- Experience with contract administration
- 3-5 years experience scheduling, assigning, and/or managing workloads

Knowledge/Abilities

- Build alliances with contractors and Supply Chain organization
- Analytical skills
- Contract administration skills
- Ability to do cost tracking and progress reporting

Key Performance Indicators may include:

- Jobs completed by the commitment/due date
- Work requests adhere to defined cycle time by work type
- Productive time per field employee per day

Work and Resource Forecaster

Job Summary

Responsible for translating the Asset Management strategy into a consolidated 18-month baseline work and resource forecast for all work within the PG&E service territory. Manage and update the plan accordingly. Work with stakeholders to manage quality and performance to ensure accuracy and completeness of forecast and seek opportunities for improvement. Ensure that regulatory, legal and operational goals and constraints are considered for the forecast.

Key Tasks

- Develop consolidated 18 month baseline work and resource forecast for all work within the service territory and update as needed.
- Enhance forecast quality by consolidating various information sources such as 5-year business plan, program and HR information, historical data and seasonality profiles, and refine forecast based on program reviews and updated information from Asset Management and Business Planning.
- Work with required groups to ensure regulatory, legal and operational goals and constraints are considered for the forecast.
- Communicate work and resource forecasts to Supply Chain, Asset Management, and W&R positions on a rolling basis for quarter, year, and 18-month cycle.
- Work with Work and Resource Broker (new job) to ensure staff augmentation needs are understood.
- Delivers base quarterly plan to Work & Resource Planners (new job) to use for their work.

Minimum Job Qualifications

- BA or BS or equivalent experience
- 10 years PG&E operations or relevant industry experience
- Experience planning, forecasting, and/or budgeting work in supervisory or other job

Knowledge/abilities

- Extensive computer technology usage
- Financial analysis, forecasting, and research
- Negotiating
- Build alliances

Key performance Indicators may include:

- Jobs completed by the commitment/due date (is this an indicator of accuracy of forecast?)
- Planned to actual overtime %s (assumes OT planned for emergencies)
- Communicated estimated outage duration vs. actual duration
- Jobs scheduled and completed by commitment/due date
- Plan to actual hours performance

Work and Resource Planner (new one)

Job Summary

Responsible for translating the 18-month forecast into a 6-month work and resource plan for any geographic area. Manage and update the plan accordingly. Work with stakeholders to manage quality and performance to ensure accuracy and completeness of 6-month plan and seek opportunities for improvement. Manage the planning of resources (materials, equipment, and human resources) and align workload to resources. Publish a quarterly and rolling 1-month plan.

Key Tasks

- Translate 18-month forecast into a 6-month work plan that accomplishes customer commitments and compliance work in a way that maximizes efficiency and minimizes outages and travel.
- Manage the planning of resources (materials, equipment, and human resources) and align workload to the resources. Identify system, area, and division level resource deployments.
- Publish and communicate a quarterly and rolling 1-month plan
- Monitor progress against work plan and notify appropriate parties of issues that impact the completion of work
- Coordinate efforts with those reliant on the plan including Work and Resource Broker, W&R Scheduler, W&R Forecaster, Supply Chain, etc.

Minimum Job Qualifications

- BA or BS or equivalent experience
- 3 to 5 years PG&E or relevant industry operational experience desired
- Experience planning and forecasting work in supervisory or other job

Knowledge/abilities

- Extensive computer technology usage
- Financial analysis, forecasting,
- Research
- Negotiating

Key Performance Indicators may include:

- Jobs completed by the commitment/due date
- Planned to actual overtime
- Work requests adhering to defined cycle time by work time
- Plan to actual work hours performance.

2006 Transformation Negotiations

Date: 02/13/06

Reference: Co-Mingling Letter Agreements / Section 7.1 – Physical Agreement

Interest: More flexibility to manage workload, resources, and costs more effectively across the organization.

Description: Company is limited in its ability to effectively manage resources across Title 200 and Title 300 lines.

Proposed Changes: Replace all co-mingling letter agreements with the following language added to Section 7.1 of the Physical Labor Agreement:

7.1 MANAGEMENT OF COMPANY

The management of the Company and its business and the direction of its working forces are vested exclusively in Company, and this includes, but is not limited to, the following: to direct and supervise the work of its employees, to hire, promote, demote, transfer, suspend, and discipline or discharge employees for just cause; to plan, direct, and control operations (including the co-mingling of employees between Title 200 and Title 300); to lay off employees because of lack of work or for other legitimate reasons; to introduce new or improved methods or facilities, provided, however, that all of the foregoing shall be subject to the provisions of this Agreement, arbitration or Review Committee decisions, or letters of agreement, or memorandums of understanding clarifying or interpreting this Agreement.

Benefit to Organization: Will provide a more stable workforce by leveling the work load, leverage the knowledge and expertise of the workforce, and to deploy talent to the highest priority work.

2006 Transformation Negotiations

Date: 02/13/06

Reference: Section 204.4 / Section 600 – Physical Agreement

Interest: Create a Utility Troubleman classification which performs gas maintenance operation and complaints in addition to regular Troubleman duties.

Description: These positions exist on a limited basis and are negotiated on a location by location basis.

Proposed Changes: Create a Utility Troubleman classification which adds the following language to the existing Troubleman job description: “handling routine gas maintenance, operation, and complaints;”

Benefit to Organization: One employee completes the service request instead of the current requirement of utilizing two employees. This should increase customer satisfaction and reduce cost of providing this service. Improves flexibility to better meet numerous customer needs improving performance across several Company customer and operational performance metrics.

2006 Transformation Negotiations

Date: 02/13/06

Reference: Section 204.4 / Letter Agreement 90-13 et al

Interest: Require, at Company discretion, all above entry level employees to obtain and maintain a CDLA except in those instances where medical restrictions prohibit an employee from obtaining the license.

Description: The number of employees required to have a CDLA is based on 125% of the number of vehicles in that location. Employees receive \$600 annually. There is a provision for those employees that receive a daily upgrade to a CDLA classification which is \$2.50 per day.

Proposed Changes: In Title 200 or 300, local supervision may designate the number of employees required to hold a license. The premium pay would remain the same as the current amount of \$600.

Benefit to Organization: Greater flexibility in crew compositions and response. Assurance that an adequate number of qualified drivers are available at all headquarters. Improves flexibility to better meet numerous customer needs improving performance across several Company customer and operational performance metrics.

2006 Transformation Negotiations

Date: 02/13/06

Reference: Title 212 – Physical Agreement

Interest: Improved emergency response and reduced restoration time.

Description: Currently, in each headquarters, an emergency volunteer availability sheet is posted and signed weekly indicating an employees' availability. Many headquarters have no one or an inadequate number of employees making themselves available to work on emergency overtime situations.

Proposed Changes: At Company discretion, weekly rotation of emergency stand-by may be implemented at a headquarters or combination of headquarters, which will include the following components:

- Expectation of response while on standby
- Consequences of failure to respond (i.e. discipline)
- Response time expectations (i.e. report within 15 minutes of actual travel time)
- Employee option to secure another employee to take their standby.

“212.1(d) At Company’s discretion, employees may be scheduled on emergency “stand by” at a headquarters or combination of headquarters. Employees will be scheduled on a weekly rotation. Employees who are on “stand by” and fail to report for work will be subject to disciplinary action. Employees will be expected to respond within 15 minutes of actual travel time. If an employee is scheduled for “stand by” and will not be available that employee is responsible to find a replacement worker within her/his classification. At a headquarters where stand by is implemented, the callout provisions of Title 212 will be followed once “stand by” has been exhausted.”

Benefit to Organization: Improved emergency response and reduced restoration time. Improve numerous Company customer metrics due to improved Company responsiveness in emergencies (e.g., reduced outage time, improved outage communications, overall customer perception (JD Power) of PG&E responsiveness in emergencies (e.g., dig-ins, fires, pole down, other unsafe conditions).

2006 Transformation Negotiations

Date: 02/13/06

Reference: Section 212.10 – Physical Agreement

Interest: Improved emergency response and reduced restoration time.

Description: Some headquarters do not have 24 hour Electric Service or Gas Service shifts. In most locations, Troublemaker and Gas Serviceman coverage exists during the day and swing shifts, but not during the third shift. Emergencies that occur during the third shift require calling out an employee on emergency overtime. When an emergency occurs during the third shift, the company is obligated to follow the locally established call out procedure. In some cases this requires that all employees in the work group are called until one of them agrees to respond.

Proposed Changes: For those headquarters that have a rotating swing shift, the employee that is assigned to that shift would be responsible for responding to emergencies that occur prior to the start of the next established shift. In those instances where an emergency occurs less than two hours prior to the start of the next shift, the supervisor may determine whether or not to call out the swing shift employee. Finally, develop penalties for the employees that do not respond to call outs (up to and including removal from classification).

212.10 SERVICE EMPLOYEES

In the distribution of emergency overtime for service personnel, the purpose and intent described in Subsection 212.1(a) shall be applicable; but the current call-out procedure shall remain in effect unless specifically changed by written agreement between the Human Resources Advisors and the appropriate Business Representative. (The call-out procedures currently in effect should incorporate the sequential order of call-out; the rotation of call-out, if any; and the provisions for calling out additional help or replacing an absent employee.) The Company may implement schedules which comply with the Title 202 Hours Clarification. For such schedules, which include a rotating third shift the employee assigned to the third shift is responsible for responding to emergencies that occur prior to the start of the next established shift. Where an emergency occurs less than two hours prior to the start of the next shift, the supervisor may opt to call another employee in early. Employees who are on responsible for response and fail to report for work will be subject to disciplinary action. Employees will be expected to respond within 15 minutes of actual travel time. (Amended)

Benefit to Organization: More expeditious response to emergency situations since only one employee contact is required. Improved SAIDI results and improved customer satisfaction. Improve numerous Company customer metrics due to improved Company responsiveness in emergencies (e.g., reduced outage time, improved outage communications, overall customer perception (JD Power) of PG&E responsiveness in emergencies (e.g., dig-ins, fires, pole down, other unsafe conditions).

2006 Transformation Negotiations

Date: 02/13/06

Reference: Subsection 212.1 (c) – Physical Agreement

Interest: Improved emergency response and reduced restoration time.

Description: Outside of normal work hours, employees have the exclusive right to respond to emergency situations that occur within their headquarter boundaries. This right exists even when an employee from an adjacent headquarters is working in the vicinity of the emergency situation and has the ability to respond quicker.

Proposed Changes: Eliminate geographic boundary restrictions and allow the company to use an employee(s) who is already out working to respond to an emergency situation. Add the following to the Title 212:

“212.1(c) In order to expedite response, Company may at its discretion, utilized employee(s) currently working

Benefit to Organization: Improved SAIDI results, improved customer service and faster response to public safety situations. Improve numerous Company customer metrics due to improved Company responsiveness in emergencies (e.g., reduced outage time, improved outage communications, overall customer perception (JD Power) of PG&E responsiveness in emergencies (e.g., dig-ins, fires, pole down, other unsafe conditions).

2006 Transformation Negotiations

Date: 02/13/06

Reference: Title 600 – Physical Agreement

Interest: Greater flexibility in the assignment of mark & locate.

Description: Mark & locate as a principal assignment is currently limited to the Fieldperson classification.

Proposed Changes: Modify Note I of the Fieldperson job definition to allow mark and locate work to be performed as a principal assignment by any Gas T&D classification the same or higher in the Line of Progression to Fieldperson.

- I. ~~The Fieldperson classification is to be used on all marking and locating assignments where that activity is the principal assignment. The Fieldman classification (and all same or higher classifications) may be assigned to perform mark and locate work.” May answer questions and give advice to others while on such assignments if that activity is incidental to primary involvement of marking and locating facilities. The Fitters who were assigned to this work as a principal duty prior to January 1, 1980 will continue to do so until such time as they vacate the classification or request a different work assignment.~~

Benefit to Organization: Flexibility in making work assignments, meet customer service requests, and comply with state regulations (CGC 4216). Improve flexibility to improve responsiveness to customer needs and safety due to more timely marking and locating of facilities.

2006 Transformation Negotiations

Date: 02/13/06

Reference: Title 600 – Physical Agreement

Interest: Greater flexibility for installation of ½” to 1 ¼” plastic service.

Description: Currently, one person installation of ½” to 1 ¼” plastic service is limited to Underground Construction classifications.

Proposed Changes: One person installation of ½” to 1 ¼” plastic service may be performed by Fieldperson or higher in both Title 200 and Title 300. Add the following to the Fieldperson job definition:

“Note L - Installation of stub completion services (gas and electric) in trenches.”

“Note M – As a point of clarification, any work which a Fieldperson may perform alone, may also be performed alone by any same or higher classification in the line of progression.”

Benefit to Organization: Provide better customer service by have one person complete all gas install work without having to call another employee. Improve new business connection cycle time, % customer commitments met, and overall new business process.

2006 Transformation Negotiations

Date: 02/13/06

Reference: Section 204.4 / Title 600 – Physical Agreement

Interest: Improved skill alignment of new business inspections.

Description: Currently, new business inspections are performed by a variety of classifications as a part of their regular job duties. The classifications performing this work include; Linemen, Electric Crew Foremen, Gas Crew Foreman, Fitters, Working Foremen (Title 300) and Subforemen A.

Proposed Changes: Establish a new classification that is dedicated to perform the inspection of all new construction per the P.G.&E. construction standards and policies. This classification could have the transfer rights to the W&R Coordinator position and could have bidding rights to the Senior W&R Coordinator.

Benefit to Organization: The work would be performed by a lower classification. The journey level employees currently performing this work would be redirected to higher skilled work. Improved skill alignment will improve new business connection cycle time, % customer commitments met, and overall new business process.

2006 Transformation Negotiations

Date: 02/13/06

Reference: Title 600 – Physical Agreement

Interest: Improve customer experience by resolving issue on first call with CSR.

Description: Currently, Troublemens perform tests on electric services for power quality calls by utilizing the beast of burden and may remake the connections at the weatherhead.

Proposed Changes: Expand the GSR job description to include additional electric service work noted below:

GAS SERVICE REPRESENTATIVE

An employee who performs domestic and commercial service work such as gas and routine electric meter operations, gas regulator and monitor adjustments, appliance and control adjustments, diagnosing appliance problems and, when within the scope of Company's service policy, making recommendations to the customer for correction, routine service to all types of gas burning equipment, [investigate part out and change connections at the weatherhead if necessary](#), "no-light" calls, installation and alteration of all domestic and commercial gas meter and regulator sets and installation and maintenance of domestic and commercial gas equipment. May squeeze off ("pinch-off") ruptured plastic services which are visible (and which can be accessed safely) to protect life and property; and may affix approved dead end fittings to squeezed-off plastic services or may install approved mechanical repair couplings to restore service immediately to customers where damage is such that no additional pipe is required to complete the repair. Shall maintain a high standard of public relations and personal appearance.

Benefit to Organization: Improve customer experience by resolving issue on first call with CSR. Improved flexibility to improve responsiveness to customer needs as measured by Company customer metrics; e.g., first visit resolution, overall contact satisfaction.

2006 Transformation Negotiations

Date: 02/13/06

Reference: Section 204.4 / Title 600 – Physical Agreement

Interest: Improve new business service.

Description: Currently, on new construction, a Gas crew will trench and install conduits and then call for an Electric Crew to install wire and make electrical connections.

On reconstruction or failures that require repair the Gas Department digs up facilities and Electric Department repairs while Gas stands by and then Gas Department backfills.

Underground Crew can complete the entire job.

Proposed Changes: Establish the following new classification to the Gas T&D Line of Progression:

G&E Installer

“An employee, working alone or as part of a crew, is engaged in the installation and maintenance of underground residential plastic gas and electric distribution secondary and services. Shall be familiar with G.O. 112, G.O. 128, Company construction standards, safety rules and accounting requirements. Shall be skilled in the installation of electric non-lead cable systems and plastic gas distribution systems and the operation of associated construction tools and equipment.”

Benefit to Organization: This will allow all electric secondary, service, and meter work (0 to 600 Volts) to be done by a Gas crew without utilizing electric personnel. This will result in a reduction of cost and coordination and better customer service. Improve new business connection cycle time, % customer commitments met, overall new business process, and Company operational efficiency metrics.

2006 Transformation Negotiations

Date: 02/13/06

Reference: Title 600 – Physical Agreement

Interest: Automation of substations and the resulting consolidation of System Operators have resulted in a need to develop a substation switchman strategy that meets stringent response requirements.

Description: Today System Operators are based at 13 transmission substations and two distribution substations. They perform complex physical switching functions at the transmission substations. Additionally, System Operators perform switching at distribution substations.

Proposed Changes:

- Establish a substation switchmen classification with emergency response and planned switching core responsibilities. They should also have the flexibility to augment existing switchmen workforce (e.g., substation electricians, troublemen, etc.) in accomplishing the following work:
 - Minor maintenance
 - Station readings
 - Ground observer
 - Cleaning stations
 - Switchmen training
 - Change tap and relay settings
 - Augment substation crews
- Establish clearly defined mandated training requirements for all switchmen in order to obtain and maintain proficiency and qualified switchmen status for all classifications who perform switching
 - Initial and Refresher
- Establish proficiency levels for varying degree's of switching by classifications who perform switching within substations commensurate with type of work performed
 - Simple (open & clear, cutout relays, etc)
 - Intermediate (BP&C, rolling a bus, etc)
 - Complex (Bus differential paddle schemes, Test programs, etc)

Benefit to Organization:

- Improved response time, planned and emergency
- Improved utilization of switchmen
- Maximize workforce flexibility to augment existing workforce on a 24/7
- Integrates with work and resource management for scheduling and dispatch process purposes.
- Improve Company customer-related metrics due to improved Company responsiveness in emergencies (e.g., reduced outage times) and flexibility in scheduling / conducting planned outages around customer needs.

2006 Transformation Negotiations

Date: 02/13/06

Reference: Title 204 – Physical Agreement

Interest: Ensure safe and reliable operations of the system during transition period.

Description: Need to develop a transitional retention strategy for the System Operator job family

Proposed Changes: Exact details to be determined, but need to develop a plan that retains System Operators. The System Operator position is highly technical in nature and generally requires a minimum of three years and up to five years to be competent. The ability to bring in System Operators off the street is non-existent.

Benefit to Organization: Ability to maintain minimum staffing levels during the transition will be absolutely essential for the safe and reliable operations of the system.

2006 Transformation Negotiations

Date: 02/13/06

Reference: Title 600 – Physical Agreement

Interest: Increased efficiency and cost reduction in materials delivery.

Description: Currently, Marysville and Fresno locations are designated as distribution centers.

Proposed Changes: Change designation of Marysville and Fresno locations to satellite facilities upon the implementation of the new operating model.

Benefit to Organization: Greater flexibility and reduced cost. Integral to MDO operating plan that will improve Supply Chain responsiveness/accuracy in support of numerous Company customer and operational metrics (e.g., new business, outage restoration, operational efficiency).

2006 Transformation Negotiations

Date: 02/13/06

Reference: Titles 18/19 205/206 305 / 306

Interest: Sequence for staffing Resource Management Centers and local field offices

Description: Bidding and transfer procedure. Demotion and Lay-off procedure to reduce overages.

Proposed Changes: Create the vacancies at the RMC's.

Fill through bid and transfer procedure. Decision whether to fill each Center as it is established or all at once utilizing current Bid Units.

Unfilled vacancies filled through qualified workforce transition impacted employees.

In local field offices where there are too many incumbents, either attrit or effect relocation for reasons other than lack of work where appropriate.

If still an overage, initiate the displacement process.

Benefit to Organization: Least disruptive to employees and Company.

Least costly to Company because only a limited number of employees would be eligible for severance, relocation, or transition benefits.

Necessary to staff RMCs in timeframe consistent with staying on timeline and trajectory to Leading Utility. Ensure timely transition of employees.