



LETTER AGREEMENT NO. 11-09-PGE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS AND HUMAN RESOURCES DEPARTMENT
MAIL CODE N2Z
P. O. BOX 770000
SAN FRANCISCO, CA 94177
(415) 973-4310
STEPHEN A. 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

May 4, 2011

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 Company proposes modifying changes made to Exhibit A language included in the Table Settlement that established a Service Representative I and Service Representative II classification. Proposed changes include establishing the Service Representative I and Service Representative II with the "Typist" and "Steno (PIO)" designations and adding the classifications to the Customer Service Line of Progression, as referenced below, to accommodate future transition of employees into these classifications.

EXHIBIT A

CUSTOMER SERVICES LINES OF PROGRESSION

- 2660 SERVICE REPRESENTATIVE
- 2604 SERVICE REPRESENTATIVE II (Added 1-1-11)**
- 2663 SERVICE REPRESENTATIVE-STENO (80 w.p.m. shorthand and 50 w.p.m. typing required) - (PIO)
- 2666 SERVICE REPRESENTATIVE-TYPIST (55 w.p.m. typing required)
- 2606 SERVICE REPRESENTATIVE II-TYPIST (Added 1-1-11)**
- 2607 SERVICE REPRESENTATIVE II-STENO (PIO) (Added 1-1-11)**
- 2769 SERVICE REPRESENTATIVE AND METER READER

Next Lower Classifications

- *2675 Utility Clerk - Customer Services
- *2679 Utility Clerk-Steno-Customer Services - (PIO)
- *2683 Utility Clerk-Typist-Customer Services
- 2731 Word Processing Operator - Customer Services
- 2772 Meter Reader and Utility Clerk
- 2602 Service Representative I (Added 1-1-11)**
- 2605 Service Representative I-Typist (Added 1-1-11)**

Same or Higher Classifications

- 2641 Senior Service Representative II
- 2765 Senior Service Representative-Typist II
- 2650 Senior Service Representative I
- 2811 Senior Service Representative-Typist I
- 2660 Service Representative
- 2604 Service Representative II (Added 1-1-11)**
- 2606 Service Representative II-Typist (Added 1-1-11)**
- 2607 Service Representative II-Steno (PIO) (Added 1-1-11)**
- 2663 Service Representative-Steno - (PIO)
- 2760 Credit Representative
- 2770 Credit Representative and Meter Reader
- 2769 Service Representative and Meter Reader

*Includes employees at Clerk D rate of pay as per 1980 General Negotiations

