



# LETTER AGREEMENT NO. 12-12-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

March 5, 2012

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 to implement a CCO-wide Internal Bid Book process for Contact Center employees that would follow the existing Internal Bid Book process currently in place. In order to expedite the filling of vacancies, Company will offer vacant shifts/schedules to current Contact Center employees in the same classification, status, and headquarters via the existing IBB process. Once that process is complete, Company will offer any remaining shifts/schedules to all CCO employees, regardless of classification or headquarter, prior to filling a vacancy through the normal job bidding and process system.

The following administrative details will be followed:

1. Each Contact Center headquarter will utilize the existing sign-up tool that allows employees to indicate their interest in moving to a different schedule. The tool will be organized by classification and headquarters with sign-up lists for each schedule. The tool will be referred to as the IBB and will be used for all Contact Center bargaining unit vacancies before referring the vacancy to the CCO-wide Internal Bid Book.
2. Once the IBB process within the headquarter/classification has been completed, remaining vacancies will be offered to employees throughout the entire CCO organization via a sign-up tool that allows employees to indicate interest in moving to a different schedule, classification, or headquarter. The tool will be organized by seniority amongst the entire CCO organization. Employees will be required to provide an immediate response unless there are extenuating circumstances, which will be handled on a case-by-case basis. The tool will be referred to as CCO-wide IBB.
3. Employees will be offered an opportunity to move to a new schedule by direct voice contact (face-to-face or via phone conversation) with a Company representative. All decisions to accept or decline a position will be considered final.

Failure to respond to an offer will be considered a decline.

- 4. Employees who have indicated interest in a shift will not be penalized if they decline a schedule change; however, the employee's name will be removed from the list and marked as declined. There will be no restrictions on employees indicating interest at a later time for the schedule that they have declined.
- 5. Contact Center Operations will maintain a historical record of the date and time an employee indicates interest in a shift or makes changes within the tool. A historical record will also be maintained for when an employee accepts or declines a shift offer.
- 6. The system will allow employees to view the shift interest of other employees throughout the CCO organization.
- 7. Once the CCO-wide IBB process has been completed, remaining vacancies will be submitted to the Centralized Job Bidding Team to fill under the provisions of Title 18.
- 8. In the event of a Title 19 the parties agree to temporarily suspend CCO IBB activity.

This proposal has been reviewed with Business Representatives Arlene Edwards, Debbie Mazzanti and Graciela Nunez.

This process is intended to be implemented on a pilot basis for 12 months from the date of this agreement. Either party may cancel this agreement by providing the other 30 days written notice of cancellation.

If you are in accord with the foregoing and agree thereto, please so indicate in the space provided and return one executed copy of this letter to the Company.

Very truly yours,

PACIFIC GAS & ELECTRIC COMPANY

By:  /s/ Stephen A. Rayburn  
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

April 12, 2012

By:  /s/ Tom Dalzell  
Tom Dalzell  
Business Manager