



LETTER AGREEMENT NO. 12-40-PGE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS AND HUMAN RESOURCES DEPARTMENT
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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

August 31, 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:

Recently the parties agreed in Letter of Agreement 12-18 to the separation of the Work & Resource Dispatcher line of progression between Electric and Gas/Customer functions. Due to the Company's organizational changes and consolidation of Gas Operations into San Ramon, there is a need to further define the Work & Resource Dispatch organization by delineating the Gas and Metering functions. This decision will impact employees performing this work in the Fresno and Concord headquarters. The parties have discussed the effects of these changes on employees in Work & Resource Dispatcher positions, and will propose separately the plan for staffing of the new classifications and the displacements associated with the relocation of Gas Dispatch to San Ramon.

This agreement cancels and supersedes Letter of Agreement 06-20.

In order to achieve this transition, the parties discussed the following:

Modify Existing Job Definitions and Line of Progression for Gas Dispatcher

The following existing classifications will remain in the Gas Service Department, Section 600.1 of Exhibit VI of the Physical Agreement, and will be retitled: 1760 (1761) Work & Resource Dispatcher (Relief) will become Work & Resource Dispatcher – Gas (Relief) and; 1762 Work & Resource Dispatcher-in-Training will become Work & Resource Dispatcher-in-Training – Gas.

Wages will remain the same as current Work & Resource Dispatcher classifications. The job definitions, line of progression, reverse line of progression and wage rates are detailed in Attachment I.

Create New Positions and Line of Progression for Field Metering Dispatchers

In accordance with Subsection 204.4(b) in the Physical Agreement, Company proposes to establish three new classifications in the Electric Meter Department, Section 600.12 of Exhibit VI-L, for dispatching of field metering work as follows: 1771 Work & Resource Dispatcher – Metering; 1772 Relief Work & Resource Dispatcher - Metering and; 1773 Work & Resource Dispatcher-In-Training (DIT) – Metering. Wages will remain the same as current Work & Resource Dispatcher classifications. Job definitions, line of progression, reverse line of progression, and wage rates for these classifications are detailed in Attachment II.

Training

The parties agree to establish a subcommittee to develop three-week qualification training for bidders and transfers, and to revise the current Work & Resource DIT six-month Proficiency Evaluation as outlined in Letter of Agreement 08-38. Both training programs are subject to review and approval by the Joint Apprenticeship and Training Committee.

Bidding and Transfer Qualifications: Bidders into the Work & Resource Dispatcher – Gas or Metering positions, and transfers into the Work & Resource DIT – Gas or Metering positions will be awarded the position on a conditional basis, contingent upon successfully completing a three-week training. While completing this three-week program, the bidder’s or transfer’s base position will be held. Should the bidder or transfer applicant fail the three-week program, they will be returned to their base classification.

DIT Training Program: The subcommittee will revise the current DIT training program, with the intent of reducing the time frame for completion. The focus of the subcommittee will initially be on the DIT – Gas, with a revision for DIT – Metering to follow. As in Letter of Agreement 08-38, the DIT Proficiency Evaluation will be utilized to determine progression to the Work & Resource Dispatcher classifications. A Work & Resource DIT – Gas or Metering who has fulfilled the requirements and has become proficient in all areas of the DIT Proficiency Evaluation may be accelerated to the Work & Resources Dispatcher classification prior to the designated time frame with prior notification to the Union. A Work & Resources DIT who is not progressing and has not become proficient within the designated time frame or wishes to be removed from the Work & Resources DIT program will be displaced from the program per Section 206.15 of the Physical Agreement with prior written notification to the Union.

Work Schedules

Two subcommittees will be established to develop work schedules in accordance with Title 202 Hours and the Hours Clarification for the new organizations. One subcommittee will discuss and propose work schedules for the Gas Dispatch organization in San Ramon, and one subcommittee will discuss and propose work schedules for the Metering Dispatch organization in Concord.

This proposal has been discussed with Assistant Business Managers Ken Ball and Joe Osterlund.

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: /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

 September 19, 2012

By: /s/ Tom Dalzell
Tom Dalzell
Business Manager

Work & Resource Dispatcher - Gas

1760 (1761) Work and Resource Dispatcher – Gas (Relief)

SAP: 50073351 (50073352)

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

Job Requirements

- Be responsible for managing same day work.
- Be proficient in working with dispatch technology in distributing work to gas field technicians.
- Ensures that emergency and priority customer work is dispatched expeditiously in accordance with emergency policies and Quality Assurance Standards (QAS).
- Ensures that all compliance and company generated work is dispatched 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.

Notes:

1. Relief positions will be offered to the senior Work & Resource Dispatcher-Gas on a voluntary basis. For the initial staffing of Relief Dispatcher positions in San Ramon, incumbent Relief Dispatchers from Fresno and Concord will be offered the Relief positions in order of years of service.
2. This position is covered by Department of Transportation requirements as outlined in applicable Letters of Agreement, and all provisions that apply under the Pipeline Safety Program, including pre-duty testing.
3. The residency requirement in Section 3.5 of the Agreement shall not apply to this classification.

Entry Test Requirements:

Clerical Test Battery (CTB)

Notes:

1. The Company will pursue a review, assessment and validation process to determine if the Physical Test Battery (PTB) and/or the Industrial Skills Test (IST) more closely align with the duties of the proposed Work & Resource Dispatcher- Gas and Work & Resource Dispatcher-in-Training - Gas classifications. The parties will meet to discuss any proposed changes to the entry test requirements.
2. The CTB requirement will be waived for bidders in the Line of Progression for Work & Resource Dispatcher-Gas who has already qualified on the PTB.

Line of Progression

1760 (1761) Work & Resource Dispatcher – Gas (Relief)

Next Lower Classification	Same or Higher Classification
1762 Dispatcher in Training - Gas	1760 (1761) Work & Resource Dispatcher – Gas (Relief)
	1763 (1764) Work & Resource Dispatcher – Electric (Relief)
	1771 (1772) Work & Resource Dispatcher – Metering (Relief)
	1405 Service Mechanic
	2210 Gas Service Representative

Wages

Work and Resource Dispatcher-Gas (Relief)

	2012	2013	2014
Start	\$36.17	\$37.16	\$38.18
End 6 months	\$36.97	\$37.99	\$39.03
End 12 months	\$40.00	\$41.10	\$42.23
End 18 months	\$43.30	\$44.49	\$45.71

Relief:

The rate of Work and Resource Dispatcher plus \$5.00 per week plus 8 times the Sunday premium.

Reverse Line of Progression

*The Normal Line of Progression in the Application of Section 206.3
for the Gas Department - Service*

<u>Classification Affected</u>	<u>May demote to:</u>
1405 Service Mechanic	2210, 2220 Gas Service Representative, Utility Gas Service Representative 1760, 1761 Work & Resource Dispatcher-Gas, Relief Work & Resource Dispatcher-Gas
1760 Work & Resource Dispatcher-Gas 1761 Relief Work & Resource Dispatcher-Gas	2210, 2220 Gas Service Representative, Utility Gas Service Representative (1) 1771, 1772 Work & Resource Dispatcher- Metering, Relief Work & Resource Dispatcher-Metering 1762 Work & Resource Dispatcher-in-Training- Gas 1773 Work & Resource Dispatcher-in-Training - Metering
2210 Gas Service Representative 2220 Utility Gas Service Representative	1760, 1761 Work & Resource Dispatcher-Gas, Relief Work & Resource Dispatcher-Gas (2) 2201 CIP Inspector 2782 Senior Meter Reader (3) 2785, 2772 Meter Reader, Meter Reader and Utility Clerk (4) 0524, 0526 Fieldperson, Night Fieldperson (5) 0930 Utility Worker - Gas T&D
2782 Senior Meter Reader	2785, 2772 Meter Reader, Meter Reader and Utility Clerk (4)

- (1) Provided the employee previously held the classification of Gas Service Representative, Reserve Gas Service Representative or Service Operator and is physically qualified to perform the work.
- (2) *Provided the employee previously held the classification of 1760 or 1761 Work & Resource Dispatcher or Relief prior to the separation of Electric, Gas and Metering Dispatch.*
- (3) Provided the employee previously held the classification of Senior Meter Reader.
- (4) Provided the employee previously held the classification of Meter Reader (LA 87-213).
- (5) Provided the employee previously held the Fieldperson or Night Fieldperson classification.

Notes:

- *Employees who previously held a 1755 Service Operator or 1756 Relief Service Operator classification may have Section 206.5 rights to the Gas Service Representative reverse line of progression.*
- *For a limited period of time, Letter of Agreement 12-18 allows for Title 206 rights to the 1763, 1764, 1765 Work & Resource Dispatcher-Electric classifications for incumbents in the 1760, 1761, 1762 Work & Resource Dispatcher classifications.*

1762 Dispatcher-in-Training – Gas

SAP: 50073353

An employee who has completed the Dispatcher Qualification School and is in training to become a Work & Resource Dispatcher-Gas or Work & Resource Relief Dispatcher- Gas. Upon completion of XX months of formal classroom and on-the-job training, the Dispatcher-in-Training will progress to the Work & Resource Dispatcher – Gas or the Relief Work & Resource Dispatcher – Gas.

Beginner’s Classification

Dispatcher-in Training will be trained to fulfill the following job description/requirements:

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

Job Requirements

- Be responsible for managing same day work.
- Be proficient in working with dispatch technology in distributing work to gas field technicians.
- Ensures that emergency and priority customer work is dispatched expeditiously in accordance with emergency policies and Quality Assurance Standards (QAS).
- Ensures that all compliance and company generated work is dispatched 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 for training.

Notes:

1. This position is covered by Department of Transportation requirements as outlined in applicable Letters of Agreement, and all provisions that apply under the Pipeline Safety Program, including pre-duty testing.
2. The residency requirement in Section 3.5 of the Agreement shall not apply to this classification.

Wages

Dispatcher-in-Training - Gas

	2012	2013	2014
Single Rage	\$33.57	\$34.49	\$35.44

Upon successful completion of the formal and on-the-job training, the Dispatcher-in-Training will progress to the Work & Resource Dispatcher or the Relief Work & Resource Dispatcher at the starting rate of pay.

Work & Resource Dispatcher - Metering

1771 (1772) Work and Resource Dispatcher – Metering (Relief)

SAP: 50486038 (50486039)

A service 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 and manages current workload commitments so that the priority of public safety and customer commitments are met. Shall have a comprehensive knowledge of Company's Customer Service Policies. Shall be familiar with the Company's gas and electric distribution systems. Will be required to generate pre-defined daily, weekly and monthly operational and performance reports. May be required to contact customers or outside public agencies regarding service issues.

Job Requirements

- Be responsible for managing same day, short-term, and long-term operation tags.
- Be proficient in working with dispatch technology in distributing work to field personnel.
- Ensures that emergency and priority customer work is dispatched expeditiously in accordance with emergency policies and Quality Assurance Standards (QAS).
- Respond promptly to call out procedures and emergency duties during major events or storms
- Ensures that all compliance and company generated work is dispatched 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 (emergency, same day and field condition).
- 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.
- Available to perform work in varied shift assignment
- Be proficient in handling multiple tasks and priorities simultaneously

Notes:

1. Relief positions will be offered to the senior Work & Resource Dispatcher-Metering on a voluntary basis. For the initial staffing of Relief Dispatcher positions in Concord, incumbent Relief Dispatchers from Fresno and Concord will be offered the Relief positions in order of years of service.
2. This position is covered by Department of Transportation requirements as outlined in applicable Letters of Agreement, and all provisions that apply under the Pipeline Safety Program, including pre-duty testing.
3. The residency requirement in Section 3.5 of the Agreement shall not apply to this classification.

Entry Test Requirements:

Clerical Test Battery (CTB)

Notes:

1. The Company will pursue a review, assessment and validation process to determine if the Physical Test Battery (PTB) and/or the Industrial Skills Test (IST) more closely align with the duties of the proposed Work & Resource Dispatcher- Metering and Work & Resource Dispatcher-in-Training - Metering classifications. The parties will meet to discuss any proposed changes to the entry test requirements.
2. The CTB requirement will be waived for bidders in the Line of Progression for Work & Resource Dispatcher-Metering who have already qualified on the PTB.

Line of Progression

1771 (1772) Work & Resource Dispatcher – Metering (Relief)

Next Lower Classification	Same or Higher Classification
1773 Dispatcher in Training - Metering	1771 (1772) Work & Resource Dispatcher – Metering (Relief)
1762 Dispatcher in Training - Gas	1760 (1761) Work & Resource Dispatcher – Gas (Relief)
2225 Meter Maintenance Person	1763 (1764) Work & Resource Dispatcher – Electric (Relief)
	2210 Gas Service Representative
	1405 Service Mechanic

Reverse Line of Progression

*The Normal Line of Progression in the Application of Section 206.3
for the Electric Department - Meter*

<u>Classification Affected</u>		<u>May demote to:</u>	
2411	Metering Electronics Tech.	2421	Appr. Metering Elec. Tech.
2422	Un. Metering Electronics Tech.		
2421	Appr. Metering Electronics Tech.	1489	Shop Meterperson
		2225	Meter Maintenance Person
1490	Service Meterperson	1489	Shop Meterperson
		0924	Utility Worker – Electric Meter - PIO
2364	Metering Technician Crew Leader I (1)	2431(2432)	Metering System Technician &
2370	Metering Technician Crew Leader II (1)		(Un.)
2431	Metering System Technician	2433	Apprentice Metering System Tech.
2432	Un. Meter System Technician		
2433	Apprentice Metering System Tech	1489	Shop Meterperson
		1491	Electric Field Meterperson-PIO
		2225	Meter Maintenance Person
		0924	Utility Worker – Electric Meter - PIO
1771	Work & Resource Dispatcher –Metering	1760, 1761	Work & Resource Dispatcher-Gas,
1772	Relief Work & Resource Dispatcher – Metering		Relief Work & Resource Dispatcher-Gas(2)
		1762	Work & Resource Dispatcher-in-Training-Gas
		1773	Work & Resource Dispatcher-in-Training-Metering
		2225	Meter Maintenance Person

(1) For purposes of demotion, Metering Technician Crew Leader I and II are considered the same classification.

(2) Provided the employee previously held the classification of 1760 (1761) Work & Resource Dispatcher or Relief, prior to the separation of Electric, Gas and Metering Dispatch.

Note: For a limited period of time, Letter of Agreement 12-18 allows for Title 206 rights to the 1763, 1764, 1765 Work & Resource Dispatcher-Electric classifications for incumbents in the 1760, 1761, 1762 Work & Resource Dispatcher classifications.

Wages

Work and Resource Dispatcher – Metering (Relief)

	2012	2013	2014
Start	\$36.17	\$37.16	\$38.18
End 6 months	\$36.97	\$37.99	\$39.03
End 12 months	\$40.00	\$41.10	\$42.23
End 18 months	\$43.30	\$44.49	\$45.71

Relief:

The rate of Work and Resource Dispatcher plus \$5.00 per week plus 8 times the Sunday premium.

1773 Dispatcher-in-Training – Metering

SAP: 50486040

An employee who has completed the Dispatcher Qualification School and is in training to become a Work & Resource Dispatcher-Metering or Work & Resource Relief Dispatcher- Metering. Upon completion of six months of formal classroom and on-the-job training, the Dispatcher-in-Training will progress to the Work & Resource Dispatcher – Metering or the Relief Work & Resource Dispatcher – Metering.

Beginner’s Classification

Dispatcher-in Training will be trained to fulfill the following job description/requirements:

A service 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 and manages current workload commitments so that the priority of public safety and customer commitments are met. Shall have a comprehensive knowledge of Company’s Customer Service Policies. Shall be familiar with the Company’s gas and electric distribution systems. Will be required to generate pre-defined daily, weekly and monthly operational and performance reports. May be required to contact customers or outside public agencies regarding service issues.

Job Requirements

- Be responsible for managing same day, short-term, and long-term operation tags.
- Be proficient in working with dispatch technology in distributing work to field personnel.
- Ensures that emergency and priority customer work is dispatched expeditiously in accordance with emergency policies and Quality Assurance Standards (QAS).
- Respond promptly to call out procedures and emergency duties during major events or storms
- Ensures that all compliance and company generated work is dispatched 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 (emergency, same day and field condition).
- 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.
- Available to perform work in varied shift assignment
- Be proficient in handling multiple tasks and priorities simultaneously

Notes:

1. This position is covered by Department of Transportation requirements as outlined in applicable Letters of Agreement, and all provisions that apply under the Pipeline Safety Program, including pre-duty testing.
2. The residency requirement in Section 3.5 of the Agreement shall not apply to this classification.

Wages

Dispatcher-in-Training - Metering

	2012	2013	2014
Single Rate	\$33.57	\$34.49	\$35.44

Upon successful completion of the formal and on-the-job training, the Dispatcher-in-Training will progress to the Work & Resource Dispatcher or the Relief Work & Resource Dispatcher at the starting rate of pay.