



LETTER AGREEMENT NO. 12-51-PGE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS AND HUMAN RESOURCES DEPARTMENT
MAIL CODE N2Z
PO Box 770000
SAN FRANCISCO, CALIFORNIA 94177
(415) 973-4310
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

November 7, 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:

Beginning in 2010, Contact Center Operations (CCO) began experiencing employee attrition levels beyond forecasts and has since increased the number of open requisitions submitted to maintain appropriate workforce levels. Given the hiring efforts were primarily focused on part-time hires, CCO's full time/part time ratios dropped below the desired and contractually required rates. Since that time, CCO has successfully filled several full time vacancies throughout all 5 contact centers and ratios have exceeded the minimum requirements.

While the Company continues to fill vacancies, including filling a number of full-time positions, those efforts alone may not sustain the required staffing ratios. To address any future shortfalls the Company proposes utilizing Section 18.17 to establish a one year proactive pilot process (effective date to be determined) for filling full time beginning level vacancies in the contact centers. The proposed modification will allow the opportunity to enhance the hiring process and allow existing employees to transition to full-time, if desired prior to positions opening to external parties. Company proposes extending this process to both eligible regular and probationary part-time employees, and proposes extending the CCO-wide IBB pilot agreed to in LA 12-12 to align the timeframe with this process.

To address this modification and ensure other contractually eligible employees are not negatively affected, the Company is fully committed to making additional vacancies available to other qualified employees with active transfers on file during the period of the pilot.

The following process will be utilized to effect these actions.

Part-time employees (regular and probationary) will be advised of the following process for indicating their interest in converting to full-time status.

1. The Company will determine full time shifts to be awarded.
2. The Company will award shifts to existing full time status employees within respective headquarters via existing online IBB process.
3. Any remaining shifts will be offered to part time employees (regular and probationary) via new online Part Time to Full Time IBB process. (Note: Process to mirror existing Online IBB as outlined in LA R1-11-16-PGE)
4. The Company will provide summary data to the Union following the filling of positions.

This pilot reinforces the parties' collaboration in addressing a key business need to expedite the filling of vacancies, and potentially frees up Human Resource staffing functions to support the broader demands of the business. With the agreement on this pilot and the commitment to maintain regular discussions on Contact Center workforce staffing, the parties agree to close Grievance 21622.

Either the Company or Union reserves the right to cancel the one year pilot agreement by providing 30 days advance written notice of cancellation.

This proposal has been discussed with Business Representative Debbie Mazzanti.

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

November 19, 2012

By: /s/ Tom Dalzell

Tom Dalzell
Business Manager