



LETTER AGREEMENT NO. 22-23-PGE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS
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MATTHEW LEVY
SENIOR DIRECTOR

INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
P.O. BOX 2547
VACAVILLE, CALIFORNIA 95696
707.452.2700

BOB DEAN
BUSINESS MANAGER

July 5, 2022

Bob Dean, Business Manager
Local Union No. 1245
International Brotherhood of
Electrical Workers, AFL-CIO
P.O. Box 2547
Vacaville, CA 95696

Dear Mr. Dean:

The Company and Union agreed in Letter Agreement 22-22-PGE to specific provisions and/or modifications to the Clerical Labor Agreement when employees designated as Hybrid, work remotely and/or in a PG&E headquarters, as assigned.

Due to the unique work environment associated with employees assigned to Contact Center Operations (CCO), the Company and Union have been in discussions regarding specific provisions related to CCO and have agreed to the following:

1. All provisions and/or modifications to the Clerical Labor Agreement included in Letter Agreement 22-22-PGE will apply to CCO unless expressly called out below.
2. CCO leadership will determine if CCO employees covered under the Clerical Labor Agreement meet the technical and work location requirements to work remotely. All employees will be designated as either Onsite or Hybrid. However, employees will not be forced into a Hybrid designation and may choose to report to their assigned Company headquarters on a regular basis. In the event there are more employees who want to work Hybrid than the Company has deemed necessary, seniority within a specific classification and headquarters will be the determining factor.

The definition of the two work type designations are as follows:

- Onsite - Regularly working at a PG&E headquarters with or without an assigned workspace.

- Hybrid - Working both remotely and in a PG&E headquarters. CCO employees would generally report to a headquarters up to three (3) days per week, on average, and in many instances may not have an assigned workspace.

In the event employees are not assigned a workspace in a CCO facility, the Company will provide employees with a secure location in the CCO facility for storing personal belongings and/or items issued by the Company, if possible. If a secure location is not available, the Oversight Committee will meet to find a resolution.

3. Regardless of an employee's work type designation, all CCO employees are expected to adhere to the following:
 - Whether working at a Company facility or remotely, all CCO employees are expected to follow all Company policies and procedures.
 - CCO leadership will monitor all CCO employee's safety, attendance, performance, and conduct to ensure adherence to Company policies and procedures.
 - CCO employees shall only perform work on behalf of the Company during their regularly scheduled work hours and approved overtime periods.
 - CCO leadership maintains the right to direct work as needed. CCO Hybrid employees will also be responsible for following the CCO absence and vacation notification policies, and for promptly notifying their supervisor if their contact information or remote work location changes.
 - While working remotely, Hybrid CCO employees will observe the same regular work hours, workdays, break and meal periods as they do when reporting to their regular assigned Company headquarters.
4. The number of Hybrid and Onsite shift schedules will be designated by classification and headquarters at the discretion of CCO leadership. Existing shift selection and scheduling agreements will continue to apply.
5. CCO leadership will create internal shift selection designation codes for the Hybrid and Onsite shift selection process by classification and headquarters. These internal shift selection designation codes will not be used by the Centralized Job Bidding Team when filling CCO vacancies.
6. CCO Hybrid and Onsite shift schedules will be awarded based on seniority and classification within an assigned headquarters. CCO leadership will determine if CCO employees meet the technical and work location requirements to work remotely. Follow-up evaluations of remote work requirements may be required if deemed necessary by CCO leadership. A list of requirements to work remotely will be provided to CCO employees annually. These requirements may be revised as is necessary by CCO leadership. Any revisions will be reviewed & approved the Oversight Committee, with the exception of technical system requirements.

7. After shift selection has been completed, CCO employees may not displace other CCO employees, even if the CCO employee is more senior to an existing CCO employee. Consistent with current CCO practice, an employee returning from leave who missed the restack shift selection process will be able to choose the shift/schedule from what was available to their classification and seniority as if they had not been on leave. After their choice is made, the employee will be assigned that shift/schedule and the corresponding work type designation; Hybrid or Onsite.
8. When Hybrid or Onsite shift schedule opportunities become available, in between shift restacks, CCO leadership will first review Internal Bid Book (IBB) bids based on seniority and classification within a headquarters before considering IBB bids from outside of the headquarters pursuant to LA 14-24-PGE.
9. CCO Hybrid employees will continue to be assigned to a physical Company headquarters and will be required to perform their job duties within the State of California.
10. CCO leadership retains the right to have CCO Hybrid employees return to their regular work location, either for short or long term needs, as follows:

Return to Headquarters for Short Term Needs

If a CCO Hybrid employee is required to temporarily return to their work location for operational reasons such as trainings, staff meetings, or other business needs as deemed necessary by the Company, advance notice will be given prior to the conclusion of the CCO Hybrid employees preceding regularly scheduled shift, or 24 hours, whichever is less.

If a CCO Hybrid employee needs to return to their work location due to temporary changes at their remote work location, advance notice must be given to their supervisor as soon as possible to confirm there is a workstation available for the CCO Hybrid employee's utilization.

If a CCO Hybrid employee encounters any unforeseen circumstances (e.g., Power/Internet Outages, Technology Issues, etc.) that affects, or is anticipated to affect, their ability to perform work duties remotely **during an assigned regular work period**, the CCO Hybrid employee will contact their supervisor as soon as possible to discuss alternative options, which may include direction to report to the employee's assigned Company headquarters or other temporary headquarters.

In this situation, the time taken to report to an assigned Company headquarters, or other temporary headquarters, will be paid up to 120 minutes. However, any time taken beyond the employee's expected normal commute, determined to be unreasonable, may result in the Company's decision to change the employee's Hybrid designation. Employees are encouraged to have discussions with their supervisor regarding alternative locations where remote work could potentially be performed, prior to an unforeseen circumstance occurring.

If an employee encounters any unforeseen circumstances (e.g., Power/Internet Outages, Technology Issues, etc.) that affects, or is anticipated to affect, their ability to perform work duties remotely **during an overtime assignment**, the employee will contact their supervisor as soon as possible to discuss alternative options, which may include direction to end the overtime assignment, report to the employee's assigned Company headquarters or other temporary headquarters.

Return to Headquarters for Long Term Needs

If a CCO Hybrid employee is required to regularly return to their assigned Company headquarters, a minimum of thirty (30) days advance notice will be given. However, the timeframe associated with an employee's return to their assigned Company headquarters may be extended at CCO leadership's discretion. The decision to return a CCO Hybrid employee to their assigned Company headquarters shall not be arbitrary or capricious.

CCO Hybrid employees who desire to discontinue their Hybrid designation and return to their assigned Company headquarters on a regular basis must first notify their supervisor to ensure there is a workstation available within their assigned headquarters if their current schedule is within the facilities operating hours. If the employee's current schedule is not within the facilities operating hours for their assigned headquarters, then the employee should utilize the existing shift change processes (e.g., internal bid book process). The CCO Hybrid employee will be returned to their regular assigned Company headquarters on a regular basis as soon as practicable, but no later than thirty (30) calendar days.

11. Pursuant to LA 15-08-PGE, CCO leadership will continue to track emergency and prearranged overtime separately and will continue to equalize overtime in accordance with Title 12.3 of the Clerical Labor Agreement. However, CCO Leadership may assign emergency overtime assignments to Hybrid CCO employees working remotely prior to contacting CCO employees who are assigned to work in an Office.
12. The Company and Union agree to continue discussions regarding the efficacy of remote training of new CCO employees.

The Company and Union shall each appoint up to three (3) members to be part of an Oversight Committee. The Oversight Committee will attempt to resolve any issues that may arise regarding this Agreement.

Upon sixty (60) days written notice, either party may cancel this agreement.

This proposal has been discussed with Senior Assistant Business Manager Bryan Carroll and Assistant Business Manager Mike Adayan.

If you agree, please so indicate in the space provided below and return one executed copy of this letter to the Company.

Mr. Bob Dean

July 5, 2022
LA 22-23-PGE

Very truly yours,

PACIFIC GAS AND ELECTRIC COMPANY

By: 
Matthew Levy
Senior Director

The Union is in agreement.

LOCAL UNION NO. 1245, INTERNATIONAL
BROTHERHOOD OF ELECTRICAL
WORKERS, AFL-CIO

Jul 7, 2022, 2022

By: 
Bob Dean
Business Manager