

7.1: An emp. who has been directed not to contact a customer(s) or who has been subject to formal discipline which resulted from a customer complaint may not contact that customer w/o prior written or oral authorization from a supervisor knowledgeable of the situation



PACIFIC GAS AND ELECTRIC COMPANY  
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# REVIEW COMMITTEE



# IBEW

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**CASE CLOSED  
FILED & LOGGED**

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 4790  
WALNUT CREEK, CALIFORNIA 94596  
(510) 933-6060  
R.W. STALCUP, SECRETARY

MARGARET A. SHORT, CHAIRMAN

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

ARB. 226

Pre-Review Committee No. 2109  
Pre-Review Committee No. 2122  
Review Committee No. 1812

## REVIEW COMMITTEE DECISION

PAM BENITEZ  
Company Member  
Local Investigating Committee

LARRY PIERCE  
Union Member  
Local Investigating Committee

This case concerned disciplinary action for an employee who visited a customer's residence without a work assignment or authorization from the company. This action resulted in the customer contacting the company and expressing concern about the contact. In resolving this case, the parties agreed to the following:

An employee who has been directed not to contact a customer(s) or who has been subject to formal discipline which resulted from a customer complaint may not contact that customer without prior written or oral authorization from a supervisor knowledgeable of the situation. For these purposes, another employee of the Company cannot be considered "the customer".

The foregoing does not cancel or supersede any existing written policies or rules governing customer contact by employees. Supervisors are encouraged to communicate this statement to employees.

Margaret A. Short  
Margaret A. Short, Chairman  
Review Committee

8/7/98  
Date

Roger Stalcup  
Roger W. Stalcup, Secretary  
Review Committee

8/7/98  
Date