



REVIEW COMMITTEE

24.5(c) -Customer Services
Dept contracted
with AT&T for
translation services



PACIFIC GAS AND ELECTRIC COMPANY
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JUN 12 1991
**CASE CLOSED
LOGGED AND FILED**

INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
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R.W. STALCUP, SECRETARY

D.J. BERGMAN, CHAIRMAN

RECEIVED JUN - 3 1991

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

Diablo Division Grievance No. EB-DI-33-84-90-63-17
P-RC 1494

May 31, 1991

May 31, 1991

GREGORY N. ROGERS, Company Member
Diablo Division
Local Investigating Committee

JOE VALENTINO, Union Member
Diablo Division
Local Investigating Committee

Subject of Grievance

This grievance concerns the use of a language translation service to assist service representatives conducting business with non-English speaking customers.

Facts of the Case

The Company entered into a contract with AT&T to provide language translation services in Diablo Division in 1990. These translation services are available to field as well as office personnel who are working with non-English speaking customers. The role of the translation service is to act as an interpreter for both the customer and the employee. The PG&E employee remains responsible for the transaction of PG&E business.

Decision

The parties agreed there has been no violation of the agreement, as long as the use of this service does not exceed that presented in the facts of the Local Investigating Committee report.

DAVID J. BERGMAN, Chairman
Review Committee

ROGER W. STALCUP, Secretary
Review Committee

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