

2.1 -BU work being done by
supv.

18.8 -Frequent upgrade dem-
onstrates need to fill
job permanently.



REVIEW COMMITTEE

IBEW



PACIFIC GAS AND ELECTRIC COMPANY
201 MISSION STREET, 1513A
SAN FRANCISCO, CALIFORNIA 94105
(415) 973-1125

JUN 1 4 1993

**CASE CLOSED
LOGGED AND FILED**

INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
P.O. BOX 4790
WALNUT CREEK, CALIFORNIA 94596
(415) 933-6060
R.W. STALCUP, SECRETARY

D.J. BERGMAN, CHAIRMAN

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

RECEIVED JUN 1 4 1993

Russian River Division Grievance No. RUS-91-27
P-RC 1650

JUDY McMORROW, Company Member
Russian River Division
Local Investigating Committee

LARRY PIERCE, Union Member
Russian River Division
Local Investigating Committee

Subject of the Grievance:

This case concerns the Company's elimination of a Senior Service Representative II position and subsequent upgrade of a Service Representative to Senior Service Representative II. Also at issue is the reassignment of some Senior Service Representative II job duties to non-bargaining unit employees and bargaining unit employees in other departments.

Facts of the Case:

In January 1990, Russian River Division eliminated a Senior Service Representative II position at the Santa Rosa headquarters, leaving one Senior Service Representative II in the headquarters. The grievant, who is a Service Representative in the Santa Rosa headquarters, was upgraded to Senior Service Representative II three to four days per week to assist with backlog and for relief purposes after the position was eliminated and continuing through July 1991.

In July 1991, the Division Customer Services Manager met with the remaining regular Senior Service Representative II in Santa Rosa to review his backlog and establish work priorities. As a result of this meeting, the division reassigned work previously done by the Senior Service Representative II position as follows:

Switched Meter Investigations were moved to the Gas and Electric Department -
(average workload 4 days/month)

Damage Claims were moved to the Customer Services Supervisor - (average workload
3-4 days/month)

Energy Cost Inquiries were referred to the Customer Services Supervisor for review prior to
assigning them to the Senior Service Representative II. Energy Efficiency Inquiries were
referred directly by Service Representatives to the Marketing Department.

A review of the grievant's payroll records indicates that he was upgraded for reasons other than relief on the following days:

PERIOD	DAYS	PERCENTAGE OF WORKDAYS
1st Quarter 1990	31	47.7
2nd Quarter 1990	21	32.3
3rd Quarter 1990	11	16.9
4th Quarter 1990	22	33.8
1st Quarter 1991	25	38.5
2nd Quarter 1991	25	38.5
3rd Quarter 1991	4	6.2
4th Quarter 1991	0	0.0

Discussion:

The Union opined that after this grievance was first raised (July 1991), the Company inappropriately reassigned Senior Service Representative II work to other employees. Additionally, the Union believes that the Company's frequent upgrade of the grievant has demonstrated the need to fill a second Senior Service Representative II position in Santa Rosa.

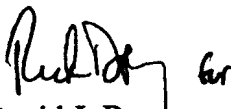
Company argued that except for a period between 1987 and 1991, damage claims have always been handled by management employees and noted that management employees have always handled these claims throughout the rest of the region. In regards to switched meter investigations, Company noted that Gas Servicemen and Troublemens have historically performed these duties and that they are not the exclusive domain of the Customer Services Department. Energy Cost Inquiries are continuing to be referred to the Senior Service Representative II if the customer believes there is something wrong with the billing or meter. Only Energy Efficiency Inquiries are referred to the Marketing Department.

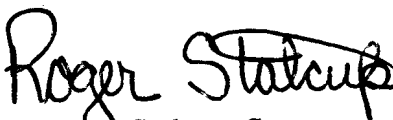
Decision:

The Pre-Review Committee determined that the assignment of switched meter investigations to gas and electric service employees who have historically performed this type of work was appropriate. The Committee also determined that there was no violation in having Service Representatives make direct referrals of energy efficiency inquiries to the Marketing Department, however energy cost inquiries are to continue to be handled by the Senior Service Representative II position. The reassignment of damage claims from the bargaining unit to management was inappropriate and such work is to be returned to the bargaining unit at this headquarters.

The Committee agreed that there is no obligation to fill a second Senior Service Representative II at the headquarters.

This case is closed on this basis and such closure should be so noted by the Local Investigating Committee.


David J. Bergman, Chairman
Review Committee


Roger W. Stalcup, Secretary
Review Committee

Date 6/8/93

Date 6/1/93

SARayburn(223-6274):nj