

2.1 -Use of new technology to dispatch work to Gas Svcmn does not violate Agrmt.



REVIEW COMMITTEE

IBEW



SEP - 9 1993

PACIFIC GAS AND ELECTRIC COMPANY
201 MISSION STREET, ROOM 1508
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SAN FRANCISCO, CALIFORNIA 94177
(415) 973-8510

**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
(510) 933-6060
R.W. STALCUP, SECRETARY

RECEIVED SEP - 7 1993

RICK R. DOERING, CHAIRMAN

Yosemite Division Grievance No. YOS-92-8
P-RC 1662

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

GLORIA HERRERA, Company Member
Yosemite Division
Local Investigating Committee

FRANK HUTCHINS, Union Member
Yosemite Division
Local Investigating Committee

Subject of the Grievance:

This case concerns the Company's use of new technology for field dispatching and processing of gas and electric service work.

Facts of the Case:

In July 1992, Yosemite Division implemented the Mobile Data Terminal (MDT) System within the Gas and Electric Service and Customer Service Departments. The MDT system is a computer aided dispatch system designed as an alternative to paper processing of field service work.

The system allows servicemen, troublemen, and metermen to use a keyboard and screen to view and select orders and enter completion data upon conclusion of the service work.

The use of the MDT system has eliminated the need for service employees to record service information by hand upon completion of the work and has eliminated the need for customer service clerical employees to enter the completed service order into the computer teleprocessing system.

Discussion:

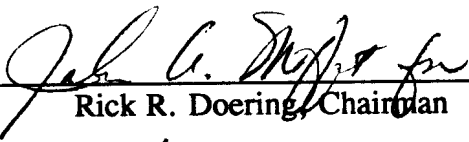
Union opined that physical bargaining unit employees are inputting completed service order information previously done by clerical employees in the Customer Service Department.

Company opined that the only difference between what the field service employees are doing now compared with the past is that they are now entering data into the MDT instead of recording the data using paper and pencil.

Decision:

The Pre-Review Committee agreed to close this case without adjustment. In addition, the parties agreed to further discuss the use of this new technology in accordance with Section 19.17 of the Clerical Agreement and Section 206.18 of the Physical Agreement.

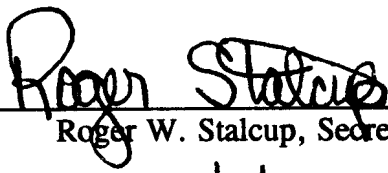
This case is closed on the basis of the above and such closure should be so noted by the Pre-Review Committee.



Rick R. Doering, Chairman

9/7/93

Date



Roger W. Stalcup, Secretary

9/7/93

Date

SARayburn(583:4281):mh