



REVIEW COMMITTEE

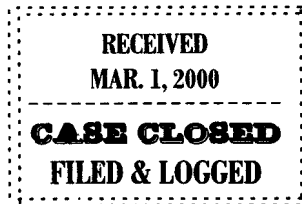
IBEW



PACIFIC GAS AND ELECTRIC COMPANY
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(925) 974-4282

MARGARET A. SHORT, CHAIRMAN

DECISION
LETTER DECISION
PRE-REVIEW REFERRAL



INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
P.O. BOX 4790
WALNUT CREEK, CALIFORNIA 94596
(925) 933-6060
BOB CHOATE, SECRETARY

Fresno Grievance No. FRO-98-12
Fact Finding No. 6738-98-113
Pre-Review Committee No. 2189

Margaret Franklin
Local Investigating Committee
Company Member

Jim Lynn
Local Investigating Committee
Union Member

Subject of the Grievance:

This grievance alleges that it is inappropriate for Call Center Service Representatives to process customer high bill inquiries (ECI's, Energy Cost Inquiries) that the work should be performed by Records Service Representatives. The grievance is filed on behalf of the Records clerks.

Facts of the Case:

In early 1998, Customer Services management instituted some changes in the processing of high bill inquiries and expanded the authority of Call Center Service Representatives to include making adjustments/rebates.

The Joint Statement of Facts contains disputed testimony by the supervisor and the shop steward as to what work has been performed by Call Center employees and by Record employees.

Discussion:

The PRC is in agreement that it is not necessary to resolve the dispute in the record because there is no dispute that it is appropriate for Service Representatives to perform the work in question. In 1980 the Clerical bargaining unit classifications were renamed and divided into three lines of progression: Customer Services, Operating, and Accounting. In the Customer Services LOP, Service Representative replaced the ACDS and C Clerks. One of the key outcomes of these changes was to provide Company with the flexibility of moving duties around within a classification and from desk to desk - a Service Rep is a Service Rep is a Service Rep. Following the 1980 changes, employees

bid a classification, location, and Department; they no longer bid specific desks or duties. However, this flexibility does not extend to assigning work between lines of progression, e.g. Customer Services to Operating.


It should be noted that Records is not a Department but a function within the Customer Services Department, as is Call Centers, Credit, etc.

Another outcome of the negotiations was a requirement for the parties to negotiate a clerical job evaluation system. That was done and has been in place for some time. If there is a question as to the appropriate classification designation for duties performed, then the employee completes a PEQ (Position Evaluation Questionnaire) for the job to be graded.

Finally, Review Committee Decision 334, 979, 1140, and 1192 dated December 13, 1974 determined that routine work associated with customer high bill inquiries is work appropriate for the bargaining unit.

Decision:

No violation of the Agreement occurred. This case is closed without adjustment.



Margaret A. Short, Chairman
Review Committee

2/29/2000

Date



Bob Choate, Secretary
Review Committee

3/1/00

Date