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MARGARET A. SHORT, CHAIRMAN

DECISION
 LETTER DECISION
 PRE-REVIEW REFERRAL

REVIEW COMMITTEE

RECEIVED by LU 1245
 NOV. 28, 2001

**CASE CLOSED
 FILED & LOGGED**

24.1: AFTER A THOROUGH INVESTIGATION AND TRACING PHONE REPORT, A DML GIVEN TO A SACRAMENTO CALL CTR SVC REP FOR DISCONNECTING TWO CUSTOMER CALLS RESULTING IN COMPLAINTS WAS FOR JUST AND SUFFICIENT CAUSE.

IBEW



INTERNATIONAL BROTHERHOOD OF
 ELECTRICAL WORKERS, AFL-CIO
 LOCAL UNION 1245, I.B.E.W.
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 SALIM A. TAMIMI, SECRETARY

**Pre-Review Committee No. 12627
 Call Center Operations - Sacramento**

Robin Wix
 Company Member
 Local Investigating Committee

Arlene Edwards
 Union Member
 Local Investigating Committee

Subject of the Grievance

This case concerns a DML given to a Service Representative for disconnecting two customer calls resulting in complaints.

Facts of the Case

On March 20, 2001 a customer complaint was received alleging that the grievant was rude and screamed at the customer. The customer stated that when he asked to be transferred to a supervisor, the grievant hung-up. Subsequent to the complaint, a Team Lead called the customer back and confirmed his complaint.

A phone trace report was run on the grievant's phone extension for March 20. The report showed 186 calls into the grievant's extension and 14 occasions when the grievant released/disconnected a customer call. The report confirmed that the complaining customer's call was disconnected by the grievant. The grievant explained that he does that when the call has been concluded but the customer doesn't hang up. He further stated he does this in an effort to be a team player, make the Team Lead look good by taking more calls.

The second complaint was from a customer requesting service. The grievant found that the customer owed money on another account and explained it would have to be paid before the new service could be turned on. The customer became belligerent and kept swearing at him. Grievant advised the customer to go to a local office with a picture ID. Grievant stated he heard a click and thought the customer hung-up.

The correct procedure outlined in the General Reference Call Guide for "No Customer on Line" is to ask the customer to call back, continue trying to hear the customer, wait 30 seconds, then release the call."

The grievant had approximately 6 ½ years of service and no active discipline at the time of the DML.

Discussion

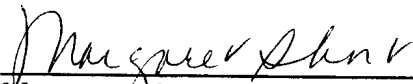
The members of the Pre-Review Committee have settled more than a half dozen discipline and discharge cases involving the disconnecting of customer calls by Service Representatives at Call Centers in the last three years. A Business Manager's grievance over the Call Center Conduct Summary was settled and made clear the consequence for such conduct.

The members of this committee, as well as Call Center Operations management, recognize that some customers can be difficult, offensive, deceitful, or worse. Yet it is our responsibility as a public utility to serve them. To that end Service Reps are provided training for how to handle such calls, how to cope with stress, and how to transfer the caller when the Rep has done all that is within their ability and responsibility. The grievant did not follow procedure in these and many other instances and thereby ran the risk of complaint.

The record developed by the LIC in this case is thorough and complete.

Decision

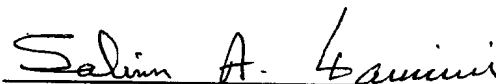
The PRC agrees that the Decision Making Leave was for just and sufficient cause. This case is closed without adjustment.



Margaret A. Short, Chairman
Review Committee

11/28/01

Date



Sam Tamimi, Secretary
Review Committee

11-28-01

Date