

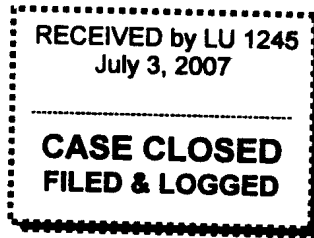
7.1: The discharge of a Sacramento CC Service Rep. for making an inappropriate comment to a customer and improper transfer of a call was for just cause.



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MARGARET A. SHORT, CHAIRMAN  
DECISION  
LETTER DECISION  
PRE-REVIEW REFERRAL

## REVIEW COMMITTEE



IBEW



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

### Pre-Review Committee No. 16989 Customer - Call Center Operations – Sacramento

Kelda Davies  
Company Member  
Local Investigating Committee

Arlene Edwards  
Union Member  
Local Investigating Committee

#### Subject of the Grievance

This case concerns the discharge of a Service Representative for making an inappropriate comment to a customer and improper transfer of a call.

#### Facts of the Case

The grievant handled a call from a customer inquiring about his energy consumption. The grievant discussed several things the customer could do to check his usage and which appliances use the most. The customer was not satisfied with his suggestions and requested to speak with a supervisor. When the grievant did not immediately initiate the transfer, the customer asked a second time to speak with a supervisor.

At that point, the grievant transferred the call not to a supervisor or the Help Desk, but to dispatch. In the process of transferring the call, the grievant made a very inappropriate comment which contained a racial slur.

As Sacramento is a 24-hour operation, Dispatchers at this location do not routinely take customer calls. The Dispatcher was confused as to why he received the call. The customer immediately called in again to register a complaint. He complained about not being transferred to a supervisor and that he heard the Service Rep make an inappropriate comment to him, although the exact words were not clear.

At the time of discharge, the grievant had approximately 18 months of service and an active Oral Reminder and two active coaching and counselings in the Attendance category. He also had 8 positive contacts in Work Performance.

Discussion

The grievant does acknowledge making a profane and racial inappropriate comment to the customer. The Pre-Review Committee is in full agreement that the comment is universally recognized as derogatory and is not tolerated in the workplace. Annually the Company mails to each employee a letter from the Sr. Vice President of Human Resources reminding employees of their responsibility to not harass or create a hostile work environment. The grievant's comment is behavior clearly prohibited under Company policy. Union's committee member agreed that such language is prohibited in any workplace as well and is grounds for discipline or discharge.

The grievant explained that he inadvertently transferred the call to Dispatch because he does not use the Softphone mechanism provided, but rather manually input the numbers and misdialed. He also indicated he should have followed the ECI (energy consumption inquiry) script; but thought the customer would be satisfied with the information he provided.

There was some discussion at the LIC as to whether other employees received less discipline for similar offenses. After reviewing records, the LIC found no such cases. However, the record does reflect that both Sacramento Call Center and San Jose Call Center have similar cases of inappropriate language cases that ranged from Oral Reminders to Decision Making Leaves, but none of the language was egregious as the grievant to the customer...

Decision

Given the grievant's short service, active disciplinary record, and the very inappropriate comment and the improper call transfer, the PRC agrees the discharge was for just cause. This case is closed without adjustment.

  
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Margaret A. Short, Chairman  
Review Committee

6/30/07  
\_\_\_\_\_  
Date

  
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Bob Choate, Secretary  
Review Committee

6/30/07  
\_\_\_\_\_  
Date