



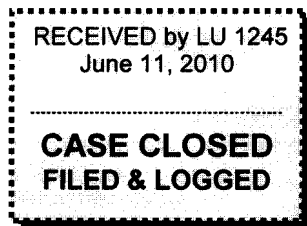
REVIEW COMMITTEE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS DEPARTMENT
MAIL CODE N2Z
P.O. BOX 770000
SAN FRANCISCO, CA 94177
(415) 973-6725

JOHN MOFFAT, CHAIRMAN

DECISION
LETTER DECISION
PRE-REVIEW REFERRAL



INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
P.O. BOX 2547
VACAVILLE, CALIFORNIA 94696
(707) 452-2700

BOB CHOATE, SECRETARY

Pre-Review Committee No. 19212 Customer Care – Fresno Contact Center

Margaret Franklin
Company Member
Local Investigating Committee

Debbie Mazzanti
Union Member
Local Investigating Committee

Grievance Issue:

The Company is scheduling and rescheduling employees' break period.

Facts of the Case:

The Company instituted a Break Optimization pilot in April of 2009. The pilot allowed for the Company to optimize phone availability based on call arrival patterns within 15 minute time intervals and determine the number of Customer Service Representatives needed to meet that demand.

The process looks at the breaks, how many employees are scheduled for breaks and at what time and then spreads them out within the legal limit. Breaks are scheduled a week in advance, employees know by Wednesday what their schedule will be for the following week.

The first week of the pilot 36% of the breaks were adjusted. Subsequently 52.6% of the breaks have been adjusted.

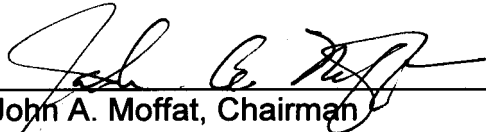
Discussion:

The Company argued that the scheduling of breaks are not covered by the collective bargaining agreement and are not part of the work schedule. Breaks are provided in accordance of the Company's legal requirement.

The Union argued that breaks are part of the schedule and that it is inappropriate to change them. The Union further argued that since the Company is moving the breaks so often it is difficult to ensure that the Company is within legal compliance.

Decision:

Parties agree that there is no contractual violation of the agreement and this case is being sent back to the Local Investigating Committee for closure and to ensure the Company is in legal compliance.



John A. Moffat, Chairman
Review Committee

6/4/10

Date



Bob Choate, Secretary
Review Committee

6/4/10

Date