

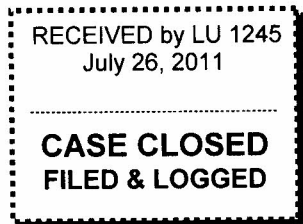


## REVIEW COMMITTEE



PACIFIC GAS AND ELECTRIC COMPANY  
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INTERNATIONAL BROTHERHOOD OF  
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DOUG VEADER, CHAIRMAN  
 DECISION  
 LETTER DECISION  
 PRE-REVIEW REFERRAL

ED DWYER, SECRETARY

### Pre-Review Committee No. 20524 Customer Care – Gas Service - Fresno

Margaret Franklin  
Company Member  
Local Investigating Committee

Mike Grill  
Union Member  
Local Investigating Committee

#### Subject of the Grievance

This case involves the discharge of a Gas Service Representative for not conducting himself properly during a customer contact.

#### Facts of the Case

The grievant is a Gas Service Representative with a hire date of September 28, 2005. At the time of the incident, the grievant's active disciplinary record consisted of a Decision Making Leave (DML), a Written Reminder, and multiple coaching and counselings, one of which occurred following the DML. The DML was not grieved.

The Company received a complaint that while at a customer's residence, the grievant was rude, would not answer questions, and ignored the customer. Additionally, when the customer's uncle asked questions, the grievant did not respond. At one point, the customer smelled an odor of gas and asked if this was normal. The grievant did not respond to her until she repeatedly asked the question.

The customer's mother wanted her to call the police because she felt intimidated by the grievant. Instead the customer called the Contact Center three times to express her concerns. While on one of the calls, the customer handed the grievant her phone. The Customer Services Representative (CSR) on the line asked him about the gas odor. He told her the gas smell was normal as he was doing a turn on which involved the purging of gas. He said he was going to finish the tag and go home. According to the CSR, the grievant sounded irritated.

During the investigative interview and at the Local Investigating Committee (LIC), the grievant provided his side of the story. He denied some of the specific complaints which the customer

had raised. He did however to some degree confirm the allegations made against him. Specifically, the grievant acknowledged that he (1) did not answer all of the customer's questions, (2) ignored the uncle's questions and smiled at him because he thought he was drunk, (3) was not polite, cordial, or communicative, and (4) thought the customer had an aura of superiority about her.

#### Discussion

In considering all the facts in this case including the customer complaint, the grievant's description of the interaction, and the observation of the CSR, the Committee concludes that the grievant did not conduct himself properly at the customer's residence.

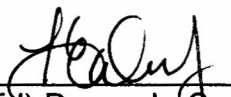
The Company is in the business of safety and service to our customers. The grievant failed to provide adequate customer service and ignored the safety concerns of the customer. The grievant was on an active DML and subsequent coaching and counseling.

#### Decision

The Committee agrees the discharge was for just cause. This case is considered closed without adjustment.

  
\_\_\_\_\_  
Doug Veader, Chairman  
Review Committee

7/26/11  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
F.E. (Ed) Dwyer Jr, Secretary  
Review Committee

7/26/2011  
\_\_\_\_\_  
Date