

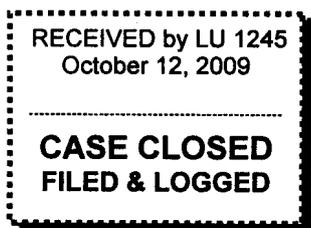


## REVIEW COMMITTEE



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS DEPARTMENT  
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INTERNATIONAL BROTHERHOOD OF  
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LOCAL UNION 1245, I.B.E.W.  
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VACAVILLE, CALIFORNIA 94696  
(707) 452-2700



JOHN MOFFAT, CHAIRMAN

BOB CHOATE, SECRETARY

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

### Review Committee No. 18850 Customer Care - Dispatch

Monica Oakes  
Company Member  
Local investigating Committee

Mike Grill  
Union Member  
Local Investigating Committee

#### Grievance Issue:

DML issued to a Work & Resource Dispatcher for failure to follow instructions given to him by his supervisor.

#### Facts of the Case:

The Grievant is a Work & Resource Dispatcher with 28 years of service. The Grievant had no active discipline at the time of the incident.

DML was issued on January 5, 2009.

On December 16, 2008, the dispatcher was notified by the Gas Service Representative (GSR) in the field that he was at the location of a house explosion. The GSR told the Grievant that a wall had exploded in the customer's home and caused serious damage. The GSR and the Fire Department speculated that it was from methane gas. The Grievant asked the GSR if he was going to call the GSR supervisor. The GSR said he would call him the following day. The conversation between the GSR and the Grievant continued discussing various customer complaints of odors in the area.

The Grievant was told by his supervisor to call the GSR and to instruct him to call the GSR supervisor immediately. The Grievant logged the incident but did not call the GSR. The Grievant stated he did not call the GSR back to tell him to call the supervisor.

The supervisor testified that he asked the Grievant if the GSR was going to call the GSR supervisor and the Grievant stated "no, he would call him in the morning." The supervisor then told the Grievant that; "he needed to call the GSR right back and tell him to call the supervisor right now. We do not make those assessments." He needs to talk to his

supervisor and his supervisor can take it from there. The Grievant's reason for not calling back the GSR was he thought he had it covered in the previous conversation.

The Grievant testified that he did not follow the instructions because he had just gotten off the phone with the GSR and had a lot of other things going on. It was hard to stay focused and thought there were more important things to do. Looking back he said he would have done things differently.

There was a natural gas leak found near the home that had the explosion.

Discussion:

The Union argued that the failure to follow the supervisor's instruction should be the only issue in this case since the Grievant followed all of the safety procedures up to that point. The Union further argued that the discipline was too severe. Further, the Grievant's supervisor testified that the Grievant is a very good dispatcher and made a mistake.

The Company argued that the events in this case are extremely serious and the Grievant should have followed his supervisor's instructions. A very serious incident had already taken place and the Grievant failed to follow the supervisor's instruction which could have prevented other serious safety incidents from happening.

Decision:

Parties are in agreement that the Grievant failed to follow instructions given by the supervisor and based on the facts in this case the discipline was for just and sufficient cause.

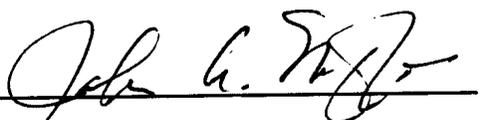
Case is closed without adjustment.

**For the Company:**

John Moffat  
Gayle Hamilton  
Dave Morris  
Malia Wolf

**For the Union:**

Bob Choate  
William R. Bouzek  
Louis Mennel  
Karen Russel

By:   
Date: 10/2/09

By:   
Date: 10/2/09