



REVIEW COMMITTEE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS DEPARTMENT
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SAN FRANCISCO, CA 94177
(530) 613-3203

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

DOUG VEADER, CHAIRMAN

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

RECEIVED by LU 1245
April 30, 2012

**CASE CLOSED
FILED & LOGGED**

F. E. (ED) DWYER Jr, SECRETARY

**Review Committee No. 20035
Business Manager's Grievance 10-02
Customer Care – Contact Center Operations - Various Locations**

Subject of the Grievance

This grievance concerns whether the use of non-bargaining unit employees to contact customers regarding late bills was a violation of the Agreement.

Discussion

While this grievance has been processed through the grievance procedure, the parties have continued to discuss this issue. Based on that continued dialog, the Company and Union have agreed that this grievance may now be closed.

Decision

The Committee agrees to close this grievance without adjustment and without prejudice to the positions of the parties.

For the Company:

Doug Veader
Laura Sellheim
Ruben Ramirez
Mike Savage

By: Doug Veader
Date: 4/26/12

For the Union:

F.E. (Ed) Dwyer Jr.
James Brager
Mike Scafani
Karen Russel

By: [Signature]
Date: 4/26/2012