



REVIEW COMMITTEE

IBEW



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS DEPARTMENT
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INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
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(707) 452-2700

CLAIRE IANDOLI, CHAIRMAN

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

KIT STICE, SECRETARY

Review Committee Number 22443 EDSO—Restoration and Control—Fresno RMC

Monica Oakes
Company Member
Local Investigating Committee

Ed Dwyer
Union Member
Local Investigating Committee

Subject of the Grievance

During an outage, the Company violated the Work and Resource (W&R) Electric Dispatcher job description by instructing customers on how to re-set their own circuit breakers.

Facts of the Case

In November 2013, a "Single Customer Outage Desk Script" (herein after "Script") was developed with input from Electric Supervisors and Dispatchers to instruct customers on how to reset their own circuit breakers when they were experiencing an outage. According to the Company, this process had been in place for Contact Center employees for more than 10 years and was referred to as the "Part Out Gen Ref script."

According to the Union, once a customer had checked for a tripped breaker, the Dispatcher explained how to reset it.

The Committee reviewed the note at the bottom of the Script. It states, "If at any time the customer is hesitant about checking the breakers or feels it is unsafe, stop and advise the customer and... [we]... will send a Troublemaker out to assist him/her."

Discussion:

According to the Union, the fact that a document was created for the Dispatchers with input from the Restoration Department is evidence that the Dispatchers were performing work of another classification and outside of their own job duties. The Union urged, if the Company wishes to have Dispatchers perform those duties, or the duties of other qualified employees, the duties must be negotiated.

The Company argued there is no violation of the Agreement because the job description for the W&R Dispatcher states that they "may be required to contact customers regarding service issues". In this case, employees were being required to contact customers in order to address "part out" situations. Further, Dispatchers were provided a script, based on Gen Ref, to help customers identify the cause of their outage and resolve it quickly. In cases where customers are hesitant about checking or re-setting their own circuit breakers, Dispatchers were instructed to dispatch a Troubleman. Dispatchers were not performing Troubleman work by simply explaining the process to customers.

Decision

The Committee discussed this case at length. Although no violation of the agreement occurred, this decision is forthcoming following confirmation that the Dispatcher reading the Script asks the customer if they feel safe to flip the breakers in their own home, prior to instructing customers on the re-set process. This case is settled without precedent and without adjustment.

For the Company:

Claire Ica 7.19.17
Claire Iandoli, Chairperson Date
Review Committee

For the Union:

Kit Stice 7-19-17
Kit Stice, Secretary Date
Review Committee