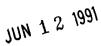


REVIEW COMMITTEE



CASE CLOSED

24.5(c) -Customer Services Dept contracted with AT&T for translation services



INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS, AFL-CIO LOCAL UNION 1245, I.B.E.W. PO. BOX 4790 WALNUT CREEK, CALIFORNIA 94596 (415) 933-6060 R.W. STALCUP, SECRETARY

PACIFIC GAS AND ELECTRIC COMPANY 215 MARKET STREET, ROOM 916 SAN FRANCISCO, CALIFORNIA 94106 (415) 973-1125

D.J. BERGMAN, CHAIRMAN

DECISION LETTER DECISION PRE-REVIEW REFERRAL **RECEIVED** JUN - 3 1991

Diablo Division Grievance No. EB-DI-33-84-90-63-17 P-RC 1494

May 31, 1991

May 31, 1991

GREGORY N. ROGERS, Company Member Diablo Division Local Investigating Committee JOE VALENTINO, Union Member Diablo Division Local Investigating Committee

Subject of Grievance

This grievance concerns the use of a language translation service to assist service representatives conducting business with non-English speaking customers.

Facts of the Case

The Company entered into a contract with AT&T to provide language translation services in Diablo Division in 1990. These translation services are available to field as well as office personnel who are working with non-English speaking customers. The role of the translation service is to act as an interpreter for both the customer and the employee. The PG&E employee remains responsible for the transaction of PG&E business.

Decision

The parties agreed there has been no violation of the agreement, as long as the use of this service does not exceed that presented in the facts of the Local Investigating Committee report.

- angression &

DAVID J. BERGMAN, Chairman Review Committee

KNTierney:(223-1124):tc

ROGER & STALCUP, Secretary Review Committee