



## REVIEW COMMITTEE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
2850 SHADELANDS DRIVE, SUITE 100  
WALNUT CREEK, CALIFORNIA 94598  
(925) 974-4282

RECEIVED  
MAR. 1, 2000  
**CASE CLOSED**  
**FILED & LOGGED**

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 4790  
WALNUT CREEK, CALIFORNIA 94596  
(925) 933-6060  
BOB CHOATE, SECRETARY

MARGARET A. SHORT, CHAIRMAN

DECISION  
LETTER DECISION  
PRE-REVIEW REFERRAL

San Jose Grievance No. SJO-99-28  
Fact Finding No. SJO-99-28

De Anza Division Grievance No. DEA-99-04  
Fact Finding No. 7016-99-174  
Pre-Review Committee No. 2249

Gail Stenerson  
Company Member  
Local Investigating Committee

Kathy Maas  
Union Member  
Local Investigating Committee

### Subject of the Grievance

This case concerns the practice of supervisors calling customers who have had work performed by Gas Service Representatives. The Union alleges such phone calls are clerical bargaining unit work.

### Facts of the Case

Beginning in May 1999, the Company implemented a QSE+ Best Practice-Service Review that required the supervisors on a system wide basis to phone a small percentage of customers and inquire the level of service they recently receive. The purpose of the calls is to enhance the QSE+ score which is used as a performance measure in Performance Based Ratemaking. Since the calls began, there has been an improvement in the QSE scores.

A few years ago there was a similar pilot program where Customer Service Representatives called customers to inquire the quality of their service after a service call.



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