

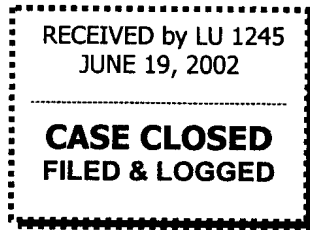


REVIEW COMMITTEE

IBEW



PACIFIC GAS AND ELECTRIC COMPANY
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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
SALIM A. TAMIMI, SECRETARY

MARGARET A. SHORT, CHAIRMAN

DECISION
LETTER DECISION
PRE-REVIEW REFERRAL

Pre-Review Committee No. 12102
Customer Services - Credit and Record Center - Stockton

Rose Veridiano
Company Member
Local Investigating Committee

Gary Hughes
Union Member
Local Investigating Committee

Subject of the Grievance

This case concerns work assignments given Utility Clerks at the Stockton Credit and Collection Center.

Facts of the Case

The work being performed by the Utility Clerks is checking customer packets that are scheduled for 15-day or 48-hour notices, or shut-off. They look up the customer accounts to determine if payment has been made, credit extension granted, payment arrangement made, or any other reason the notice should not be sent or the packet fielded for shut-off. If there is any reason to contact the customer, this is handled by a Service Representative. The Utility Clerks are performing no customer contact.

In a prior grievance, the Utility Clerks were performing work which included customer contact which the parties agree is inappropriate for the Utility Clerk classification and requires an upgrade to Service Representative if performed more than 4 hours per day. The earlier grievance was resulted in upgrade pay for the grievants.

Subsequent to the settling of that case, Company realigned the work by removing the customer contact from the Utility Clerks and assigning it to Service Representatives. That is the subject of this grievance.

Discussion

Union alleges that Company is attempting to circumvent the upgrade provisions of the labor agreement by reassigning the customer contact work. Further, Union opines that Company's action in removing the higher level work from the Utility Clerks to lower the job grading is inconsistent with one of the intents of the PEQ process to try to maintain higher level jobs.

Company responded that it is entirely appropriate to reassign work to the classification that normally performs specific duties. That was the subject of the first grievance and what entitled the Utility Clerks to an upgrade to Service Rep. That is always the option Company has, either pay the employee performing the work or assign it to the appropriate classification. In this instance, Company has done both. We paid the Utility Clerks for the period of time they were performing customer contact and then gave the work back to Service Rep where it belonged. Should the Company continue to assign customer contact to the Utility Clerks and temporarily upgrade them, Union would file a grievance asking that Company fill Service Rep vacancies on a permanent basis as the need had been demonstrated. This could result in the Utility Clerks being subject to Title 19 and potentially laid-off as they may or may not be the successful bidders to Service Rep. By realigning the work, no such disruption needs to occur.

As for the intent of the PEQ process, there was a commitment when first used to grade all the clerical jobs in the system, that the parties would attempt to set the cut-off scores at a place that would retain relatively the same number of positions at all clerical levels. However, the whole reason for the grading system is to be able to determine what the appropriate level of a position is when duties have been changed. A grading system is necessary in the absence of job definitions because the mix of tasks on any given clerical desk may change due to increase or decrease of staffing, addition or elimination of work, new procedures, or any number of factors.

The LIC report states that there was no reduction in the Service Rep classification in Stockton.

Decision

The PRC is in agreement that no violation of the agreement occurred. This case is closed without adjustment.

Margaret Short

Margaret A. Short, Chairman
Review Committee

6/20/02

Date

Sam A. Tamimi

Sam Tamimi, Secretary
Review Committee

6-20-02

Date