

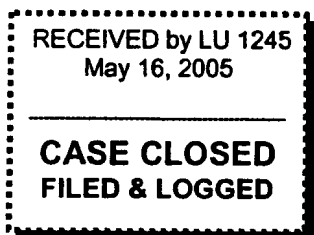
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PACIFIC GAS AND ELECTRIC COMPANY  
2850 SHADELANDS DRIVE, SUITE 100  
WALNUT CREEK, CALIFORNIA 94598  
(925) 974-4282

MARGARET A. SHORT, CHAIRMAN  
 DECISION  
 LETTER DECISION  
 PRE-REVIEW REFERRAL

## REVIEW COMMITTEE



**IBEW**



INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 2547  
VACAVILLE, CALIFORNIA 95696  
(707) 452-2700  
SALIM A. TAMIMI, SECRETARY

### Pre-Review Committee No. 14954 & 15191 OM&C – Electric T&D – San Rafael

Carol Quinney  
Company Member  
Local Investigating Committee

Larry Pierce  
Union Member  
Local Investigating Committee

#### Subject of the Grievance

These grievances concern an Oral Reminder and a Written Reminder in the conduct category given to a Troubleman based on complaints from other employees about his interactions with them.

#### Facts of the Case

On January 21, 2004 the grievant was at a residence to work on a hazard. The customer engaged the grievant in a conversation regarding a claim the customer had filed with the Company. The grievant called the Safety, Health, and Claims Representative handling the claim and made comments that were outside his area of expertise and may have compromised the Company's position with the customer. In addition, the grievant used profanity toward the Claims Representative. An Oral Reminder was issued on February 6, 2004.

On May 13, 2004 the grievant approached a Service Operator in Gas Dispatch asking for completion of a service tag to cover work he'd performed the night before. According to the Service Operator the grievant was visibly angry and shaking and that she felt intimidated. When the Operator let the grievant know how his actions affected her, he apologized. The grievant was given a Written Reminder dated May 25, 2004.

#### Discussion


Union stated that the grievant's behavior was not out of character for him and that in the first instance he was trying to be helpful to a customer and in the second instance trying to get a tag generated and feeling frustrated by the a lack of cooperation by Gas Dispatch. Union argued the discipline was too severe.

Company responded that all employees receive a letter annually about behaviors that create a hostile work environment. While grievant's behavior may be normal for him, it is perceived by others as threatening and needs to change. Company recommended EAP to the grievant as a resource for behavior modification.

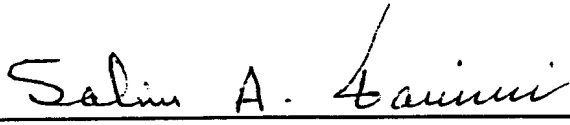
Decision

After a very lengthy discussion, the Pre-Review Committee agreed to deactivate the discipline as of March 4, 2005, the date of the PRC meeting. This deactivation is approximately six weeks early and is without precedent or prejudice to the position of either party or to the Positive Discipline system.

This case is closed on the basis of the foregoing adjustment.

  
\_\_\_\_\_  
Margaret A. Short, Chairman  
Review Committee

5/13/05  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Sam Tamimi, Secretary  
Review Committee

5-13-05  
\_\_\_\_\_  
Date