

18.17; 24.1: Rather than upgrading Util. Clerks to Srv. Rep on long-term for additional workload; Co. agrees to begin filling Cust. Svc. Rep. positions in Stockton on a regular basis.



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

REVIEW COMMITTEE

RECEIVED by LU 1245
November 14, 2005

CASE CLOSED
FILED & LOGGED

IBEW



INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
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SALIM A. TAMIMI, SECRETARY

Pre-Review Committee No. 15773 Customer Service – Credit and Records - Stockton

Travis Browne
Company Member
Local Investigating Committee

Arlene Edwards
Union Member
Local Investigating Committee

Subject of the Grievance

This case concerns the long-term upgrade of Utility Clerks to Service Representative for additional workload. The correction requested is to fill the positions on a regular basis.

Facts of the Case

This grievance was filed in March 2005 on behalf of the approximately 90 upgraded Utility Clerks who want the Service Rep positions on a regular basis. There is no dispute that the work they are performing is Service Rep work. The Utility Clerks at the time of the grievance filing had been upgraded anywhere from six months to three years.

Discussion

The PRC agrees there is no contractually defined period for temporary upgrade beyond which, Company must fill additional positions. If the upgrades were behind absent employees, then they would be limited by the duration of the employee's absence. Upgrades for additional workload, as in this case, are generally viewed as excessive after one year. At that point, Company needs to assess and decide whether to fill the positions on a regular basis or stop the upgrades.

One concern expressed by Company in this case is that the filling of Service Rep positions could result in other employees from outside of Stockton bidding in, which would cause Stockton to exceed its authorized headcount and necessitate the displacement of junior Utility Clerks.

Union acknowledged this potential outcome but noted Company needs to comply with the Labor Agreement.

Decision

Company agrees to begin filling Customer Service Representative positions in Stockton on a regular basis. The parties have agreed on a schedule that will also align with the need for Service Reps at the Sacramento and Fresno Contact Centers.

This case is closed on the basis of the foregoing:

Margaret Short
Margaret A. Short, Chairman
Review Committee

11/10/05
Date

Salim A. Tamimi
Sam Tamimi, Secretary
Review Committee

11-10-05
Date