

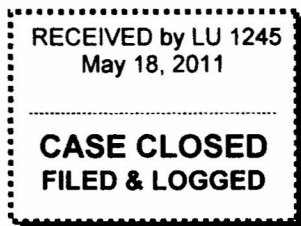


## REVIEW COMMITTEE



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS DEPARTMENT  
MAIL CODE N2Z  
P.O. BOX 770000  
SAN FRANCISCO, CA 94177  
(415) 973-6725

JOHN A. MOFFAT, CHAIRMAN  
DECISION  
LETTER DECISION  
PRE-REVIEW REFERRAL



INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 2547  
VACAVILLE, CALIFORNIA 94696  
(707) 452-2700

FE (Ed) Dwyer Jr., SECRETARY

### Pre-Review Committee Nos. 19498 and 20158 Customer Care – Customer Services – Area 5

Margaret Franklin  
Company Member  
Local Investigating Committee

Arlene Edwards  
Union Member  
Local Investigating Committee

#### Subject of the Grievance

Supervisors are allegedly performing bargaining unit work by keying customer information at the Kiosk.

#### Facts of the Case

The first grievance was filed in August of 2009 (19498) and the second grievance was filed in April of 2010 (20158). Both cases alleged the same infraction, Supervisors performing bargaining unit work.

The supervisor stated that after the first grievance was filed the only time she inputted a payment using the kiosk was for her account and after her work hours. She has tested the printer, helped clear paper jams and helped with printer problems.

The grievant stated that she had received several emails from employees who observed the supervisor helping customers. This help included showing customer how to use the kiosk and on one occasion wrote out a receipt.

The supervisor stated when asked she points customers toward payment options, drop box, kiosks and neighborhood payment centers.

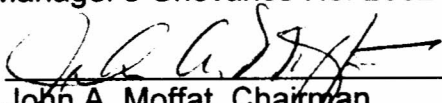
Discussion

The Company position in these case is the work is either a shared duty, de minimus or outside the scope of the bargaining unit classifications. The de minimus work in these cases is at best a slight departure resulting in no injury and was done in good faith. The work in question is also trifling and immaterial and should not be taken into account when considering whether a jurisdictional violation occurred.

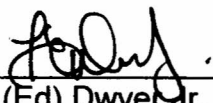
The Union argued that manpower planning has always been performed by the bargaining unit and that the work with customers at the Kiosks is bargaining unit work. This work is exclusively bargaining unit work and that management should cease and desist performing these duties.

Decision

The committee is recommending that these cases go back to the Fact Finding Committee to be closed without adjustment. The issues in these cases are addressed in Business Manager's Grievance No. 20621 (10-06).

  
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John A. Moffat, Chairman  
Review Committee

5/16/2011  
\_\_\_\_\_  
Date

  
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F.E. (Ed) Dwyer Jr, Secretary  
Review Committee

5/16/2011  
\_\_\_\_\_  
Date