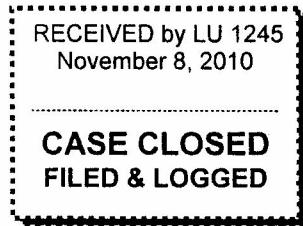




PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS DEPARTMENT  
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SAN FRANCISCO, CA 94177  
(415) 973-6725

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

## REVIEW COMMITTEE



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

BOB CHOATE, SECRETARY

### Pre-Review Committee No. 19521 Customer Care – Call Center – San Jose

Michelle Lee  
Company Member  
Local Investigating Committee

Debbie Mazzanti  
Union Member  
Local Investigating Committee

#### Subject of the Grievance

A Senior Service Representative I was issued a Written Reminder for a customer complaint.

#### Facts of the Case

The Grievant is a Senior Service Representative I at the San Jose Call Center. The grievant has seven years of service. He was hired as a Service Representative and became a Senior Service Representative I in May of 2009.

In May of 2009 the grievant was given an Oral Reminder in conduct for his handling of a customer call. In the Oral Reminder it was stated that his failure to improve meant that he would be subject to further disciplinary action.

The grievant has received and signed a number of "Call Center Employee Conduct Summary Supplement", which provide examples of misconduct that will subject Call Center employees to discipline.

On August 11, 2009, the grievant was given a Written Reminder for conduct on the phone on July 24, 2009. The LIC and the Pre-Review Committee listen to the recording of the calls at issue in this case. The caller was a difficult customer. The grievant failed to give the customer his name when asked; he spoke over the customer, failed to provide alternate payment options, was condescending to the customer, and told the customer she would not be turned back on unless she answered his questions.

Discussion

The Union stated that the customer in this case was incoherent and was inappropriate with the grievant. The grievant had only been a Senior Service Representative I for a few weeks and without full training. The Union further argued based the grievant's experience in the position and the behavior of the customer that the discipline should be reduced to a Coaching and Counseling. Additionally, supervisors should encourage improvements through positive contacts not discipline on difficult calls. Listening to the grievant's recorded call it was a very difficulty call and the Union believes that the grievant showed good restraint on several portions of the call.

The Company argued that the grievant has a history of mishandling calls. In this case he failed to provide his last name to the customer and inappropriately handled the customer's delinquent debt. The grievant had an Oral Reminder in conduct due to his handling of calls as well as being Coached and Counseled prior to this Written Reminder being issued.

Decision

The parties agree that the grievant could have handled the situation in a more professional manner. The grievant acknowledged that he needed to work on his verbal and listening skills and committed to meet the expectations going forward. . It is clear in the Call Center Employee Conduct Summary that employees need to respond in a respectfully manner when trying to resolve a customer problem. They should not be rude, disrespectful or demonstrate an unwillingness to assist the customer. The grievant in this case exhibited some of those behaviors with a very difficult customer.

The discipline in this case has de-activated and the parties agree to close this case without prejudice in regards to the severity of the discipline.

  
\_\_\_\_\_  
John A. Moffat, Chairman  
Review Committee

10/29/10  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Bob Choate, Secretary  
Review Committee

10/29/10  
\_\_\_\_\_  
Date