

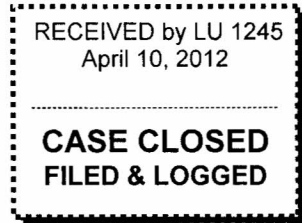


REVIEW COMMITTEE

IBEW



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS DEPARTMENT
MAIL CODE N2Z
P.O. BOX 770000
SAN FRANCISCO, CA 94177
(650) 598-7567



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

DOUG VEADER, CHAIRMAN
 DECISION
 LETTER DECISION
 PRE-REVIEW REFERRAL

F. E. (ED) DWYER Jr, SECRETARY

Pre-Review Committee Number 20949 Gas Operations – Gas Service – Santa Rosa

Deanna Helm
Company Member
Local Investigating Committee

JV Macor
Union Member
Local Investigating Committee

Subject of the Grievance

This case concerns a Decision Making Leave (DML) issued to a Gas Service Representative for refusing to respond to an Immediate Response field service order (IR call).

Facts of the Case

The grievant is a Gas Service Representative (GSR) with six years of service. His regular hours of work are 07:30 to 16:00. At 15:47 he was finishing up his last job, talking with a customer, when he received a call from Dispatch. The exchange was as follows:

Grievant: "Yeah, it's (name)"

Dispatcher: "Hey Joe this is (name) in dispatch. I know you guys are off at 4, but need to try you first because you are the closest person. Uh"

Grievant: "No thank you, 30 minutes from home still"

Dispatcher: "Uh, huh, okay. Alright. Good bye".

After this interaction, Dispatch notified the grievant's supervisor that he had refused an IR call. The supervisor then contacted another GSR to confirm his availability and instructed Dispatch to assign the work to the second GSR. The supervisor did not attempt to contact the grievant.

During the LIC, the grievant stated that the Dispatcher did not tell him it was an IR. When he has received IR calls in the past, Dispatchers have always identified it as an IR and asked for his ETA. Had he been told it was an IR he would have responded. He stated that he has never refused to take an IR call. Given that he was at the end of his shift, the Union argued he believed he was simply declining an overtime opportunity.

Discussion

The Committee discussed that timely response to IR calls is essential to the Company's commitment to public safety. Refusing to respond to an IR call is a serious offense which could result in disciplinary action up to and including discharge. Additionally, refusal to work a non-IR call when assigned could be grounds for disciplinary action.

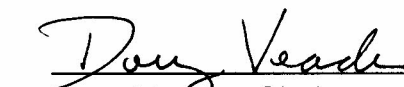
The Committee listened to the recording of the interaction between the grievant and the Dispatcher. It is clear that the grievant was not advised that the call was an IR and did not refuse a work assignment. The Dispatcher had an opportunity to tell the grievant that the call was an IR. Instead, she ended the call.

The Committee contacted the Customer Field Services leadership regarding this grievance. While there is agreement that the grievant did not refuse to respond to an IR call, there is concern that his response to the Dispatcher contributed to the overall situation. The grievant interrupted the Dispatcher before she could finish what she was saying. It appears she was caught off guard by his response and did not know what to say.

In light of the above discussion, the DML will be rescinded; however, the grievant will be coached and counseled regarding the need to be more professional on calls and to not interrupt others. This settlement is made with the above understandings regarding the importance of responding to IR calls.

Decision

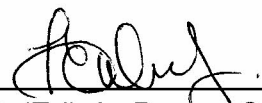
The DML was not issued for just cause and will be rescinded. The grievant will be coached and counseled as discussed above.



Doug Veader, Chairman
Review Committee

3/29/12

Date



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

3/29/2012

Date