



REVIEW COMMITTEE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS DEPARTMENT
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INTERNATIONAL BROTHERHOOD OF
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LOCAL UNION 1245, I.B.E.W.
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CLAIRE IANDOLI, CHAIRPERSON

KIT STICE, SECRETARY

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

Pre-Review Committee Number 23639 Customer Care – Contact Center Operations – Stockton

Julia Alburquerque-Kurtz
Company Member
Local Investigating Committee

Rey Mendoza
Union Member
Local Investigating Committee

Subject of the Grievance

This case concerns the discharge of a Customer Service Representative with five years of service for mishandling a customer call.

Facts of the Case

At the time of the incident that led to discharge, Grievant had an active DML for conduct, two post-DML C&Cs for work performance and conduct, and a mitigation of termination letter. During the customer call in question, the grievant failed to discuss the CARE program with the customer, which is a CPUC requirement. The customer stated at the beginning of the call that she had previously been on a 3-year energy assistance program.

Discussion

Union opined that the customer didn't specifically request the CARE program, and therefore didn't meet the conditions necessary for the CPUC requirement to apply.

Company stated that CSRs are trained to identify customers who may qualify for the CARE program under a number of conditions, without requiring that the customer specifically name the program. Grievant was well aware of the CPUC requirement and should have discussed the CARE program once the customer stated she had previously been on such a program.

Decision

The Committee agreed that, given the grievant's disciplinary record, the discharge for mishandling the customer call was for just and sufficient cause. This case is closed.

s/ *[Signature]* For 11/2/17
Claire Iandoli, Chairperson Date
Review Committee

s/ *[Signature]* 11-2-17
Kit Stice, Secretary Date
Review Committee