



## REVIEW COMMITTEE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS DEPARTMENT  
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INTERNATIONAL BROTHERHOOD OF  
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KATHY LEDBETTER, CHAIRPERSON

LLOYD CARGO, SECRETARY

### **Pre-Review Committee Number 25324 Customer Services – Customer Billing – Stockton**

Juan Castillo  
Company Member  
Local Investigating Committee

Eddie Moreno  
Union Member  
Local Investigating Committee

#### Subject of the Grievance

This grievance concerns a Written Reminder in the Conduct category issued to a Service Representative for call avoidance. The discipline was issued following a company investigation that determined the Grievant had multiple occasions of idle time that could not be accounted for.

#### Facts of the Case

The Grievant's supervisor received a report showing the Grievant as "idle" in the Salesforce system while working on a specific work order. Following an initial investigation in October 2019, the supervisor researched other transactions and determined several occasions where the grievant was "idle" but also indicated she was working on a transaction.

During the initial investigatory interview, the Grievant confirmed her understanding of the requirement she was to go to "unavailable" if she needed to step away from her desk. However, she was unable to account for the specifics from incidents occurring in September and October 2019 during the second investigative interview which took place in December 2019.

The Grievant had 19 years of service and no active discipline prior to this case.

#### Discussion

The Union argued the Grievant had not received any feedback related to idle time or that she was not meeting expectations due to her idle time until just before the discipline. In fact, the supervisor stated at the LIC that idle time is not covered in the review meetings with the employees. Further,

it is unreasonable to ask an employee if they remember what happened in intervals of a minute or two which occurred three months prior to an investigative meeting.

The Company maintained that there was more than one occasion where the Grievant had a significant amount of idle time or was showing in work status when she was not showing any work activity. Given that work avoidance is a very serious issue, the Written Reminder was appropriate.

Decision

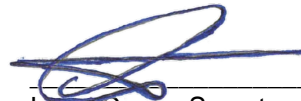
Given the specific facts of this case and that the expectation had not been clear to the grievant prior to discussions with the supervisor, the parties agree that the Written Reminder was not the appropriate level and the discipline should have been issued as an Oral Reminder. As more than six months has elapsed since the discipline was issued, it should be deactivated immediately upon signature of this settlement.

This case should be considered closed based on the above and without prejudice or precedent toward any future cases.

**For the Company:**

**For the Union:**

  
Kathy Ledbetter, Chairperson      12/30/2020  
Review Committee                      Date

  
Lloyd Cargo, Secretary              12/29/2020  
Review Committee                      Date