



REVIEW COMMITTEE



PACIFIC GAS AND ELECTRIC COMPANY
LABOR RELATIONS DEPARTMENT
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INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS, AFL-CIO
LOCAL UNION 1245, I.B.E.W.
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VACAVILLE, CALIFORNIA 94696
(707) 452-2700

KATHY LEDBETTER, CHAIRPERSON

LLOYD CARGO, SECRETARY

Pre-Review Committee No. 25519 Customer Care – Contact Centers – Fresno

Chenelle Ponce
Company Member
Local Investigating Committee

Eddie Moreno
Union Member
Local Investigating Committee

Subject of the Grievance

This case concerns the termination of a Customer Service Representative for failure to follow the CCO Code of Conduct Supplemental Policy and for disconnecting calls.

Facts of the Cases

In August 2020, the company received a complaint related to the Grievant's response to a customer. The Company then investigated his call handling records. The Company found that he had disconnected at least 21 calls during that month, inappropriately placed customers on hold, and that he had lied to a customer by stating she had called the Emergency Line when she had not.

At the time of the termination, the Grievant was on an active Written Reminder in Conduct as well as an additional Coaching & Counseling for his tone and unwillingness to assist a customer.

Discussion

The Company maintained that the Grievant was well aware of all applicable policies and procedures and had received significant coaching on the CCO Code of Conduct Summary and the various procedures discussed in this case. Given the active discipline and that the number of significant events include call avoidance, the termination was for just and sufficient cause.

The Union opined that the Grievant had notified the company of ongoing technology issues and that fact would mitigate the issues in this case. Given that mitigation, the Grievant should not have been terminated.

Decision

The Pre-Review Committee agreed that regardless of possible technology issues, the Grievant had in fact, disconnected a significant number of calls, been untruthful to one customer, inappropriate with another customer and inappropriately placed customers on hold.

Based on the above, the termination in this case is considered appropriate and for just cause.

For the Company:

 02/15/2022
Kathy Ledbetter, Chairperson Date
Review Committee

For the Union:

 02/15/2022
Lloyd Cargo, Secretary Date
Review Committee