



## REVIEW COMMITTEE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
LABOR RELATIONS DEPARTMENT  
375 N. WIGET LANE, SUITE 130  
WALNUT CREEK, CA 94598  
(530) 246-6430

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

DYLAN GOTTFRIED, CHAIRMAN

- DECISION
- LETTER DECISION
- PRE-REVIEW REFERRAL

KIT STICE, SECRETARY

### **Review Committee Number 24572 Customer Care—Contact Center Sacramento**

Julia Albuquerque-Kurtz  
Company Member  
Local Investigating Committee

Gerald Williams  
Union Member  
Local Investigating Committee

#### Subject of the Grievance

This case concerns the termination of a Customer Service Representative for failing to report back to work after receiving a ten-day letter.

#### Facts of the Case

The Grievant was denied Long Term Disability (LTD) several times. The Grievant had appealed the denials several times with a final denial of her request per the benefits handbook. The Company sent a ten-day letter to the Grievant to report back to work. The Grievant failed to report back to work after ten days.

#### Discussion:

The Union opined that the Grievant was improperly denied LTD because the Company and its' benefits administrator failed to follow the guidelines set forth in its benefits handbook. Additionally, the Union opined that the Grievant had restrictions and could not work as a Customer Service Representative, so it would be impossible for her to return to work.

The Company argued that the LTD process in this case was followed correctly. Company also argued that the Grievant was not terminated for any restrictions or her failure to obtain LTD, rather the Grievant was terminated for failing to report to a ten-day letter. Additionally, there are numerous cases that substantiate employees being terminated for failing to report to ten-day letter and the terminations are upheld.

Decision

The Committee agrees that the termination was for cause. This case is closed.

**For the Company:**

  
\_\_\_\_\_  
Dylan Gottfried, Chairperson      Date  
Review Committee                      5/15/19

**For the Union:**

  
\_\_\_\_\_  
Kit Stice, Secretary                  Date  
Review Committee                      5-15-19