



## 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

DAVE SANKEY, SECRETARY

**Review Committee Numbers No. 25624  
Arbitration No. 389  
Customer Operations – Contact Center - 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 Fresno Service Representative 1 for call avoidance.

### Facts of the Case

At the time of termination, the Grievant was on an active Decision Making Leave as well as an additional Coaching & Counselling for not following call handling procedures.

After receiving a customer complaint in January 2021, a Company investigation determined that, the Grievant had disconnected the Customer inappropriately by ending a call when the procedures clearly noted that he was to return the customer into the queue status.

The Grievant was terminated in February 2021 with approximately four years of service.

### Discussion

The Review Committee carefully reviewed the facts of this case. It was clear to the Committee that the Grievant knew that he had been placed on hold by the customer. It was also clear to the Committee that Contact Center procedures required that he was to return the customer call into the queue and not end the call.


The Company noted that the Grievant's most recent active discipline, including a Coaching & Counseling following a Decision Making Leave, was for an ongoing failure to follow policies and procedures.

The Union stated that the Grievant had worked most of the Decision Making Leave without any performance issues and to terminate his employment for a minor error was an inappropriate use of Positive Discipline.


Decision

The Pre-Review Committee is in agreement that the Grievant failed to follow a clearly established work procedure. Given the facts of the case and the Grievant's active discipline, the termination is appropriate and for just cause.

**For the Company:**

 08/23/2022  
Kathy Ledbetter, Chairperson      Date  
Review Committee

**For the Union:**

 08/19/2022  
Dave Sankey, Secretary      Date  
Review Committee