



REVIEW COMMITTEE

IBEW



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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ROBIN WIX, CHAIRMAN
☐ DECISION
☐ LETTER DECISION
☐ PRE-REVIEW REFERRAL

F.E. (ED) DWYER Jr, SECRETARY

Review Committee Number 22046 IT – Maintenance & Client Support – Central Coast

Yvonne Bradley
Company Member
Local Investigating Committee

Patrick Duffy
Union Member
Local Investigating Committee

Subject of the Grievance

This case concerns the work jurisdiction of Telecommunications Technicians and work being performed by exempt employees on Mobile Connect devices.

Facts of the Case

In 2010 Mobile Connect devices changed from stand-alone external radio/satellite devices to the GD 8000 Panasonic with integral cellular and Wi-Fi modems in laptops. The new devices are network enabled computing devices with access to a Utility Network and have been supported by exempt Computer Client Field Analysts (CCFA) for software maintenance. Hardware maintenance in mobile devices continues to be supported by Telecommunication Technicians.

Work tags are issued to CCFAs from the Technology Service Center (TSC) when field visits are required to analyze mobile connect problems that cannot be corrected remotely by the TSC Analyst. If the CCFA cannot correct the software problem in the field, the device is replaced and the original device is sent to a centralized location for re-imaging by an exempt Analyst or return to the vendor for replacement. If it is determined that the device has a hardware failure, a Telecommunications Technician is notified for repairs. Additionally, Telecommunication Technicians continue to maintain the cradle and satellite hardware.

Discussion

The Union argued that field repairs, device removal, and shipping/receiving of mobile connect devices are bargaining unit work and the Company has inappropriately assigned this work to exempt employees. Telecommunication Technicians have historically performed field visits for mobile connect devices, including re-imaging of the device in the field as warranted. CCFAs are removing, replacing, and shipping the devices, which has historically been bargaining unit work. TSC field tags should be issued to Telecommunication Technicians and not exempt CCFAs. The Union further argued that the CCFAs work has historically been limited to software maintenance and configuration only.

The Company responded that technology advancements have included changes in mobile connect devices which are now networked, resulting in maintenance/repairs being more software related, work which has historically been assigned to exempt CCFA's. Telecommunication Technicians continue to be assigned hardware maintenance of these devices. If repairs cannot be completed in the field, the responding CCFA or Telecommunication Technician's removal and shipment of the device is incidental to the field repair assignment.

Decision

After much discussion and review of past and current procedures related to mobile connect devices, the Committee agrees to close this case based on development and implementation of procedures with primary responsibility of field response for mobile connect devices assigned back to the Telecommunication Technicians while still utilizing CCFA's for software applications. This procedure will be jointly developed and will be implemented no later than March 1, 2015. If implementation does not occur by March 1, 2015 (less any mutual agreement by the parties), the Union reserves the right to file a Business Manager's grievance and the parties agree to expedite to Arbitration. This case is closed based on the foregoing without prejudice to the positions of the parties.

For the Company:

Robin Wix
Rod Williams
Tanya Moniz-Witten
Chris Zenner

For the Union:

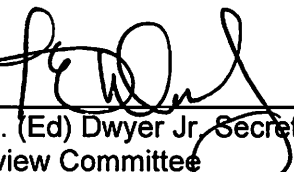
F.E. (Ed) Dwyer Jr.
Jim Brager
John Blaylock
Karen Russell



Robin Wix, Chairman
Review Committee

12/17/14

Date



F.E. (Ed) Dwyer Jr, Secretary
Review Committee

12/17/14

Date