

Decision No. 92652 JAN 21 1981

ORIGINAL

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Application of General Telephone)
Company of California, a corpora-)
tion; for authority to increase)
certain intrastate rates and)
charges for telephone services.)

Application No. 59132
(Filed November 15, 1979)
OII 62
(Filed December 18, 1979)

ORDER MODIFYING DECISION
NO. 92366 AND DENYING
REHEARING

A petition for rehearing of Decision No. 92366 has been filed by the Communication Workers of America. We have considered each and every allegation raised in the petition and are of the opinion that no sufficient ground for granting rehearing has been shown. However, the petition has raised certain areas of inaccuracy which we will correct through the modifications set forth below.

IT IS HEREBY ORDERED that Decision No. 92366 is modified as follows:

1. The last two sentences on page 137 are deleted;
2. The first paragraph on page 140 (beginning on page 139) is modified to read:

Such deficiencies, according to CWA's arguments, include unfamiliarity with the provisions of current contracts. CWA believes Staff's use of number of employees per 1,000 telephones as a measurement of productivity is invalid, and the Staff definition of productivity is meaningless, and the Staff's view of the force stability plan was shaped unilaterally by Pacific, and is, therefore, biased and erroneous;

3. The last paragraph on page 140 continuing to page 140a is modified to read:

"We have no desire to place our finger on either end of the delicate balance in labor-

management negotiations. However, we have a fundamental responsibility under Public Utilities Code Sections 701, 728, and 761 to ensure that ratepayers receive adequate service at just and reasonable rates. Accordingly, we hereby put General on notice that, whether or not it seeks to discontinue its present employee transfer policy in its next contract negotiations with CWA (a matter left to management's discretion), it must improve its productivity and efficiency. Likewise, CWA is put on notice that the Commission will not view as sacrosanct every policy arrived at through collective bargaining when such policy unreasonably affects rates and service to the detriment of ratepayers, who, we note, are not represented at the collective bargaining table and whose protection is this Commission. The Commission will not shy away from examining the deleterious effect on service and rates of inefficient utility management. We reserve the right to ~~dis-~~ *order* ~~allow such~~ *changes - or disallow such costs - as we find of necessity.* ~~as we find to be excessive.~~

IT IS FURTHER ORDERED that the petition for rehearing of Decision No. 92366, as modified herein, is denied.

The effective date of this order is the date hereof.

Dated JAN 21 1981, at San Francisco, California.

John E. Bryan

President
Richard M. ...

Arnold ...

Commissioners