

**PACIFIC GAS AND ELECTRIC COMPANY**  
**General Rate Case 2011 Phase I**  
**Application 09-12-020**  
**Data Response**

PG&E Data Request No.:	DRA_217-04		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_217-Q04		
Request Date:	March 17, 2010	Requester DR No.:	DRA-217-DFB
Date Sent:	March 24, 2010	Requesting Party:	DRA
PG&E Witness:	M. Christopher Maturo	Requester:	Donna-Fay Bower

**EXHIBIT REFERENCE: PG&E-6, CHAPTER 5**

**SUBJECT: LAW DEPARTMENT AND OTHER COSTS – INFORMATION TECHNOLOGY PROJECTS**

**QUESTION 4**

How were the expense and capital costs determined? Where are these costs reflected in PG&E-7, Chapter? Give specific site, page and line number to where these costs are in PG&E's testimony and workpapers.

**ANSWER 4**

The expense and capital costs for the Optimize Claims Management program were determined based on the best professional judgment of the Information System Technology Services (ISTS) team. The team relied on their experience implementing IT projects within PG&E and industry knowledge to develop the forecasts for this IT program.

The location of the forecasts for the Optimize Claims Management program in PG&E's testimony are:

- Expense - Exhibit (PG&E-7), Chapter 2, Appendix 2A, Page 2A-12, Table 2A-25, Line 1
- Capital - Exhibit (PG&E-7), Chapter 2, Appendix 2A, Page 2A-13, Table 2A-26, Line 1

The location of the forecasts for the Optimize Claims Management program in PG&E's workpapers are:

- Expense - Exhibit (PG&E-7), Chapter 2, Workpaper Page 123, Line 222
- Capital - Exhibit (PG&E-7), Chapter 2, Workpaper Page 59, Line 227