

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

PG&E Data Request No.:	DRA_208-02		
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Request Date:	March 15, 2010	Requester DR No.:	DRA-208-STA
Date Sent:	March 29, 2010	Requesting Party:	DRA
PG&E Witness:	M. Christopher Maturo	Requester:	Stacey Hunter

EXHIBIT REFERENCE: PG&E-4, CHAPTER 5

SUBJECT: CUSTOMER CARE COSTS – MOBILECONNECT PROJECT

QUESTION 2

Is the work on the MobileConnect project being done by PG&E staff internally, or is it being contracted to outside vendors?

ANSWER 2

Most of the work on the MobileConnect project is being done by PG&E staff internally with some vendor support.

Generally, PG&E is leveraging off-the-shelf products and configuring them to meet PG&E requirements. Most of the project management, development, enterprise system configuration, back-office, testing and training work has been done by internal PG&E resources.

PG&E anticipates that the staffing mix for Release 3 will be similar to the staffing mixes employed for Releases 1 and 2; work will principally be conducted by in-house resources with limited support from outside vendors and contractors.