

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

PG&E Data Request No.:	DRA_209-02		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_209-Q02		
Request Date:	March 15, 2010	Requester DR No.:	DRA-209-STA
Date Sent:	March 29, 2010	Requesting Party:	DRA
PG&E Witness:	Redacted	Requester:	Stacey Hunter

EXHIBIT REFERENCE: PG&E-4, CHAPTER 8

SUBJECT: CUSTOMER CARE COSTS – METER TO CASH

QUESTION 2

Please identify where any cost savings from the integrated opening and capture solution and same-day payment processing are being reflected.

ANSWER 2

The cost savings that would result from integrated mail opening and capture solution, as well as same-day payment processing, is identified in PG&E's workpapers supporting Exhibit (PG&E-4), Chapter 8, page 8-22, Table 8-16, line 19. There will be a cost savings of \$274,000 in efficiency gains from consolidating payment opening and capture functions.