

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

PG&E Data Request No.:	DRA_219-01		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_219-Q01		
Request Date:	March 17, 2010	Requester DR No.:	DRA-219-DAO
Date Sent:	March 30, 2010	Requesting Party:	DRA
PG&E Witness:	Robert Fassett	Requester:	Dao Phan

**DATA REQUEST NO: DRA-219-DAO**

**EXHIBIT REFERENCE: PG&E-3, CHAPTER 17**

**QUESTION 1**

On page 17-13, PG&E states, "...\$1.72 million to enhance the existing program by centralizing the ownership of the program into the training organization to compliance and effectiveness..."

- a. Please define and explain what is meant by "enhancing"
- b. Please define and explain what is meant by "existing program"
- c. Please define what is meant by "centralizing the ownership"
- d. Please tie this statement to PG&E's breakdown of forecast as provided in response to DRA-DEF-19, Q.11.

**ANSWER 1**

- a.  
"Enhancing" means improving the value, quality, and effectiveness of the Operator Qualification (OQ) program. PG&E will enhance its OQ Program by reviewing and implementing industry best practices as applicable and by incorporating detailed checklist of step-by-step procedures (OQ Content) to improve employee performance. In addition, PG&E will be developing and implementing an evaluation and mediation process; and training programs, which utilize these industry best practices.
- b.  
The "existing program" is in reference to PG&E's current operator qualification program as required by Subpart N of 49 CFR, Part 192.

- c. “Centralizing the ownership” refers to an organizational structure where individuals responsible for an activity or function report to a single supervisor. Utilizing this approach (“centralized ownership”), allows for a consistent and objective system-wide evaluation process. It also streamlines the implementation process and performance of the work by having a single focus for the Department.

PG&E’s current OQ program utilizes supervisors dispersed across the Company to perform evaluations (individual assessments) to qualify individuals on OQ cover task. This responsibility is a subset of the total supervisor responsibility. As noted in the Response to DRA163-01, PG&E will form a new centralized OQ organization for evaluating and qualifying employees. This new organization will include individuals who are trained and capable of qualifying employees using the new qualification process.

- d. As noted in the testimony, Exhibit (PG&E-3), Chapter 17, the estimated expenditures for 2011 are \$1.72 million to enhance the existing program by centralizing the ownership of the program into the training organization to compliance and effectiveness, ensure consistency and alignment with the Companies existing training function. The forecast is based on having four FTEs of staff time and four FTEs of crew participation. This is an increase over the resources and funding requirements of the existing OQ Program.

As noted above, the formation of a new centralized OQ organization will include a responsible supervisor and personnel designated as OQ evaluators. PG&E’s forecast is for the incremental cost of carrying out the additional activities associated with the OQ Enhanced program as outlined in DRA 219-02. It does not represent funding associated with the existing OQ Program, which is included within forecast in Exhibit (PG&E-3), Chapter 18.