

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

PG&E Data Request No.:	DRA_217-05		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_217-Q05		
Request Date:	March 17, 2010	Requester DR No.:	DRA-217-DFB
Date Sent:	March 31, 2010	Requesting Party:	DRA
PG&E Witness:	Sanford Hartman	Requester:	Donna-Fay Bower

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

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

**QUESTION 5**

How will these licenses help to lower claims costs?

**ANSWER 5**

As described in response to Data Request DRA\_052-09, the Optimize Claims Management project consists of two parts:

- the first is the purchase of 8 “additional Riskmaster licenses” to replace the current “custom data entry form...which is an antiquated tool that is no longer supported by our vendor and conflicts with our current database platform”;
- the second is the creation of an “on-line web form that will enable customers to file claims on-line and to upload relevant documents.”

The primary benefit of the additional Riskmaster licenses is to replace obsolete technology and not necessarily to lower claims costs.

The primary benefit of the on-line web form is to improve customer service and to save natural resources (paper, energy) by allowing customers to submit claims forms and related documents online. In addition, the on-line web form should help lower claims costs by reducing paperwork.