

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

PG&E Data Request No.:	DRA_208-01		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_208-Q01		
Request Date:	March 15, 2010	Requester DR No.:	DRA-208-STA
Date Sent:	March 17, 2010	Requesting Party:	DRA
PG&E Witness:	Shelly Sharp	Requester:	Stacey Hunter

EXHIBIT REFERENCE: PG&E-4, CHAPTER 5

SUBJECT: CUSTOMER CARE COSTS – MOBILECONNECT PROJECT

QUESTION 1

Please provide documentation to support the statement, “The current FAS system hardware shows increasingly high failure rates.” (page 5-5)

ANSWER 1

Please see response to Question 1 of Data Request DRA 013 for detailed FAS failure analysis. The current FAS device failure rate through March 1, 2010 is 43.8 units per week.