

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

PG&E Data Request No.:	DRA_208-03		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_208-Q03		
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 3**

Was there a cost/benefit analysis done? If so, please provide a copy.

**ANSWER 3**

Attachment GRC2011-Ph-I\_DR\_DRA\_169-Q01bAtch01 to Answer 1b of Data Request DRA 169 is the Detailed Business Case Framework for the MobileConnect Program (previously referred to as Enterprise Mobile), Releases 1 and 2, prepared by PG&E.

Please note that the Detailed Business Case Framework document only speaks to Releases 1 and 2 of the MobileConnect Program which runs through 2010. The detailed business case for future releases is under development and is not available at this time.