

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

PG&E Data Request No.:	DRA_136-12		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_136-Q12-Supp01		
Request Date:	February 5, 2010	Requester DR No.:	DRA-136-SWC
Date Sent:	March 16, 2010	Requesting Party:	DRA
PG&E Witness:	Corey Wong	Requester:	Sophie Chia

**SUBJECT: SHARED SERVICES & OTHER SUPPORT COST – CRE – 111 ALMADEN**

**QUESTION 12**

On page 6-37 of Exhibit PG&E-7, Chapter 6, lines 17 18, PG&E states, “As part of this project, PG&E will consolidate its contact center operations from four to three centers.” Please provide the four contact center operations and the number of contact center employees for each location for each year of 2004 to 2008.

**ANSWER 12 (ORIGINAL)**

Below is the total headcount, by contact center, for 2006 - 2008. HR data prior to 2006 is not available in SAP. PG&E is researching archived records and will provide the requested 2004 and 2005 information and the 2006 data for Stockton as soon as possible.

Cost Center		Dec 2006	Dec 2007	Dec 2008
11035	CC Sacramento Contact Center	327	306	283
11036	CC Fresno Contact Center	246	261	265
11037	CC San Jose Contact Center	256	214	167
13716	CC Stockton Contact Center		58	64
Overall Result		829	839	778

**ANSWER 12 – SUPPLEMENTAL**

Below is a revised table of total headcount, by contact center, for 2004 - 2008. PG&E first began contact center operations at Stockton in 2007.

All data is as of December for the particular year and includes both active and leave of absence employees (employees on workers comp are excluded). Data for 2004 - 2005 is from the HR Legacy System and data for 2006 - 2008 is from SAP HR (PCC022 Reports).

**Contact Center Operations  
Normalized Headcount**

	<b>Dec-04</b>	<b>Dec-05</b>	<b>Dec-06</b>	<b>Dec-07</b>	<b>Dec-08</b>
Sacramento	269.9	263.6	326.6	305.9	282.6
Fresno	194.6	191.2	246.2	261.0	265.2
San Jose	166.9	212.6	256.2	213.8	166.6
Stockton	n/a	n/a	n/a	58.0	63.7
<b>Total</b>	<b>631.4</b>	<b>667.4</b>	<b>829.0</b>	<b>838.7</b>	<b>778.0</b>

Normalized headcount adjusts for part-time schedules. For example, four part-time employees who are each scheduled to work 10 hours per week (excluding overtime) equals one normalized headcount. Normalized headcount does not include overtime. As such, it is reflective of employee work schedules, rather than actual hours worked.