

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

PG&E Data Request No.:	DRA_204-17		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_204-Q17		
Request Date:	March 12, 2010	Requester DR No.:	DRA-204-DFB
Date Sent:	March 26, 2010	Requesting Party:	DRA
PG&E Witness:	Mark Hughes	Requester:	Donna-Fay Bower

**EXHIBIT REFERENCE: PG&E-6, CHAPTER 7**

**SUBJECT: SAFETY, HEALTH AND CLAIMS DEPARTMENT AND OTHER COSTS**

In response to DRA-067-Q39c. PG&E provided a breakdown of (1) Videos, Brochures, giveaways, (2) Enhance On-line content, and (3) Support gas and electric safety demonstrations. Please provide the following:

**QUESTION 17**

**www.pge.com/safety:** PG&E describes this as: "Update residential and commercial gas and electric safety content with interactive rich media. Enhance gas content to ensure compliance with new Department of Transportation regulations (49CFR192.616). Translate all on-line safety content to Spanish. Produce printable PDF files of content for ease of downloading, printing and distribution at community events. Make content more accessible to people with disabilities." What type of community events is PG&E planning on distributing these enhancements at?

**ANSWER 17**

Events include any external event in which PG&E has a table, makes a presentation, or provides safety information directly to a customer through direct contact. These events may be civic events such as fairs or festivals, industry events like trade shows or conferences, or presentations to schools, businesses, community groups, etc.