

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

PG&E Data Request No.:	DRA_224-02		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_224-Q02		
Request Date:	March 19, 2010	Requester DR No.:	DRA-224-DFB
Date Sent:	April 1, 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 OTHERS COSTS –
INFORMATION TECHNOLOGY PROJECTS**

QUESTION 2

Further, PG&E states: “The ‘Paperless Office for SH&C’ project will convert some 3 million pages of existing paper to electronic images, with an additional estimated 5,000 new documents each week converted to electronic images. This project will enable SH&C to eliminate 5.5 contractors currently assigned to manage a file room full of paper-based files.” How did PG&E determine that it will eliminate 5.5 contractors?

ANSWER 2

Currently, PG&E has a contract with Pitney Bowes to provide file management services. The contract commits Pitney Bowes to supply 9.5 full-time equivalent employees to perform their contracted service. Upon implementation of the new “paperless office,” PG&E will reduce the contract with Pitney Bowes to 4.0 FTEs. The primary role of Pitney Bowes after the implementation of the “paperless office” project will be to scan and index the 5,000 new paper documents delivered to Safety, Health and Claims each week.