

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

PG&E Data Request No.:	DRA_224-08		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_224-Q08		
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 8**

Since the ROII was created internally in 1998, has PG&E made any other improvements to the database application during 1998-2009? If not why not?

**ANSWER 8**

Yes. The first major revision was made in 2004 with the ability to document a root cause investigation and corrective action. This revision also included a user interface used for simple trending and extracting incident data. The next major revision was in 2007 when ROII was adapted to contain motor vehicle incidents. Minor enhancements have been made by the original to enhance the major revisions. For example, the Law-Claims database captures the driver name as a non-unique text string. We added a LanID (unique identifier for an employee) to distinguish one "John Smith" from another.

The current system has two deficiencies. It does not contain all relevant data, and it is not suited for complex data trending.

Although the root cause analysis paper document is five pages, ROII only has data fields for the most critical data (e.g. direct, contributing and root causes, corrective actions, etc.) from that form. A future system might contain all of the relevant data fields so we might have an answer to a question like: "What is the most common type of vehicle involved in a motor vehicle incident?" We cannot answer this question today.

Currently, to do any complex trending analyses, we extract data through the back-end database (not through the ROII interface), import the data into Microsoft Access or Excel, manipulate the data and format it into something usable. This process is time consuming and sometimes prone to errors due to manual manipulation. A future

system might be web-based with a dashboard-type interface customized to the user so report templates containing the data relevant to that user are available for immediate viewing.