

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

PG&E Data Request No.:	DRA_223-14		
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Request Date:	March 19, 2010	Requester DR No.:	DRA-223-DFB
Date Sent:	April 2, 2010	Requesting Party:	DRA
PG&E Witness:	Hudson Martin	Requester:	Donna Fay Bower

EXHIBIT REFERENCE: PG&E-6, CHAPTER 6

SUBJECT: RISK AND AUDIT DEPARTMENT COSTS – INFORMATION TECHNOLOGY PROJECTS

QUESTION 14

Compliance and Ethics Department: PG&E states “The Compliance and Ethics Department forecast the need for an IT project for implementation of an enterprise-wide tool to support the people and processes that ensure compliance with external laws and regulations, internal requirements, and public commitments and ensures greater accountability, compliance assurance, standardization, knowledge retention, and compliance controls.” What has PG&E been using to assure compliance with external laws and regulations, internal requirements and public commitments and ensure accountability, compliance, standardization, knowledge retention, and compliance controls?

ANSWER 14

Currently, some lines of business track their compliance commitments manually with Excel spreadsheets, and others use internally built tools or “one-off” systems. In addition, controls built into line of business operations and work processes help ensure compliance with external laws and regulations, internal requirements, and public commitments. These controls are managed independently by the lines of business and include preventive and detective compliance controls and administrative controls such as guidance documents (policies, standards, procedures, and bulletins), training, and compliance plans. The enterprise-wide tool will enable PG&E to bring together and enhance its overall management of controls and compliance in the same comprehensive system.