

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

PG&E Data Request No.:	DRA_225-04		
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PG&E Witness:	M. Christopher Maturo	Requester:	Donna Fay Bower

**SUBJECT: HUMAN RESOURCES DEPARTMENT AND OTHER COSTS – INFORMATION  
TECHNOLOGY PROJECTS**

**QUESTION 4**

Is the \$600,000 in expense for Skilled Qualified Workforce and \$200,000 in expense for Enterprise Knowledge Management in 2011 a one time expenses?

**ANSWER 4**

Yes, the \$600,000 expense forecast in 2011 for the Skilled and Qualified Workforce IT program and the \$200,000 expense forecast in 2011 for the Enterprise Knowledge Management IT program are one-time expenses. Nonetheless, the overall level of expense forecast for 2011 is representative of future years in this rate case period as other projects are implemented with similar one-time expenses.