

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

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|------------------------|-----------------------------|-------------------|-----------------|
| PG&E Data Request No.: | DRA_225-12 | | |
| PG&E File Name: | GRC2011-Ph-I_DR_DRA_225-Q12 | | |
| Request Date: | March 19, 2010 | Requester DR No.: | DRA-225-DFB |
| Date Sent: | April 2, 2010 | Requesting Party: | DRA |
| PG&E Witness: | M. Christopher Maturo | Requester: | Donna Fay Bower |

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

QUESTION 12

Is the \$879,000 for HR Process Automation and \$800,000 for Employee Self-Service Capability in expenses in 2011 one time expenses?

ANSWER 12

Yes, the \$879,000 expense forecast in 2011 for the HR Process Automation IT program and the \$800,000 expense forecast in 2011 for the Employee Self-Service 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.