

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

PG&E Data Request No.:	DRA_225-16		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_225-Q16		
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 16

Is the \$485,000 in expenses in 2011 one time expense?

ANSWER 16

Yes, the \$485,000 expense forecast in 2011 for the HR Service Center Optimization IT program is a one-time expense. 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.