

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

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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 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.