

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

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**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.