

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

PG&E Data Request No.:	DRA_225-19		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_225-Q19		
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 19**

Further, PG&E states: “The Rewards and Recognition IT project is forecast to cost \$500,000 in expense in 2011.” How was the expense cost determined? Where are these costs reflected in PG&E-7, Chapter? Give specific site, page and line number to where these costs are in PG&E’s testimony and workpapers.

**ANSWER 19**

The expense forecasts for the Rewards and Recognition IT program are found in:

- Testimony: Exhibit (PG&E-7), Chapter 2, Appendix 2A, Table 2A-37, Page 2A-17, Line 9
- Workpapers: Exhibit (PG&E-7), Chapter 2, Workpaper Page 123, Line 246

The expense forecasts for the Rewards and Recognition IT program were determined based on the best professional judgment of the Information System Technology Services (ISTS) team. The team relied on their experience implementing IT projects within PG&E and industry knowledge to develop the forecasts for this IT program.