

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

PG&E Data Request No.:	DRA_251-06		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_251-Q06		
Request Date:	April 6, 2010	Requester DR No.:	DRA-251-DFB
Date Sent:	April 16, 2010	Requesting Party:	DRA
PG&E Witness:	Hudson Martin	Requester:	Donna Fay Bower

EXHIBIT REFERENCE: PG&E-6, CHAPTER 6

SUBJECT: RISK AND AUDIT DEPARTMENT COSTS AND INSURANCE EXPENSES

QUESTION 6

Doesn't IT provide training and implementation on IT projects?

ANSWER 6

IT does not provide support for end-user system training or business implementation for the compliance management program. The cost associated with the development, design, and implementation of end-user system training, job aids, and writing training manuals and procedures is the responsibility of the business operations.