

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

PG&E Data Request No.:	DRA_Oral005-01		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_Oral005-Q01		
Request Date:	April 7, 2010	Requester DR No.:	DRA-Oral-005
Date Sent:	April 21, 2010	Requesting Party:	DRA-Oral
PG&E Witness:	M. Christopher Maturo	Requester:	Joel Tolbert

**QUESTION 1**

Please address how PG&E will treat the Customer Care and Billing (CC&B) Upgrade in the 2011 GRC filing.

**ANSWER 1**

The CPUC granted PG&E authority to recover costs for the CC&B Upgrade in its Decision 10-02-032 issued February 25, 2010. In the Decision, the Commission directed PG&E to remove the CC&B Upgrade costs from the test year 2011 GRC.

Accordingly, PG&E is withdrawing the forecast amounts for the CC&B Upgrade program from the 2011 GRC.

PG&E's forecast for the CC&B Upgrade program is shown in Exhibit (PG&E-7), Chapter 2, Appendix 2A, Page 2A-3, Table 2A-4, Line 1.