

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

PG&E Data Request No.:	DRA_224-04		
PG&E File Name:	GRC2011-Ph-I_DR_DRA_224-Q04		
Request Date:	March 19, 2010	Requester DR No.:	DRA-224-DFB
Date Sent:	April 2, 2010	Requesting Party:	DRA
PG&E Witness:	M. Christopher Maturo	Requester:	Donna Fay Bower

**EXHIBIT REFERENCE: PG&E-6, CHAPTER 7**

**SUBJECT: SAFETY, HEALTH AND CLAIMS DEPARTMENT AND OTHERS COSTS –  
INFORMATION TECHNOLOGY PROJECTS**

**QUESTION 4**

In addition, PG&E states: “These two projects will have one-time costs of \$656,000 expenses and \$95,000 in capital in 2011 and will save \$343,000 in contractor expense.” How were the expense and capital costs 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 4**

The expense costs for the Safety Health and Claims Efficiency program are found in:

- Testimony: Exhibit (PG&E-7), Chapter 2, Appendix 2A, Table 2A-29, Page 2A-14, Line 1
- Workpapers: Exhibit (PG&E-7), Chapter 2, Workpaper Page 124, Line 288

The capital costs for the Safety Health and Claims Efficiency program are found in:

- Testimony: Exhibit (PG&E-7), Chapter 2, Appendix 2A, Table 2A-30, Page 2A-14, Line 1
- Workpapers: Exhibit (PG&E-7), Chapter 2, Workpaper Page 61, Line 275

The expense costs for the Safety Health and Claims Efficiency 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.