

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

PG&E Data Request No.:	DRA_242-02		
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PG&E Witness:	Steve Leder	Requester:	Dao Phan

SUBJECT: KNOWLEDGE MANAGEMENT

QUESTION 2

What is PG&E's current policy for knowledge management?

ANSWER 2

PG&E does not currently have a formal policy for knowledge management company-wide. Knowledge management activities are handled on a department-by-department basis, and include tools and services provided by HR (training, HR consulting), as well as efforts by the LOBs to standardize processes and hire and cross-train employees ahead of anticipated retirements. The risk assessment tools developed as part of the current knowledge transfer efforts are also available for departments to assess their risk.