

**PACIFIC GAS AND ELECTRIC COMPANY  
2011 GENERAL RATE CASE**

**Corrections to December 21, 2009 GRC Application**

Testimony:

Workpapers: XX

SOQ:

Exhibit Number: 7

Chapter Number: 2

Chapter Title: Information Systems Technology Services

Witness Name: M. Christopher Maturo

<b>Page No.</b>	<b>Line No.</b>	<b>Item</b>	<b>As Filed</b>	<b>As Corrected</b>
Workpaper Page 239	27	Operative date for CIS for DSM program is incorrect	Operative Date - 12/31/13	Operative Date - 12/31/12
Workpaper Page 266	Operative Date	Operative date for CIS for DSM program is incorrect	December 31, 2013	December 31, 2012



PACIFIC GAS AND ELECTRIC COMPANY  
2011 GENERAL RATE CASE  
Exhibit (PG&E-7), Chapter 2

Functional Area IT Programs - Operative Dates and Forecast Cost by Year

WP2-59

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Line No.	Functional Area	Program	Major Work Category	Operative Date	Capital Forecast			
					2010	2011	2012	2013
1	Baseline	Break /Replace	03 - Office Furniture 05 - Tools & Equipment 85 - IT Infrastructure	OAI	\$9,335	\$10,866	\$11,740	\$10,866
2	<b>Baseline Total</b>				<b>9,335</b>	<b>10,866</b>	<b>11,740</b>	<b>10,866</b>
3								
4	Lifecycle	Computing	85 - IT Infrastructure	OAI	25,072	29,181	31,529	29,181
5		Network	85 - IT Infrastructure	OAI	27,451	31,950	34,521	31,950
6		SCADA	85 - IT Infrastructure	OAI	2,699	3,142	3,395	3,142
7		Lifecycle Software	53 - IT Applications	OAI	0	0	0	0
8	<b>Lifecycle Total</b>				<b>55,222</b>	<b>64,273</b>	<b>69,445</b>	<b>64,273</b>
9								
10	IT Optimization	IT Optimization	53 - IT Applications	12/31/13	10,245	11,000	11,000	11,000
11	<b>IT Optimization Total</b>				<b>10,245</b>	<b>11,000</b>	<b>11,000</b>	<b>11,000</b>
12								
13	Corporate Relations	Enhance Customer Online Experience	53 - IT Applications	None - expenses only	0	0	0	0
14		Enhance Employee Online Experience	53 - IT Applications	12/31/12	0	4,000	800	0
15		Online Performance Improvement	53 - IT Applications	12/31/13	0	225	0	0
16		Total Customer Engagement (Enhance On-line Customer Bill and Energy Management)	53 - IT Applications	12/31/12	0	2,620	2,920	0
17	<b>Corporate Relations Total</b>				<b>0</b>	<b>6,845</b>	<b>3,720</b>	<b>0</b>
18	Customer Care	Contact Center Automation Initiative	53 - IT Applications	12/31/13	2,800	5,961	8,000	8,000
19		Cogeneration Departed Load	53 - IT Applications	12/31/11	0	1,600	0	0
20		Dynamic Pricing: Phase 1 - Peak Day Pricing	85 - IT Infrastructure	12/31/10	60,342	0	0	0
21		MobileConnect	85 - IT Infrastructure	12/31/11	21,700	12,900	0	0
22		Local Office Automation Initiative	53 - IT Applications	12/31/13	100	835	208	208
23		Meter Register Data Improvement Project	53 - IT Applications	12/31/13	4,600	0	1,500	1,500
24		Misc Small Technology Projects	53 - IT Applications	12/31/13	0	4,030	0	1,290
25		Rate, Tariff and Bill Calculation Simplification Initiative	53 - IT Applications	12/31/11	0	4,000	0	0
26		Residential and CARE Tiers	53 - IT Applications	12/31/11	0	4,590	0	0
27		Customer Information System for Demand Side Management	53 - IT Applications	12/31/12	0	46,900	5,800	0
28	<b>Customer Care Total</b>				<b>89,542</b>	<b>80,816</b>	<b>15,508</b>	<b>10,998</b>

**2011 GENERAL RATE CASE  
PACIFIC GAS AND ELECTRIC COMPANY  
CAPITAL PROJECT SUMMARY**

TITLE: FAIT - Customer Care - Customer Information System (CIS) for Demand Side Management (DSM)  
 ORDER NO.: 5734047  
 MAJOR WORK CATEGORY: 53  
 OPERATIVE DATE: December 31, 2012  
 AFUDC ELIGIBLE: YES x or NO      
 LAND PERCENTAGE: 0%

**ESCALATED CAPITAL EXPENDITURES  
(\$000)**

	12/31/2008 CWIP	2009	2010	2011	2012	2013	Reference
Total Capital Expenditures:	\$0	\$0	\$0	\$46,900	\$5,800	\$0	To Work Paper 2-45, Line 19

**DESCRIPTION/JUSTIFICATION**

As described in Exhibit (PG&E-4), Chapter 10, the Customer Information System (CIS) For Demand Side Management (DSM) program will replace PG&E's current Marketing Decision Support System (MDSS) and position PG&E to drive consistent and efficient delivery of DSM-related services to customers using Information Technology (IT). The MDSS is PG&E's primary IT system for tracking customer and vendor participation in DSM programs, including information on project measure performance, rebates, and various, applicable site characteristics.

MDSS was originally implemented in 1988 to serve the needs of a relatively small energy efficiency effort at PG&E. Over the years, MDSS has been altered to support the changing needs of the DSM programs as they have moved through numerous phases, including deregulation, the addition of solar and demand response portfolios, and the energy crisis years. With the expanded focus on Integrated DSM (IDSM) programs, the volume of users and transactions has increased dramatically as has the complexity of programs that use MDSS and the magnitude of expenditures tracked. PG&E's existing system is not able to meet the growing need of Commission-sponsored Evaluation, Measurement,