

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

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|------------------------|------------------------------------|-------------------|---------------|
| PG&E Data Request No.: | DRA_208-03 | | |
| PG&E File Name: | GRC2011-Ph-I_DR_DRA_208-Q03-Supp01 | | |
| Request Date: | March 15, 2010 | Requester DR No.: | DRA-208-STA |
| Date Sent: | May 11, 2010 | Requesting Party: | DRA |
| PG&E Witness: | Shelly Sharp | Requester: | Stacey Hunter |

EXHIBIT REFERENCE: PG&E-4, CHAPTER 5

SUBJECT: CUSTOMER CARE COSTS – MOBILECONNECT PROJECT

QUESTION 3

Was there a cost/benefit analysis done? If so, please provide a copy.

ANSWER 3 – ORIGINAL

Attachment GRC2011-Ph-I_DR_DRA_169-Q01bAtch01 to Answer 1b of Data Request DRA 169 is the Detailed Business Case Framework for the MobileConnect Program (previously referred to as Enterprise Mobile), Releases 1 and 2, prepared by PG&E.

Please note that the Detailed Business Case Framework document only speaks to Releases 1 and 2 of the MobileConnect Program which runs through 2010. The detailed business case for future releases is under development and is not available at this time.

ANSWER 3 – SUPPLEMENTAL

Attachment GRC2011-Ph-1_DR_DRA_208-Q03-Supp01Atch01.doc is the Release 3 Business Case for the MobileConnect Project, approved by PG&E's Executive Project Committee on May 4, 2010.

Please note that Release 3 of the MobileConnect Project is a two-phase gated release. Financial benefits included in the Release 3 business case document will be further refined as the project team solidifies its release scope and business requirements in Gate 1 which is expected to be completed in October 2010. Under the current business case, Release 3 benefits would be phased in beginning in the first quarter of 2012. The business case for MobileConnect Release 4 is not available at this time.