

**PACIFIC GAS AND ELECTRIC COMPANY  
SmartMeter™ CPUC Staff Inquiry  
Data Response**

PG&E Data Request No.:	DRA_001		
PG&E File Name:	SM CSI_DR_DRA_001-Q04		
Request Date:	December 20, 2010	Requester DR No.:	DRA_1
Date Sent:	January 14, 2011	Requesting Party:	DRA
PG&E Witness:	N/A	Requester:	Tom Roberts

**QUESTION 4**

What are the names of software packages used to schedule, budget, track and report the following:

- a. Meter deployment,
- b. Program budget,
- c. Staffing,
- d. SmartMeter complaints,
- e. SmartMeter performance (end to end, including meter, communication, and back-end IT systems).

**ANSWER 4**

The names of software packages used by PG&E to schedule, budget, track and report SmartMeter™ program information are the following:

- a. Meter Deployment: Customer Care and Billing (CC&B) system
- b. Program Budget:
  - SAP Financial Module (R3) for budgeting and order tracking
  - Business Warehouse (BW) interface with SAP for reporting
  - MS Excel Spreadsheets for customized reporting using SAP download financial information.
- c. Staffing: Same software as for Program Budget response in part b.
- d. SmartMeter Complaints:
  - Consumer Information Management System (CIMS) website, shared with the CPUC Consumer Affairs Branch (CPUC Portal : <https://ia.cpuc.ca.gov/cimsutility/>)
  - Customer Relations Database (internal PG&E data base.
- e. SmartMeter Performance: Information Technology software names follow:
  - Server: BMC Patrol, Microsoft MOM - SCOM
  - Database: Oracle Enterprise Manager (OEM)
  - Network: Opnet Ace Analyst; NetwQoS,
  - Application: HP Diagnostics; BMC Patrol Web Logic Module; HTTPwatch; Wiley Customer Experience Manager; and Intrascop (limited use)
  - Storage: HDS Storage Monitoring
  - Job Scheduling: UC4

- Business Metrics, End to end, etc.: MS SQL Server; and scheduled and ad hoc queries pulling data from log files or various reporting databases including MDMS, MBCDW, SSN, UC4, etc.