

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC							
1	Executive Summary - Customer Care Program Roadmap				Q1 2010			Q2 2010			Q3 2010			Q4 2010			Q1 2011			Q2 2011			Q3 2011			Q4 2011										
2	Meter Deployment (cumulative million)				4.6	4.9	5.2	5.6	5.9	6.2	6.6	6.9	7.2	7.6	7.9	8.1																				
3	SMARTMETER				Redacted																															
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5																																				
6																																				
7																																				
8	1	Meter Application & Firmware Deployments and Upgrades																																		
9																																				
10	2	Release H - KVAR, MPSC, RCD2																																		
11																																				
12																																				
13	3	Release I - ABS Migration (NEMS, Non-NEMS to CC&B)																																		
14																																				
15																																				
16	4	Release K - Converting Customers to Interval Billing																																		
17																																				
18	5	Release O - Meter to Cash SRs																																		
19																																				
20																																				
21	6	Release HAN - HAN Enablement																																		
22																																				
23																																				
24	7	Release G and J - Outage/T&D																																		
25																																				
26	8	Operations Center																																		
27																																				
28																																				
29	9	Performance & Scalability																																		
30																																				
31	10	Platform Migration and Upgrades																																		
32																																				
33	11	Security - Top Sight, Pen Testing																																		
34																																				
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36																																				
37	12	DCSI Decommission																																		
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55	13	Field Delivery - Initiatives																																		
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Rates

4/30

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1	Executive Summary - Customer Care Program Roadmap				Q1 2010			Q2 2010			Q3 2010			Q4 2010			Q1 2011			Q2 2011			Q3 2011			Q4 2011										
2																																				
3	Meter Deployment (cumulative million)				4.6	4.9	5.3	5.6	5.9	6.2	6.6	6.9	7.2	7.6	7.9	8.1																				
4					SF financial district bill start																															
81					Redacted																															
82					Redacted																															
83					Redacted																															
85	14	Field Delivery - Engineering			Redacted																															
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94	15	Field Delivery - Office Closures			Redacted																															
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96					Redacted																															
97					Redacted																															
98	16	Metering Services			Redacted																															
99					Redacted																															
100	17	Customer Outreach / Change Management			Redacted																															
103	PEAK DAY PRICING				Redacted																															
105					Redacted																															
106	18	PDP Enrollment			Redacted																															
107					Redacted																															
108	19	Peak Time Rebate (PTR)			Redacted																															
109					Redacted																															
110					Redacted																															
111	20	MyAccount Re-Architecture (MARA)			Redacted																															
112					Redacted																															
113	21	CC&B v2.3 Upgrade			Redacted																															
115	22	Real Time Pricing			Redacted																															
117	23	Bill Redesign			Redacted																															
119	CC&B PROJECTS				Redacted																															
120					Redacted																															
121	24	Vintaged PCIA Rates			Redacted																															
122					Redacted																															
123	25	CCA NEM			Redacted																															
124					Redacted																															
125	26	Community Choice Aggregation (CCA)			Redacted																															
126					Redacted																															
127	27	New Muni Departed Load (NMDL) - on hold			Redacted																															
129	28	LIB - On Bill Financing - on hold			Redacted																															
131	29	Gas Interval Data Collection DC2000 Replacement			Redacted																															
133	30	Residential Tiering - GRC Phase 2			Redacted																															
135	31	CARE Tiering - GRC Phase 2			Redacted																															
137	32	GRC Phase 2 Rate Changes			Redacted																															
138					Redacted																															
139	33	Residential Tiering - Generation Component			Redacted																															
140					Redacted																															
141	34	Discontinuance of 15-Day Notices - on hold			Redacted																															
143	35	Payment Channel Consolidation			Redacted																															
145	36	Contact Center Automation Initiative			Redacted																															
147	37	Local Office Automation Initiative			Redacted																															
149	38	Rate and Bill Calculation Simplification Initiative			Redacted																															
151	39	Cogeneration Departed Load Initiative			Redacted																															
153	40	CC&B Minor Enhancements			Redacted																															

B	C	D	E	F	G	H	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL
	Customer Care Program Roadmap						19	20	21	22	23	24	25	26	27	28	29
			SR	BDG Priority	OWNER/CONTACT	UPDATED	Current	Current	Current	Current	Current	Current	Current	Current	Current	Current	Current
6	Meter Deployment	Total	Redacted														
7	(1/12/10 Meter - Based)																
8		Electric Cum (in 1,000)															
9																	
10		DCSI Electric															
11		Hex Electric															
12		SSN Electric															
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14		Gas Cum (in 1,000)															
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							19	20	21	22	23	24	25	26	27	28	29
Customer Care Program Roadmap							Current	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	
528	Plan and Shape							Redacted									
529		SmartMeter Security Standards			Kathleen L	4/29/2010											
530		TIC Integration			Kathleen L	4/29/2010											
531	O & M																
535		Gas Pilot															
537		Historical Anchor Reads															
541		Incorporate Statistics Maintenance Strategy															
543		Migrate MPSC & RCD2 to MDMS service version 1.4															
548	12	DCSI Decommission				PAM D											
548		Swap meters to SSN, steps to retire infrastructure															
551	13	Field Delivery - Initiatives				JIM M											
552		SSN Transition Criteria			Low Fusco	4/14/2010											
553		Random QA Meter Testing			Valda Sanders	4/5/2010											
557		Non-Communicating Transition Meters (NCTM)			Kelly Haynes	8/16/2010											
560		Dead Register Meter Replacement			Peter Labberton	4/5/2010											
562		Multiple Meter Customer Coordination			Consuelo Perez	4/5/2010											
564		Low Power Meter Solution for AFCI-GFCI interrupt			Frank Mariano	4/5/2010											
566		1S/2S/12S Meter Replacement			Judy McArthur	4/5/2010											
568		Low Usage Meters			Peter Labberton	4/5/2010											
570		UTC Resolution - Access Related			Judy McArthur	4/5/2010											
572		UTC Customer Refusals Meters			Judy McArthur	4/5/2010											
574		Customer Overbuilds			Frank Mariano	4/5/2010											
576		SmartMeter Service Planning - New Business Meter Sets			TBD	4/5/2010											
578		Gas Module Reprogramming			Theresa Conroy	4/5/2010											
580		Stranded Meter In-Room Relay Solution Deployment			Kelly Haynes	4/5/2010											
582		Kern County Deployment/Redeployment			TBD	4/5/2010											
584		Excludables			Anna Quinn	4/5/2010											
586		General Maintenance - SM to SM			Susan Rodriguez	4/5/2010											
588		General Maintenance - EMR to SM			Susan Rodriguez	4/5/2010											
590		TOU			Keith Nussgart	8/24/2010											
592																	
595	14	Field Delivery - Engineering				DAN P											
597		Customer Impact Accuracy				3/5/2010											
599		SSN End Point Roadmap				3/5/2010											
601		Aclara End Point Roadmap				3/5/2010											
603		SSN Network Roadmap				3/5/2010											
605		Aclara Network Roadmap				3/5/2010											
607		SSN Network Design Management				3/5/2010											
609		Aclara Network Design Management				3/5/2010											
611		System Integration Processes				3/5/2010											
613		System Integration Advanced Applications				3/5/2010											
615		NOC Transition Planning				3/5/2010											
617		Greenbook Development			Greg Nunez	3/5/2010											
620	15	Field Delivery - Office Closure				LOU F											
622		MRO Deployment Strategies				2/19/2010											
624		Stage 1 Office Closure			Renee Jolivet	3/5/2010											
626		Stage 2 Office Closure			Renee Jolivet	3/5/2010											
628		Stage 3 Office Closure			Renee Jolivet	2/19/2010											
631	16	Strategic Relationships Initiatives				WILSON L											
633		Wellington QA				2/26/2010											
635		RMA Reporting Process			Greg Nunez	2/26/2010											
638		Reuse of Gas Module Business Case				2/26/2010											
639		Meters to Cash Support				2/26/2010											
641		Deployment to Procurement				2/26/2010											
643		Battery DCU Maintenance Process				2/26/2010											
645																	
646																	
649	17	Customer Outreach / Change Management				ERIN D. TAMM M											
651		Leading Change Program				3/25/2010											
653		Develop and implement OCM Resourcing Model				3/25/2010											
655		Develop Knowledge Transfer Specialists network				3/25/2010											
657		Develop OCM Toolkit				3/25/2010											
659		Employee Experience Zones / Employee Outreach				3/25/2010											
661		SmartMeter Business process and Task Analysis				3/25/2010											
663		SmartMeter Learning Portal				3/25/2010											
665		SmartMeter OCM SharePoint				3/25/2010											
668		Dynamic Pricing			SCOTT BROWN												
669																	
670	18	PDP Enrollment (SR 34017)	34017		MH - 1	11/10/2010											
672																	
673	18	PDP Billing (SR 34017)	34017		MH - 1	11/10/2010											
678																	
679		TOU (Time of Use) rate Default	45689			11/10/2010											
681																	
682	19	Peak Time Rebate (PTR) (SR 35271)	35271		MH - 10	11/2/2010											
684																	
685	20	MyAccount Re-Architecture (MARA) Release 1 & 2 (SR 36205)	36205		MH - 14	11/10/2010											
687	20	MyAccount Re-Architecture (MARA) Release 3 (SR 33405)	33405		MH - 14	3/31/2010											
689																	
690																	
691	21	CC&B v2.3 Upgrade (SR 36715)	36715		MH - 15	10/27/2010											
693	22	Real Time Pricing (RTP) (SR 35892)	35892		No BDG rank	6/17/2010											
695																	
696		Residential PDP Lite			No BDG rank	6/11/2010											
698	23	Bill Redesign			No BDG rank	3/16/2010											
700		PDP Residential Default - Est. Only (SR 36520)	36520		MH - 16	6/22/2010											
702		PDP Incremental Release - with CC&B 2.3			MH - 30	6/22/2010											
704		PDP - Small to Medium Business			MH - 30	6/22/2010											
706		IDSM Integration (SR 34246)	34246		Not on 3/31 BDG List	6/10/2010											
709		CC&B Projects			Chris V												
718	26	TBD - CCA - Phase 4 (PCR to Phase 3)	36409		Armi Mulholland	11/2/2010											
720		Web Improvement Project (WIP)			Carl Calvo	11/2/2010											
722		Non-WIP Project			TBD	11/10/2010											
724																	
725	27	NMDL (New Muni Departed Load) (SR 34891)	34891		MH - 29	11/2/2010											
727	28	Line Item Billing (LIB) (SR 33703)	33703		MH - 24	6/17/2010											
731	30	Residential Tiering - GRC Phase 2			MH - 25	4/2/2010											
733	31	CARE Tiering - GRC Phase 2 (SR 34730)	34730		No BDG Rank	6/17/2010											
735	32	GRC Phase 2 Rate Changes (SR 36601)	36601		MH - 25	11/2/2010											
737	33	Residential Retiering - Generation Flattening (SR 36276)	36276		ON HOLD - Moved to 2811	6/17/2010											
739																	
740	34	Discontinuation of 15 day notices (SR 36083)	36083		P1 - 86	6/17/2010											
742	35	Payment Channel Consolidation			P1 - 81	6/17/2010											
744	36	Contact Center Automation Initiative			No BDG Rank	6/17/2010											
746	37	Local Office Automation Initiative			No BDG Rank	6/17/2010											
748	38	Rate and Bill Calculation Simplification Initiative (SR 34145)	34145		No BDG Rank	6/17/2010											
750	39	Cogeneration Departed Load initiative			No BDG Rank	6/17/2010											
753	40	CC&B Minor Enhancements				JOHN WARNOCK											
755		Minimum Charge Issue - Global Solution (SR 36370)	36370		MH - 2	6/17/2010											
761		Gas Refund Settlement - Semptra/Price indexing (SR 36314)	36314		MH - 3	6/17/2010											
765		CCA - DASR Reject of Incompatible Rates (SR 35276)	35276		MH - 5	9/1/2010											

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							19	20	21	22	23	24	25	26	27	28	29
Customer Care Program Roadmap							Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11		
775		Tenant Letters (SR 35451)	35451	MH - 7		6/17/2010	Redacted										
777		Gas MARL (Minimum Average Rate Literature) (SR 36487)	36487	MH - 8		6/17/2010	Redacted										
779		Gas Minimum Charge Compensation (SR 36390)	36390	MH - 19		6/22/2010	Redacted										
781		New BPP Bill Msg (Notify of chg BPP Amt) (SR 36128)	36128	MH - 27		6/17/2010	Redacted										
783		BPP - Criteria chngs for CSOL, IVR (SR 36128)	36128	P1 - 83		6/17/2010	Redacted										
785		Local Resource Adequacy Billing (SR 36526)	36526	MH - 19		6/17/2010	Redacted										
787		Third Party Notification (SR 33253)	33253	MH - 26		6/22/2010	Redacted										
789		CAM or Resource Adequacy Charge (SR 35440)	35440			3/31/2010	Redacted										
794		Add Barcode to all collection notices (SR 36221)	36221	P1 - 10		6/17/2010	Redacted										
795		CARE Application Insert in Welcome Packets (SR 36310)	36310	P1 - 8		6/17/2010	Redacted										
797		BPP - Batch Run Tree Errors (SR 36377)	36377	P1 - 9		6/22/2010	Redacted										
799		Postpone credit on Medical/Life Support App (SR 36064)	36064	P1 - 12		6/17/2010	Redacted										
801		Add SmartMeter Enabled to CEDSA (SR 36761)	36761	P1 - 29		6/17/2010	Redacted										
803		CARE Online Folder Additions (SR 36546)	36546	P1 - 32		6/17/2010	Redacted										
805		CC&B Lit. Filmnt SmartMeter Booklet Span/Chin (SR 36735)	36735	P1 - 32		6/17/2010	Redacted										
807		Add 2D barcode to Smart Meter MIA Letters (SR 36403)	36403	P1 - 16		6/17/2010	Redacted										
809		\$ Threshold Change for RES Collection Process (SR 36611)	36611	P1 - 21		6/22/2010	Redacted										
811		Script Changes for Customer Notes/Access Info (SR 36130)	36130	P1 - 18		6/17/2010	Redacted										
813		Broken Lock Letter Enhancement (SR 36695)	36695	P1 - 22		6/22/2010	Redacted										
815		2011 Winter Gas Savings Program (SR 36780)	36780	MH - 20		7/12/2010	Redacted										
817		Correct Erroneous Lat/Long Data in SPID (SR 36321)	36321	P1 - 25		6/22/2010	Redacted										
819		Solar Water Heating Incentive Program (SR 36056)	36056	P1 - 26		6/22/2010	Redacted										
821		Modify FX32594B to Handle CIA Service Agreements (SR 36714)	36714	P1 - 27		6/22/2010	Redacted										
823		OEP De-enrollment Automation (SR 36614)	36614	P1 - 30		6/22/2010	Redacted										
825		Kiosk Customer Information File (iPhone Paymt. App) (SR 36643)	36643	P1 - 34		6/22/2010	Redacted										
827		Auto Transition Individual SPs w/360 to 0 DCR (SR 35856)	35856	P1 - 35		7/27/2010	Redacted										
829		Add Premise Address to Remote Connect Email (SR 35823)	35823	P1 - 55		6/22/2010	Redacted										
831		Modifications to WEI Daily Refresh (SR 36523)	36523	P1 - 83		6/22/2010	Redacted										
833		Add Shop Test Submission for Electric SmartMeters (SR 36065)	36065	P1 - 67		6/22/2010	Redacted										
835		SM Meter/Module Test Results (SR 35848)	35848	P1 - 68		6/22/2010	Redacted										
837		Plastic Card Prompt Within the Start/Stop Script (SR 33587)	33587		No BDG rank	6/22/2010	Redacted										
839		Solar -MASH (Multi-Fam Affordable Solar Housing) (SR 33517)	33517	P1 - 82		6/17/2010	Redacted										
841		Virtual Net Energy Metering (VNUM) (SR 33517)	33517				Redacted										
842		Enter Rates for City and County of SF Streetlights (SR 30595)	30595	P1 - 87		6/22/2010	Redacted										
844		ACH Automation (SR 35052)	35052	P1 - 91	Hilary Bargagliotti	7/12/2010	Redacted										
846		Eliminate False I Tests for Transformer-rated meters (SR 34407)	34407	P1 - 5	Mike L.	6/17/2010	Redacted										
848		Correct Usage/Billing for New Gas Meter (SR 35864)	35864	P1 - 24		6/17/2010	Redacted										
850	SM	Payment Arrangement Status (SR 36337)	36337	P1 - 15		6/17/2010	Redacted										
852		Enable Complaint vs Work Request in Case Script (SR 34086)	34086	P1 - 89		6/22/2010	Redacted										
854		Remote Turn On for Transfer Service Script (SR 35366)	35366	P1 - 90		6/22/2010	Redacted										
856		RTM Letter Automation UC4 scripts - Tech (SR 36074)	36074	P1 - 85		6/17/2010	Redacted										
858		Timely dispatch of IR/Same day fd orders (SR 35958)	35958	P1 - 7		6/17/2010	Redacted										
860		Winter Gas Program Changes for 2011 (SR 35931, 35929)	35931	P1 - 76		6/17/2010	Redacted										
862	SM	Update Field Condition Info From Field Orders (SR 36469)	36469	P1 - 23		6/22/2010	Redacted										
864		New MBCDW Flags, Files, IF-171 KVARH (SR 36306)	36306	P1 - 80		6/17/2010	Redacted										
866		SMINSTS/CPN Cases to SMINSTFS (SR 34716)	34716	P1 - 69		6/17/2010	Redacted										
868	SM	Care Letter Automation (SR 33351)	33351	P2 - 5		6/17/2010	Redacted										
870		EMR Retirement -Biz Project(2011/2012 IMPACT)		P2		3/16/2010	Redacted										
872		Field Service CGI - SMC Work (SR 35471)	35471	P2		3/16/2010	Redacted										
874		Create FERA Alert (SR 33162)	33162	P2 - 1		6/17/2010	Redacted										
876	SM	Cancel SMINSTFS UTC Cases (SR 34703)	34703	P1 - 70	Deanna Hanson	6/17/2010	Redacted										
878		Add TOU/DEM Exclusion (SR 36121)	36121		No BDG rank	3/2/2010	Redacted										
880	SM	Random Electric Meter Test Customer Contact (SR 36315)	36315		No BDG rank	3/19/2010	Redacted										
882	SM	Retrieval of Wellington Files (SR 34800)	34800		No BDG rank	6/10/2010	Redacted										
884	SM	**Estimate for System Changes for TOU/Demand SM (SR 36433)	36433	P1 - 66		6/17/2010	Redacted										
886	SM	Package CATT Software for FSU 2.1 Deployments (SR 36475)	36475	P1 - 65		6/17/2010	Redacted										
888		Structure Alert (SR 36816)	36816	MH - 31	Hilary Bargagliotti	7/12/2010	Redacted										
890	SM	Update CCA IVRU per CPUC Decision (SR 36731)	36731	P1 - 6	Hilary Bargagliotti	7/12/2010	Redacted										
892	SM	CCSF Requested Smart Meter Data - Add daily Smart Meter Electric usage data to Customer Billing so they can create CCSF Bill	36815	P1 - 12	DeAnna Hanson	7/12/2010	Redacted										
894	SM	Test SmartMeter Module for MCF gas meters - support implementation of new SmartMeter module that accommodates large 6 dial MCF (1000	36819	P1 - 13	DeAnna Hanson	7/12/2010	Redacted										
896	SM	Add SM Status to iF60G Export to UIQ(SR 36613)	36613	P1 - 62	DeAnna Hanson	7/12/2010	Redacted										
898		Add Rate Schedule to Daily Refresh (To support TOU Demand/Deploy)(SR 36820)	36820	P1 - 63	DeAnna Hanson	7/12/2010	Redacted										
900		Correct Usage/Billing for H18 Gas Meter Module(SR 36821)	36821	P1 - 63	DeAnna Hanson	7/12/2010	Redacted										
902		Payment Processing - Image Archive Server Upgrade or Migration support server to improve back processing speed(SR 36796)	36796	7 - 74	Hilary Bargagliotti	7/12/2010	Redacted										
904		Rates Billing and Demographics Extract Changes - SR 34120	34120	P2-2	Hilary Bargagliotti	7/12/2010	Redacted										
906		Modify FX32594B to Handle CIA Service Agreements (SR 36714)	36714	P1 - 27	Jun Dea	9/1/2010	Redacted										
908		SM IT OPS monitoring long running batch jobs (SR 36133)	36133	P1 - 50	MDMS 2.7.3	6/17/2010	Redacted										
910		STAR - Provide ability to perform mass FW upgrades (SR 36551)	36551	P1 - 51	MDMS 2.7.3	6/17/2010	Redacted										
912		STAR - Need a Remote Reset "button" (SR 36552)	36552	P1 - 52	UIQ 4.2.x	6/17/2010	Redacted										
914		STAR - Identify DCUs w/ RSSI Interference (SR 36550)	36550	P1 - 53	UIQ 4.2.x	6/17/2010	Redacted										
916							Redacted										
918							Redacted										
920							Redacted										
922							Redacted										
924	41	CIS for DSM Release1			No BDG rank	6/17/2010	Redacted										
926	42	CRM Release 1			No BDG rank	6/17/2010	Redacted										
928		IDSM (Integrated Demand Side Management)					Redacted										
930		Energy Star Portfolio Manager (ESPM) Integration (SR 36699)	36699	MH - 21	Bill R. / Linda	11/2/2010	Redacted										
932		Marketing Decision Support System (MDSS) Stabilization Release 4 (includes MID)			Bill Rodway	10/27/2010	Redacted										
934		Marketing Decision Support System (MDSS) Stabilization Release 4			Belinda Lee	10/27/2010	Redacted										
936		MDSS Compliance Release			Bill Rodway	10/27/2010	Redacted										
938		eRebate Reskinning			Belinda Lee	11/10/2010	Redacted										
940		Web Channel Improvements Phase 3 (IDSM Clearinghouse)			No BDG rank	6/17/2010	Redacted										
942		Automate Customer Energy Efficiency (CEE) Cost Reporting		P1 - 57		3/31/2010	Redacted										
944		Customer by Design Budget Management & Forecasting		P1 - 84		6/17/2010	Redacted										
946		Technology Release 1			No BDG rank	6/17/2010	Redacted										
948		Local Government Energy Usage Data Provision		P2 - 2		6/17/2010	Redacted										
950		Bulk Load Vendor Rebate System		P2 - 3		6/17/2010	Redacted										
952		IDSM Operations Release 1			No BDG rank	3/26/2010	Redacted										
954		Energy Partners Online (EPO) Minor Enhancements			No BDG rank	3/26/2010	Redacted										
956		IVR / Contact Center Channels					Redacted										
958		IVR Only SE - AT&T Voice Tone HVCA Changes (SR 35835)	35835	P1 - 4		6/17/2010	Redacted										
960		CTI - Virtual Hold (SR 36026)	36026	P1 - 33		7/20/2010	Redacted										
962		Call Eff Improve Proj - IVR SmartMeter Dispatchable Field Orders	36029	P1 - 33	Nancy Walker	11/2/2010	Redacted										
964		CTI - Overall Reporting Enhancements (SR 34208)	34208	P1 - 33		7/20/2010	Redacted										
966		Reporting Enhancements (SR 36207)	36207	P1 - 33		7/20/2010	Redacted										
968		Call Eff Improve Proj - GenRef Redesign (SR 36034)	36034	P1 - 33	Nancy Walker	10/6/2010	Redacted										
970		Call Efficiency Improvements - Involves CC&B (SR 36037)	36037	P1 - 33		9/28/2010	Redacted										
972		CSOL and IVR Changes for Pay Plan Ruling (SR 36320)	36320	P1 - 78		7/20/2010	Redacted										
974							Redacted										
976							Redacted										
978							Redacted										
980							Redacted										
982							Redacted										
984							Redacted										
986							Redacted										
988							Redacted										
990	SM	WH & Meter Mgmt Syst. Replace. & Network Visibility (SR 34629)	34629	P1 - 2	Martin Simmons	6/17/2010	Redacted										
992		Freemont E Meter In-Test Long-term enhancements (SR 36472)	36472	P1 - 58	Michelle Tehrani	6/17/2010	Redacted										
994		Freemont E Meter Management Enhancements (SR 36489)	36489	P1 - 79	Michelle Tehrani	6/17/2010	Redacted										
996		Meter Data by SLAP			No BDG rank	6/17/2010	Redacted										
998		Automation of Unbilled Revenue Model (SR 36395)	36395		Not on 3/31 BDG List	3/31/2010	Redacted										
1000	SM	SmartTrack Upgrades (35200)	35200		Elaine R. No BDG rank	3/19/2010	Redacted										
1002		SmartTrack - Warranty Tracking & Reporting (SR 35200)	35200		No BDG rank	3/19/2010	Redacted										
1004							Redacted										
1006							Redacted										
1008							Redacted										
1010							Redacted										
1012							Redacted										