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

PG&E Data Request No.:	DRA_003		
PG&E File Name:	SM CSI_DR_DRA_003-Q13		
Request Date:	December 22, 2010	Requester DR No.:	DRA_3
Date Sent:	March 21, 2011	Requesting Party:	DRA
PG&E Witness:	N/A	Requester:	Tom Roberts

QUESTION 13

If not addressed in response to the previous questions above, provide the following in an MS Excel file:
a. The number of customers on each gas rate tariff as of the date PG&E prepares its response to this question,
b. The PG&E name of the IT system used to bill customers on each gas rate tariff as of the date PG&E prepares its response to this question,
c. The PG&E name of the IT system plans to use to bill customers on each gas rate tariff at the completion of SmartMeter deployment and activation of interval billing and web-presentment,
d. The PG&E name of the IT system used to bill customers on each new gas rate tariff currently proposed or planned.

ANSWER 13

Attachment DRA_003-13-1 shows the number of customers (service agreements) billed on each gas rate schedule in February 2011.

The Customer Care and Billing System (CC&B) is PG&E's energy billing Information Technology (IT) system of record. The bills for the great majority of customers are calculated in CC&B; however, the Advanced Billing System (ABS) is used to create energy billing charges for customers with complex accounts. The billing transactions created in ABS are then transferred via interface to CC&B. Currently, there are only 3,883 active gas service agreements billed in ABS.

Generally, it is the complexity of the customer's account, not the gas rate schedule, which determines whether billing charges are calculated in ABS. Consequently, most gas rate schedules are supported in ABS. The gas rate schedules billed in ABS are denoted on Attachment DRA_003-13-1 with an asterisk.

PG&E does not plan any changes to the current structure for billing gas customers. The completion of the SmartMeter™ Program and activation of interval billing and web-presentment will not change the gas rate schedules billed in ABS as shown in Attachment DRA_003-13-1.