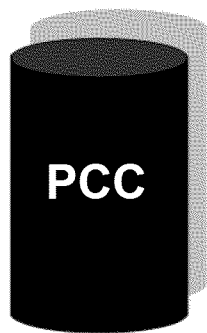


Headcount is planned at the department level

Major Work Categories (MWCs) represent costs for work processes and work types

MWCs can be exclusive to a department or shared by various departments

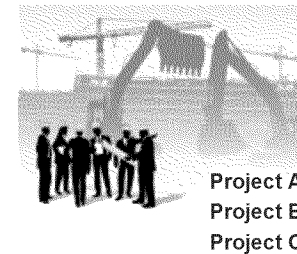
## Departments



**Provider Cost Center**

Used to plan cost of PEOPLE and people-related costs

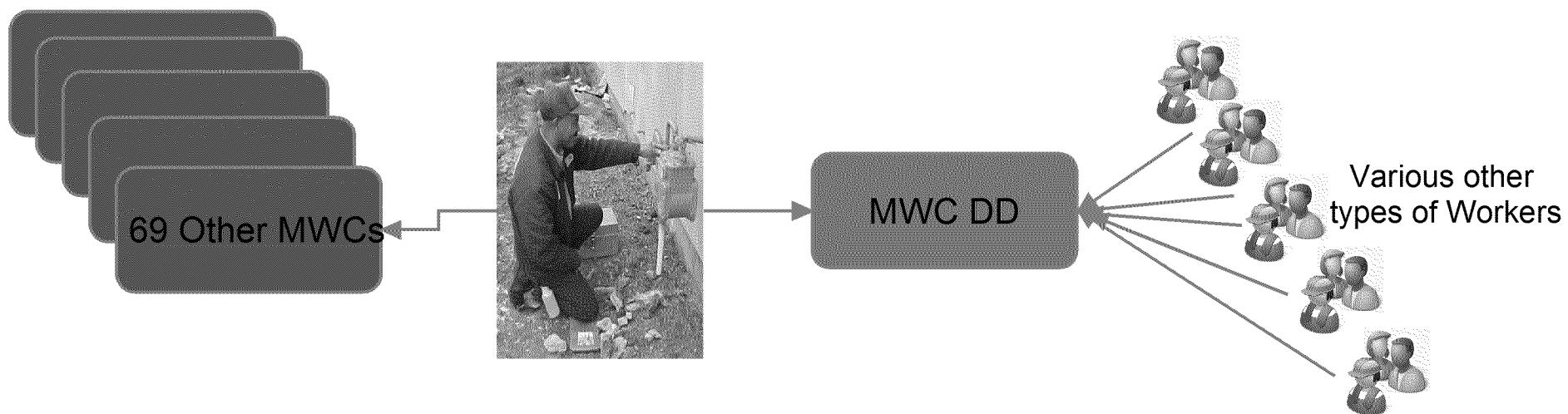
## Major Work Categories



**Orders**

Orders will roll up to a specific MWC which is used to track costs for a specific work category

- Multiple classifications of employees charge into one MWC
  - Using MWC DD - Provide Field Services - as an example:
    - In 2010, Gas Service Representatives (GSRs), Electric Meter Technicians (EMTs), Troublemens (Tmen), Meter Readers (MRs), and various other types of employee classifications charged into MWC DD
    - Resource mix is driven by workload demand, resource availability and the type of skills required
- Each classification has different pay rate and OT level
- Each classification can charge into multiple MWCs
  - In 2010, GSRs performed work in 70 MWCs



**Headcount reporting at the MWC level can only be imputed**



## MWC and Department have a Many to Many Relationship

- PG&E currently has approximately 200 MWCs
- For illustrative purposes, below are the MWCs used in PG&E's Customer Field Services (CFS) organization and the various types of employees, inside and outside of Customer Care, who perform the work in these MWCs

	MWC 25 Purchase and Install Electric Meter	MWC 74 Purchase and Install Gas Meters	MWC DD Provide Field Services	MWC EY Perform Electric Meter Maintenance	MWC HY Perform Gas Meter Maintenance	MWC IT Shut-off for Non- payment	MWC IG Read Meters
Gas Service Representative	X	X	X	X	X	X	X
Electric Meter Technician	X		X	X		X	X
Troublemakers	X		X	X		X	X
Meter Reader			X			X	X
Gas Maintenance & Construction Crew		X	X		X	X	X

\*This table excludes MWC 05 – Purchase Tools, where no CFS labor is incurred