

PACIFIC GAS AND ELECTRIC COMPANY
STATEMENT OF QUALIFICATIONS
OF
STEVEN H. PHILLIPS

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3 Q 31 Please state your name and business address.

4 A 31 My name is Steven H. Phillips, and my business address is Pacific Gas and
5 Electric Company, 77 Beale Street, San Francisco, California.

6 Q 32 Briefly describe your responsibilities at Pacific Gas and Electric Company
7 (PG&E).

8 A 32 I am the Director of Regulatory Strategy and Compliance in the Customer
9 Operations Department of PG&E's Customer Care organization. As such, I am
10 responsible for managing Customer Operations participation in various
11 proceedings before the CPUC, including the General Rate Case and for
12 ensuring compliance within Customer Operations with various rules and
13 regulations such as SEC reporting, SOX assessments, etc.

14 Q 33 Please summarize your educational and professional background.

15 A 33 I received a bachelor of science degree in mechanical engineering from the
16 University of Wyoming in 1971. I am registered in the state of California as a
17 professional engineer in mechanical engineering.

18 In May 1972, I joined PG&E as a gas engineer. From 1972 through 1993, I
19 worked in various engineering and operations positions within PG&E's Gas
20 department. From 1993 to 2002, I worked in several departments including
21 Marketing, Information Technology and Internet Services.

22 In late 2002, I joined Customer Operations as manager of Contact Center
23 Enhancements, which was responsible for implementing new and maintaining
24 existing technologies for PG&E's Contact Centers, Credit and Collections
25 Department and Local Offices. In 2007 I became Senior Manager of Office
26 Services where I was responsible for the operation of PG&E's 75 customer
27 service offices and approximately 600 Neighborhood Payment Centers. I have
28 testified in numerous CPUC proceedings. In January 2012, I assumed my
29 present position.

30 Q 34 What is the purpose of your testimony?

- 1 A 34 I am sponsoring Chapter 2.A, Overview of PG&E's Records Retention
2 Standards and Practices, and Chapter 4.C, Records Used by PG&E to
3 Establish MAOP for Line 132, and Chapter 3.B, PG&E's Gas Transmission
4 System.
- 5 Q 35 Does this conclude your statement of qualifications?
- 6 A 35 Yes.