

Application: 23-12-001
(U 39 M)
Exhibit No.: _____
Date: December 1, 2023
Witness(es): Tom Smith

PACIFIC GAS AND ELECTRIC COMPANY
2023 WILDFIRE MITIGATION AND CATASTROPHIC EVENTS
PREPARED TESTIMONY
WORKPAPERS SUPPORTING CHAPTER 7



PACIFIC GAS AND ELECTRIC COMPANY
2023 WILDFIRE MITIGATION AND CATASTROPHIC EVENTS

WORKPAPERS SUPPORTING
CHAPTER 7 - CUSTOMER CARE: CEMA

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Tom Smith
Witness Name

December 1, 2023
Date

PACIFIC GAS AND ELECTRIC COMPANY
2023 WILDFIRE MITIGATION AND CATASTROPHIC EVENTS
Chapter 07 - CUSTOMER CARE: CEMA
Expense Cost Element Detail
(In Thousands of Dollars)

Line No.	CEMA Event	CE Mjr Resource Grp	Cost Element	Cost Element Description	2022	2023	Grand Total
1	December- January Winter Storms (2022-2023)	Contract	PGE1/5490000	Contracts	-	1,727	1,727
2	December- January Winter Storms (2022-2023)	Contract	PGE1/6604026	TS THIRD PARTY RENTAL	-	0	0
3	December- January Winter Storms (2022-2023)	Contract	PGE1/6608183	Equipment Rental	-	2	2
4	December- January Winter Storms (2022-2023)	Contract	PGE1/6608189	Vehicle Rental	-	0	0
5	December- January Winter Storms (2022-2023)	Contract Total			-	1,730	1,730
6	December- January Winter Storms (2022-2023)	Labor External	PGE1/5001240	Consulting Services - Computer	-	12	12
7	December- January Winter Storms (2022-2023)	Labor External	PGE1/5001250	Consulting Services - Other	-	5	5
8	December- January Winter Storms (2022-2023)	Labor External Total			-	18	18
9	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603000	Administration	-	36	36
10	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603005	Analyst Services	-	4	4
11	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603013	Project Management Services	-	18	18
12	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603058	Technical Services	-	1	1
13	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603076	Management Services	1	1,394	1,395
14	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603150	Administrative Services - OT	-	10	10
15	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603320	Civil Eng Standard Time	-	0	0
16	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603322	Civil Design Standard Time	-	0	0
17	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603323	Civil Design Overtime	-	0	0
18	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603722	Additional Services	-	1	1
19	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603730	Account Services	-	67	67
20	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603736	Customer Energy Efficiency Mgmt	-	14	14
21	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603756	Contact Center Operations Minute	-	161	161
22	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6603851	Account Services Overtime	-	14	14
23	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6608193	Hours - Straight Time	-	0	0
24	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6608200	Mega Watt Per Day	-	12	12
25	December- January Winter Storms (2022-2023)	Labor Internal	PGE1/6608201	Operating Costs	-	8	8
26	December- January Winter Storms (2022-2023)	Labor Internal Total			1	1,741	1,741
27	December- January Winter Storms (2022-2023)	Materials	PGE1/5300000	Materials Not Otherwise Classified	-	1	1
28	December- January Winter Storms (2022-2023)	Materials	PGE1/5300150	Fuels, Lubricants & Oils	-	16	16
29	December- January Winter Storms (2022-2023)	Materials	PGE1/5300190	Generators, Motors & Industl Cntrl Equip	-	20	20
30	December- January Winter Storms (2022-2023)	Materials	PGE1/5300240	Power Plant Specialties	-	13	13
31	December- January Winter Storms (2022-2023)	Materials	PGE1/5300280	Tools, First Aid & Safety Supplies	-	2,350	2,350
32	December- January Winter Storms (2022-2023)	Materials Total			-	2,400	2,400
33	December- January Winter Storms (2022-2023)	Other	PGE1/5006310	Cash Discount earned	-	(48)	(48)
34	December- January Winter Storms (2022-2023)	Other	PGE1/5091100	Meals Expense	-	1	1
35	December- January Winter Storms (2022-2023)	Other	PGE1/5091114	Lodging	-	5	5
36	December- January Winter Storms (2022-2023)	Other	PGE1/5091115	Employee Travel	-	0	0
37	December- January Winter Storms (2022-2023)	Other	PGE1/5091140	Reimbursed Mileage Expense	-	2	2
38	December- January Winter Storms (2022-2023)	Other	PGE1/5591000	Other Expenses	-	0	0
39	December- January Winter Storms (2022-2023)	Other Total			-	(41)	(41)
40	December- January Winter Storms (2022-2023) Total				1	5,848	5,849
41					Less: Adjustment to remove Overheads		
42					Less: Adjustment to remove EY Recommendation		
43	Total				1	5,848	5,849

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Chapter 07 - CUSTOMER CARE: CEMA
Expense Cost Element Detail
(In Thousands of Dollars)

Line No.	CEMA Event	CE Mjr Resource Grp	Cost Element	Cost Element Description	2022	2023	Grand Total
1	2023 February – March Storms	Contract	PGE1/5490000	Contracts	-	1,266	1,266
2	2023 February – March Storms	Contract	PGE1/5490100	Software Licenses	-	1	1
3	2023 February – March Storms	Contract Total				1,266	1,266
4	2023 February – March Storms	Labor External	PGE1/5001230	Consulting Services - Engineering	-	3	3
5	2023 February – March Storms	Labor External	PGE1/5001240	Consulting Services - Computer	-	105	105
6	2023 February – March Storms	Labor External	PGE1/5001250	Consulting Services - Other	-	1	1
7	2023 February – March Storms	Labor External	PGE1/6603567	IT Analyze, Plan, Mtce, etc. Tier 3	-	0	0
8	2023 February – March Storms	Labor External Total				109	109
9	2023 February – March Storms	Labor Internal	PGE1/6602014	Fleet Services-DT	-	0	0
10	2023 February – March Storms	Labor Internal	PGE1/6603000	Administration	-	35	35
11	2023 February – March Storms	Labor Internal	PGE1/6603005	Analyst Services	-	8	8
12	2023 February – March Storms	Labor Internal	PGE1/6603006	Design Drafting Services	-	3	3
13	2023 February – March Storms	Labor Internal	PGE1/6603013	Project Management Services	-	48	48
14	2023 February – March Storms	Labor Internal	PGE1/6603016	Customer Billing/Collection	-	6	6
15	2023 February – March Storms	Labor Internal	PGE1/6603058	Technical Services	-	2	2
16	2023 February – March Storms	Labor Internal	PGE1/6603076	Management Services	-	2,563	2,563
17	2023 February – March Storms	Labor Internal	PGE1/6603100	Customer Billing/Collection Overtime	-	11	11
18	2023 February – March Storms	Labor Internal	PGE1/6603150	Administrative Services - OT	-	10	10
19	2023 February – March Storms	Labor Internal	PGE1/6603197	Contract Services	-	3	3
20	2023 February – March Storms	Labor Internal	PGE1/6603245	Management Services - OT	-	2	2
21	2023 February – March Storms	Labor Internal	PGE1/6603730	Account Services	-	105	105
22	2023 February – March Storms	Labor Internal	PGE1/6603736	Customer Energy Efficiency Mgmt	-	23	23
23	2023 February – March Storms	Labor Internal	PGE1/6603844	Apprentice	-	5	5
24	2023 February – March Storms	Labor Internal	PGE1/6603845	Apprentice OT	-	8	8
25	2023 February – March Storms	Labor Internal	PGE1/6603851	Account Services Overtime	-	18	18
26	2023 February – March Storms	Labor Internal	PGE1/6603868	Contract Svcs Overtime	-	1	1
27	2023 February – March Storms	Labor Internal	PGE1/6608193	Hours - Straight Time	-	1	1
28	2023 February – March Storms	Labor Internal	PGE1/6608194	Hours - Overtime	-	1	1
29	2023 February – March Storms	Labor Internal Total				2,853	2,853
30	2023 February – March Storms	Materials	PGE1/5300240	Power Plant Specialties	-	53	53
31	2023 February – March Storms	Materials	PGE1/5300280	Tools, First Aid & Safety Supplies	-	99	99
32	2023 February – March Storms	Materials	PGE1/5300318	Integrated Supplier - BT Office	-	42	42
33	2023 February – March Storms	Materials Total				194	194
34	2023 February – March Storms	Other	PGE1/5006310	Cash Discount earned	-	(4)	(4)
35	2023 February – March Storms	Other	PGE1/5091100	Meals Expense	-	1	1
36	2023 February – March Storms	Other	PGE1/5091114	Lodging	-	6	6
37	2023 February – March Storms	Other	PGE1/5091115	Employee Travel	-	1	1
38	2023 February – March Storms	Other	PGE1/5091140	Reimbursed Mileage Expense	-	2	2
39	2023 February – March Storms	Other	PGE1/5591000	Other Expenses	-	5	5
40	2023 February – March Storms	Other Total				11	11
41	2023 February – March Storms Total					4,433	4,433
42				Less: Adjustment to remove Overheads			
43				Less: Adjustment to remove EY Recommendation			
44	Total					4,433	4,433