

PACIFIC GAS AND ELECTRIC COMPANY
Wildfire Mitigation Plans Discovery 2023
Data Response

PG&E Data Request No.:	CalAdvocates_028-Q005		
PG&E File Name:	WMP-Discovery2023_DR_CalAdvocates_028-Q005		
Request Date:	August 10, 2023	Requester DR No.:	CalAdvocates-PGE-2023WMP-28
Date Sent:	August 15, 2023	Requesting Party:	Public Advocates Office
PG&E Witness:		Requester:	Holly Wehrman

RN-PG&E-23-02

QUESTION 005

Page 2 of PG&E's response states, "By being flexible with how we deploy our quality management resources, we can mitigate \$20 million in annual costs to our customers in 2024 and 2025 and yet achieve comparable quality performance results."

- a) State the basis for PG&E's estimate that its proposed QC process will mitigate \$20 million in annual costs to customers.
- b) State the basis for PG&E's statement that its proposed QC process will achieve comparable quality performance results.
- c) Please describe the methods PG&E will use to track and compare the quality performance between its proposed QC process and the QC process in place at the beginning of 2023.

ANSWER 005

- a) By pushing Quality Control closer to the work and enabling existing personnel to address and mitigate issues faster, we will ensure that less formal sampling of locations through QC will need to occur and issues will be identified up front. This \$20 million efficiency is a forecast based on the savings we anticipate through needing to sample less locations, and improvements to the quality of work up front which will cause a reduction in re-work and QC costs.
- b) Please see the response to subpart (a) above for an explanation as to how our new QC process will achieve comparable, or improved, quality performance results. Please also see our response to Question 4(b) of this data request for additional information regarding how we are improving our QC pass rates.
- c) Quality is being tracked by using data on QC failures to inform dashboards and plans which give visibility into opportunities for improvement in initial work execution, driving quality at the source. Where applicable, PG&E will also continue to track QC pass rates as we have done previously. PG&E utilizes pareto charts, among other tools, to track top finding types which are reviewed with stakeholders to formulate data-driven plans of action. Where applicable, PG&E will also continue to review QC pass rates.

