CHAPTER 4

DA ELECTRONIC DATA EXCHANGE CONTINGENCY PLANS

Overview

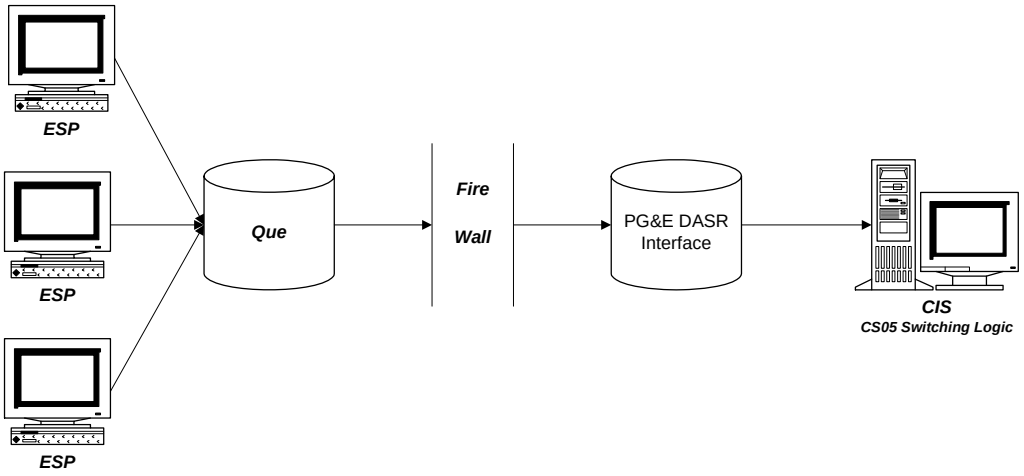
The objective of this chapter is to describe the contingency process for handling DA sign up should one or more elements of the DASR process fail. Although, failure of the electronic process is not anticipated, we have put procedures in place which will allow DASRs to be processed in the event of an unplanned systems-related problem.

Behind the scenes look at the DASR process

DASRs which are submitted by Electric ESPs through DES are transmitted via the Internet to PG&E's systems through a mail server called "QUE." The QUE acts as a data repository for the Electric ESPs and PG&E to send and retrieve data. The QUE will sort and direct the incoming data by type. Once the data is in QUE, another system called the PG&E DASR Interface ("DASR Interface") will retrieve the data for PG&E. The DASR Interface manages the data from the QUE. DASR Interface is a database that contains a list of transactions. It takes the data in and stores the transactions, (e.g., to whom we sent information to) the reasons why, and the data names (e.g. record type, operation type, service relation, SP identifier). DASR Interface also time-stamps the data, looks for data changes, conducts basic validation of data, error checks etc. Next, the DASR Interface sends the data to our Customer Information System (CIS). CIS contains the "CSO5" file--the logic for switching customers to direct access service. CSO5 is located in the "Master File". At this point, the customer's data would be "confirmed" or "rejected" back to the Electric ESP. This entire process is also know as the DASR or Direct Access Service Request.

DASR Server Communication Illustrated

The diagram below depicts the flow of information between the external data repository QUE, PG&E's DASR Interface, which confirms transactions, and the CIS switching logic which establishes DA service for a given customer.



4.1 - INFORMATION FLOW BETWEEN QUE AND DASR INTERFACE

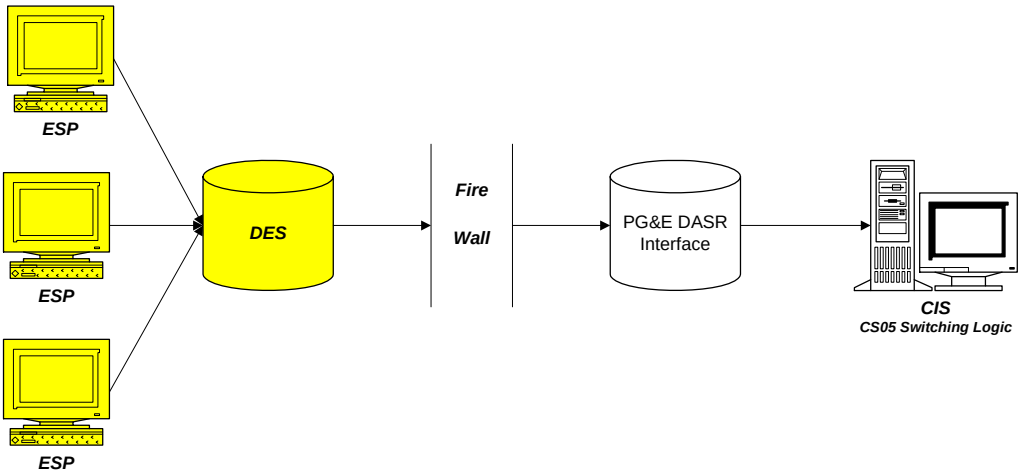
Risks

At any point in this process described above, the electronic down-load or DASR could fail to operate as planned. Conversely, the Electric ESP's system may also fail. The impact is that PG&E will be unable to sign-up customers for Direct Access through electronic means.

Event Scenario Back-up Plans

The following sections describe possible scenarios resulting from Internet failure, Electric ESP/PG&E system incompatibility, ESP equipment failure or PG&E equipment failure.

Electric ESP unable to communicate with DES



4.2 - ELECTRIC ESP UNABLE TO COMMUNICATE WITH THE QUE

SITUATION

The Electric ESP is unable to send information to PG&E's QUE because of:

- Electric ESP equipment failure.
- The incompatibility of the Electric ESP's system with that of PG&E.
- Internet failure.
- Failure of the QUE/DES.

BACK-UP PLAN

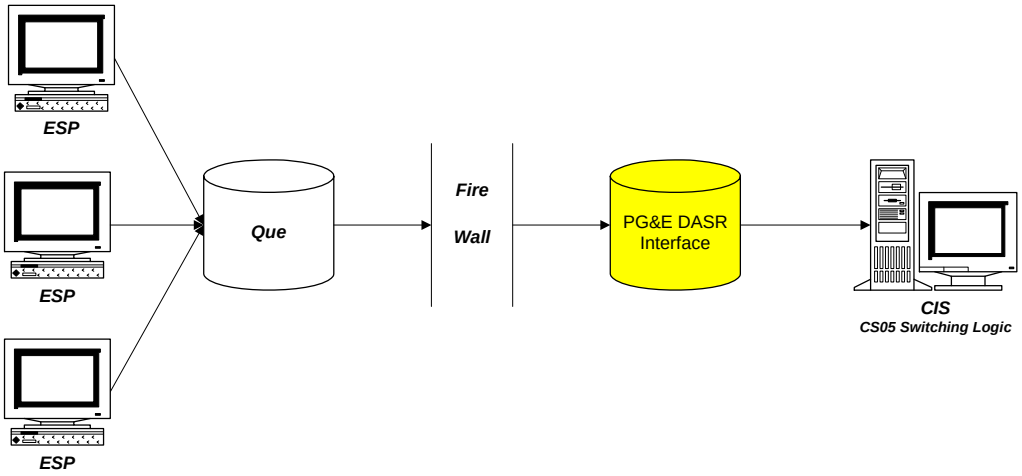
1. The Electric ESP will notify PG&E's ESP Services Hotline or PG&E's ESP Services will notify Electric ESPs that there is a problem either by fax or phone..

2. If there is a failure of the QUE but a connection through the Internet is available, the ESP will be given instructions on sending the data file by email. If an Internet connection is not available, the Electric ESP will save customer DASR requests on a disk as a comma-delimited .CSV file. The format should be according to the EDI format as described within Chapter 2: Direct Access Setup in the section, Review electronic transfer procedures.

3. The Electric ESP should express mail the disk to the following address, ESP Services, Pacific Gas and Electric Company, 77 Beale Street, 19th Floor, San Francisco, CA 94105.

4. PG&E will send a confirmation file back to the Electric ESP containing confirmation or rejection data for each DASR.

Failure of PG&E equipment (DASR Interface & CIS)



4.3 - FAILURE OF PG&E EQUIPMENT

SITUATION

The DASR Interface is unable to receive data from the QUE or pass data into CIS or PG&E's CIS goes down.

BACK-UP PLAN

1. This situation will be considered an emergency. ESP Services will notify all Electric ESPs of emergency conditions.

2. PG&E will not accept DASRs until the problem has been resolved and the system is stable.

3. The CIS "masterfile" will be responsible for all data validation checks if the DASR Interface goes down.