

Pacific Gas & Electric Co. Powers up Claims and Collections with CSC's RISKMASTER

Leading U.S. Utility Tracks Thousands of Incidents Annually, Links Claims System with Outage Tracking and SAP Accounting Systems

- Elimination of Duplicate Entries for Events
- Easy-to-Use Web-Based Claims Reporting
- Streamlined Processes for Billing and Collections
- Improved Auditing and Tracking

Pacific Gas & Electric Co.

Pacific Gas & Electric Company (PG&E), one of the largest combination natural gas and electric utilities in the United States, serves nearly 14 million people in northern and central California.

With 20,300 employees and natural gas and electrical lines across a 70,000-square-mile service area, PG&E manages a wide range of claims — from power outages to car crashes with utility poles. PG&E's claims department documents and tracks thousands of incidents a year, many of which turn into collection or tort claims.

Beginning in 1994, the San Francisco-based utility began storing its incident and claims data on a homegrown system that could only be accessed through a COBOL language development tool. The tool was no longer supported by the manufacturer, and to make matters worse, it was installed on an aging PC.

“After a while, there were only two people left in the department who knew how to use it, and since it only ran on this one 486 PC, it was only a matter of time before we would lose it all together,” recalled Shawn Mallan, PG&E's senior program manager of Third Party Claims.

Greater Flexibility in Tracking Outages and Other Incidents

While PG&E's Third Party Claims personnel built the case for upgrading the company's system to newer technology, they met with a wide range of risk management information system providers, including CSC.

“We saw most of the major systems out there, and we explored building our own system, but we decided RISKMASTER gave us most of what we wanted at the most reasonable cost,” Mallan said. “RISKMASTER was truly at a higher level in the area of event tracking, which was very important to us. Most claims handling systems won't let you report an incident, such as a power outage, without creating a claim. RISKMASTER is much more flexible. We have thousands of outages to track each year. By capturing outages in the system when they happen, you've got as much documentation as possible



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**SHAWN MALLAN, SENIOR PROGRAM MANAGER,
THIRD PARTY CLAIMS, PACIFIC GAS & ELECTRIC CO.**

available when a claim comes down the road sometime later.”

Most customer service calls about outages and other incidents are routed through PG&E’s interactive voice response (IVR) system. CSC helped PG&E interface its power outage tracking system with RISKMASTER, which automatically creates a new event for each new outage.

“This feature has allowed us to eliminate a significant amount of data entry,” Mallan said. “It just made sense. If we’re capturing the information once, why should we enter it again?”

Ease of Integration with Financial System

RISKMASTER also interfaces with PG&E’s SAP financial system, allowing risk management personnel to electronically submit damage claims to the accounting department. The SAP system handles billing to third parties to reimburse PG&E for damage to company property, while the interface with RISKMASTER allows claims personnel to track the payment status of all billable claims.

“We’ve really been able to take advantage of RISKMASTER’s ease of integration with other systems,” Mallan said. “It’s allowing us to move toward a more paperless process. For most claims, we are scanning claim forms into the system and we’re using the mail merge feature for letters and other correspondence.”

CSC also helped PG&E solve the difficult challenge of managing events reported across the company’s large service area, which includes 139,000 circuit miles of electric lines,

45,800 miles of natural gas pipelines, nuclear and fossil fuel power plants, hydroelectric dams, pump storage stations and related infrastructure.

Web-Based Support for up to 800 Users

Nearly 800 PG&E employees throughout that service area must be able to enter events into the system. PG&E licensed the system for 65 users, but CSC worked with the company to create a custom Web page that allows other employees to submit new events electronically.

“Some of the people may only submit one event a year, so this makes it as easy as possible for them and it holds down the cost of licensing the system,” Mallan said. “Because of the custom interfaces, users are entering less information than they did in the past and are really pleased with the new system. It’s dramatically better than what we had before.”

As a result, RISKMASTER has allowed PG&E to improve its auditing and tracking capabilities and automate collections for most damage claims, Mallan said.

“RISKMASTER gave us a lot more flexibility,” Mallan added. “Other systems we saw were limited in terms of the growth, and the ability to add new fields. A lot of the other vendors we talked with were smaller companies that were relatively new. We know CSC has been around for a long time. We’ve received good support, and we know CSC is going to be around for the long haul.”

For more information about CSC’s RISKMASTER, call 800.345.7672 or e-mail inforequests@csc.com.



ABOUT CSC’S SOLUTIONS

CSC’s RISKMASTER is the most comprehensive and flexible risk management solution available. RISKMASTER helps organizations worldwide reduce risk by giving users access to more vital information: property, general liability, vehicle, incidents, errors and omissions, professional liability and more. It’s a more efficient way for risk, claims and safety specialists to manage claims data.

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