



ERCOT Core Values Survey Overview

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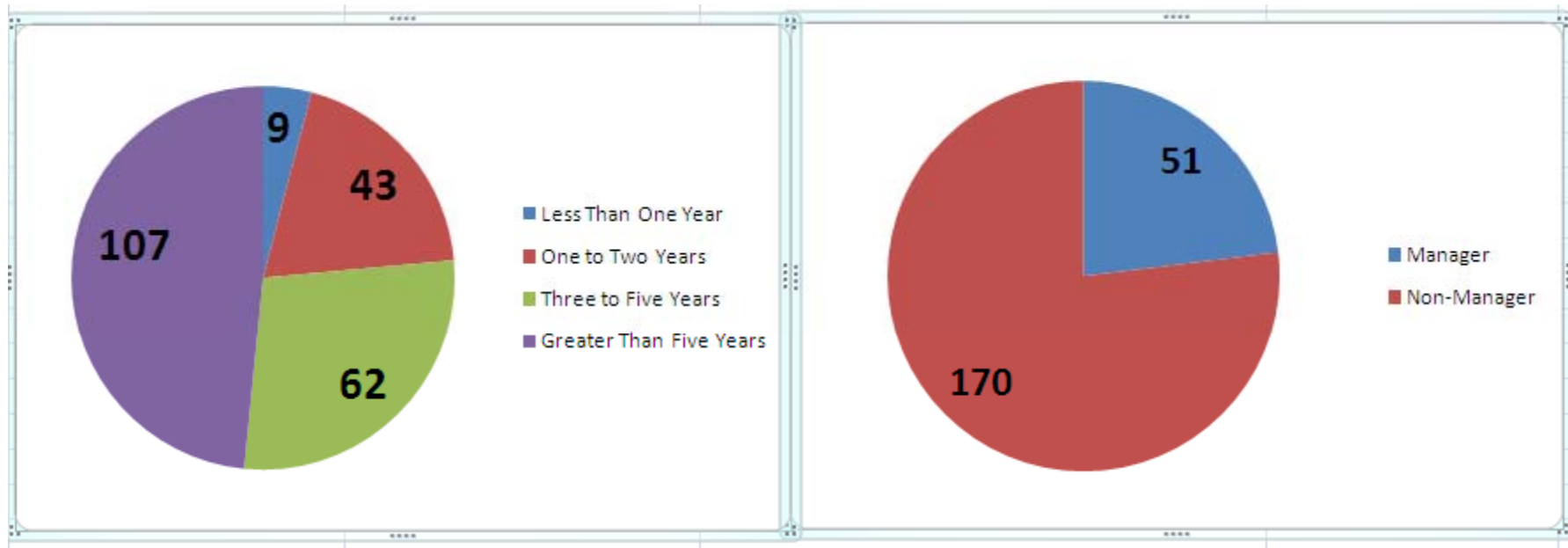
May 18, 2010

Purpose of Survey

The core values of an organization lay the foundation by which we conduct ourselves in the fulfillment of our mission and the accomplishment of our strategic objectives. Over the past six months, the Executive Team has met to define the framework of our 5-year strategic plan and presented this document to you at our last All-Hands meetings. We do not want our core values to become just words on paper, but to instill and support these values throughout the organization. To accomplish this task, we have developed a survey to gather your input regarding your perception of how well we “walk the talk” and demonstrate our core values in all that we do.

Survey Response Statistics

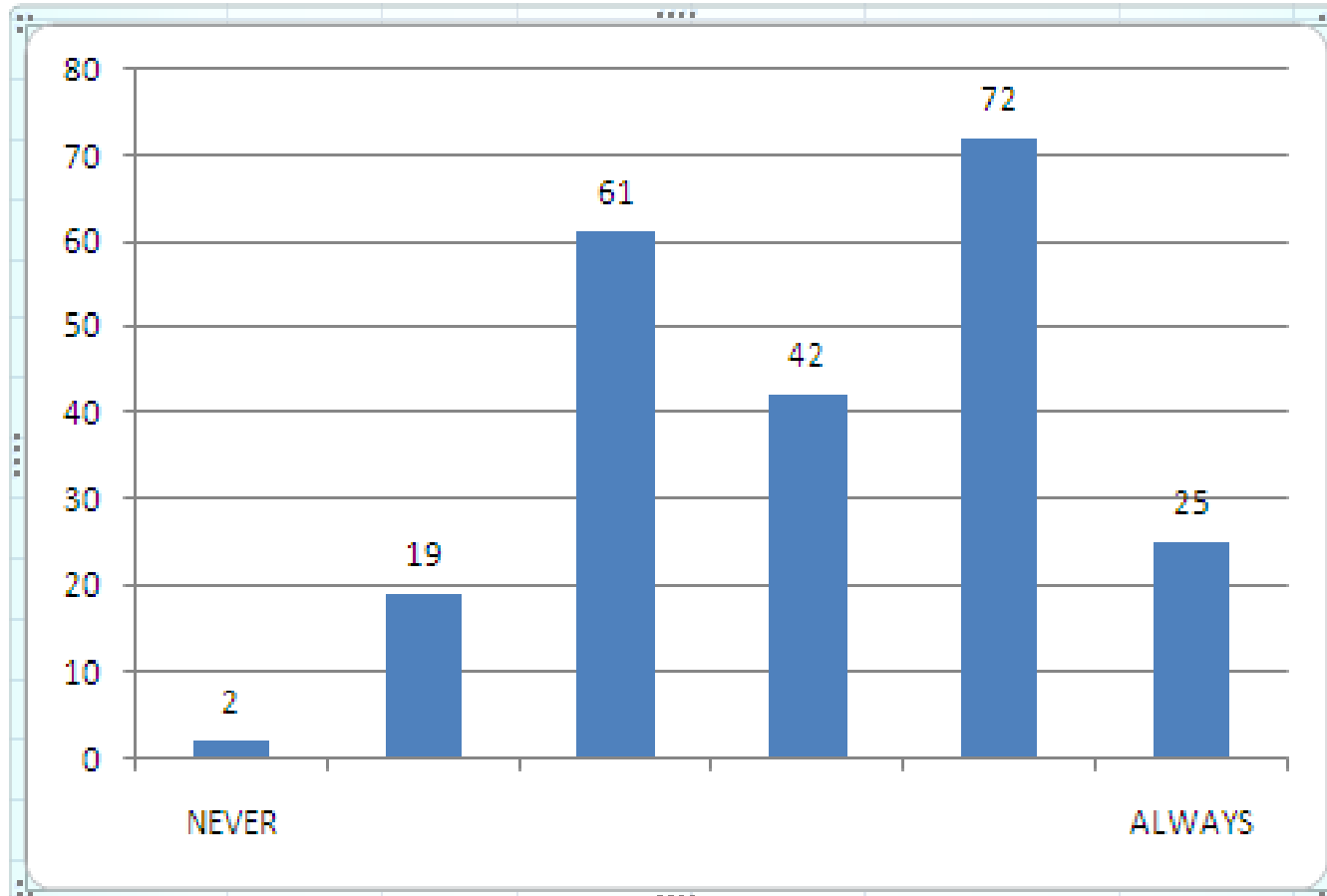
221 individuals started the survey and 167 individuals completed the survey in its entirety.



Summary of Responses

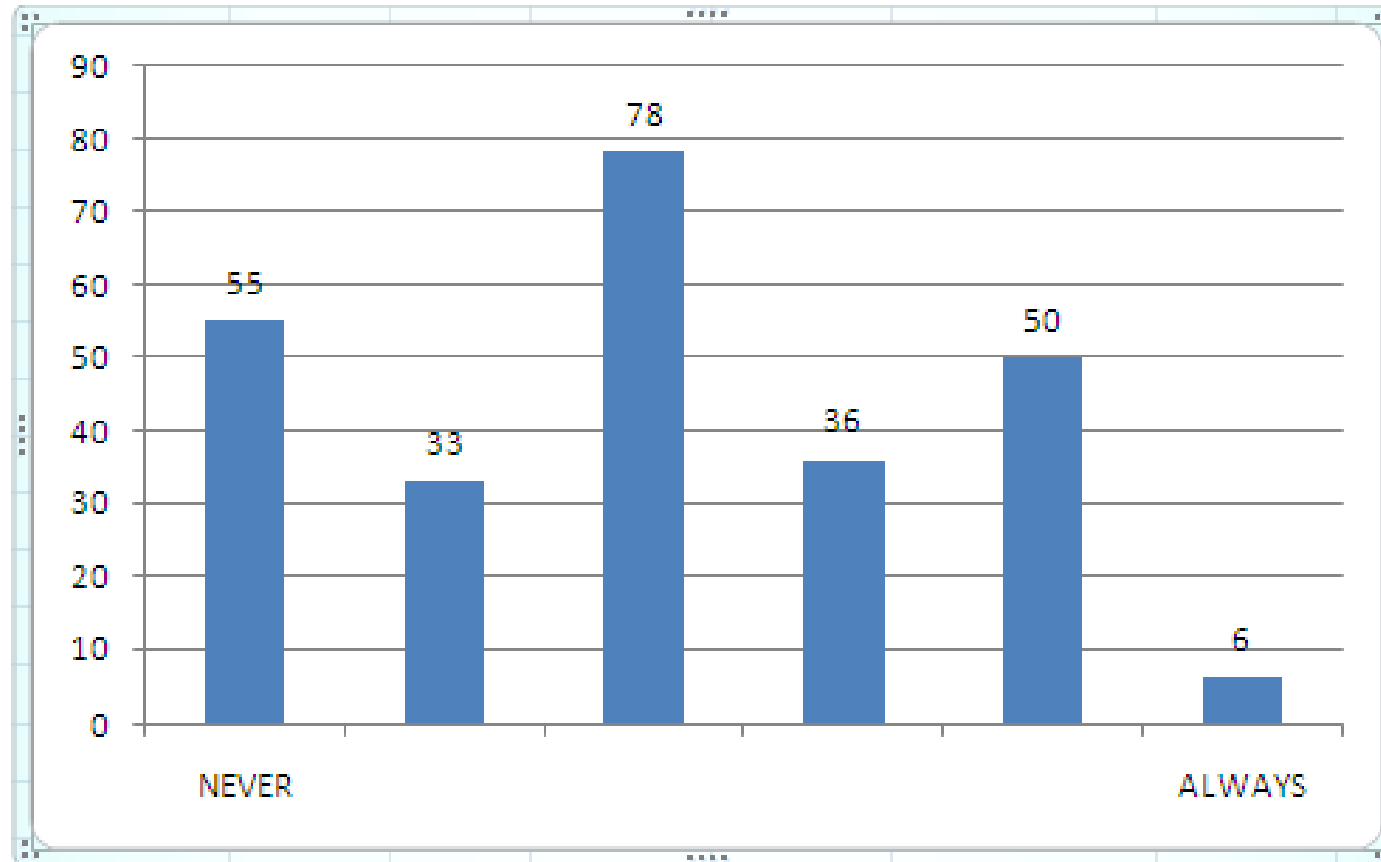
ACCOUNTABILITY

To what degree do employees demonstrate ACCOUNTABILITY?



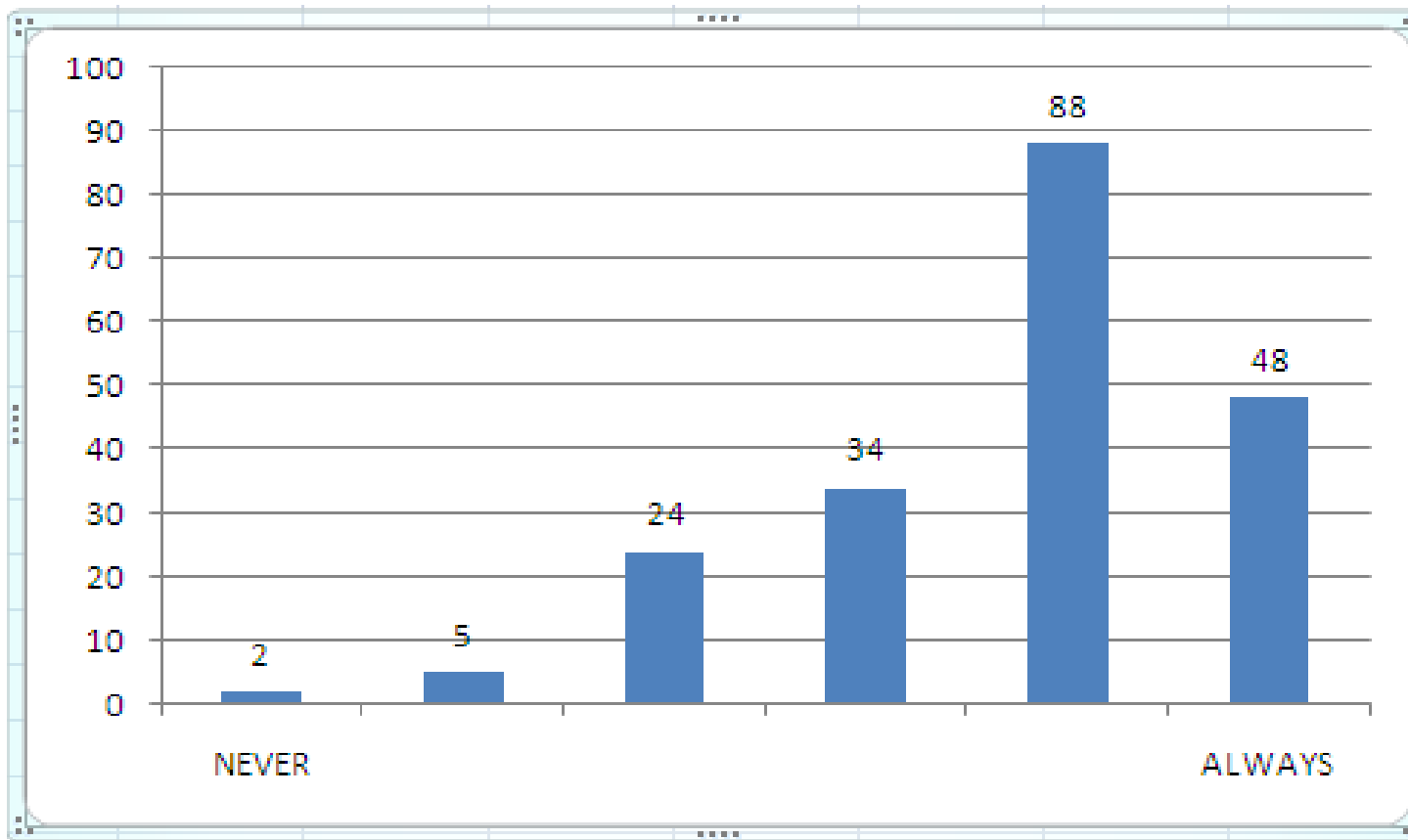
INNOVATION

To what degree do we support INNOVATIVE thinking?



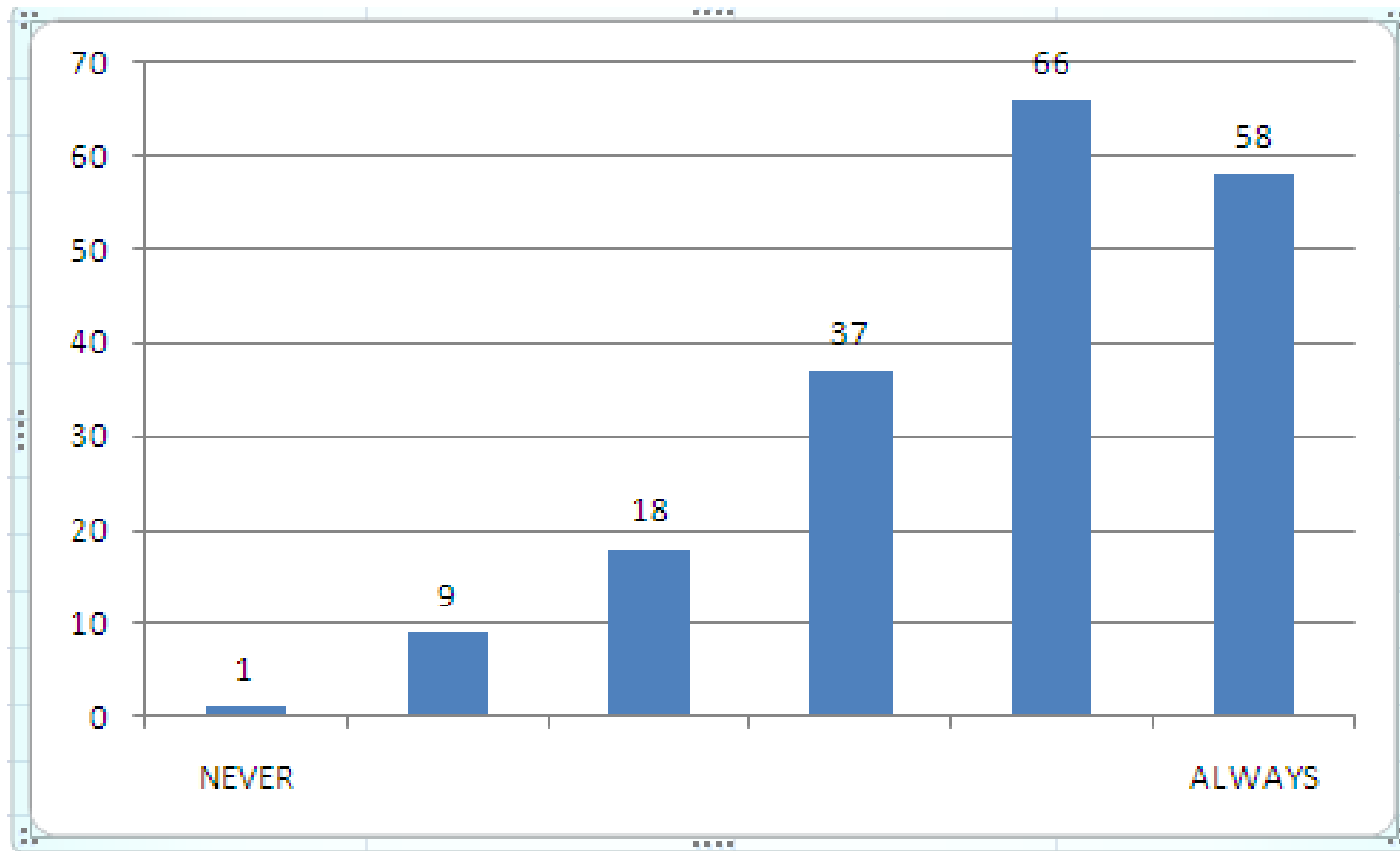
CUSTOMER FOCUS

To what degree are we focused on the CUSTOMER?



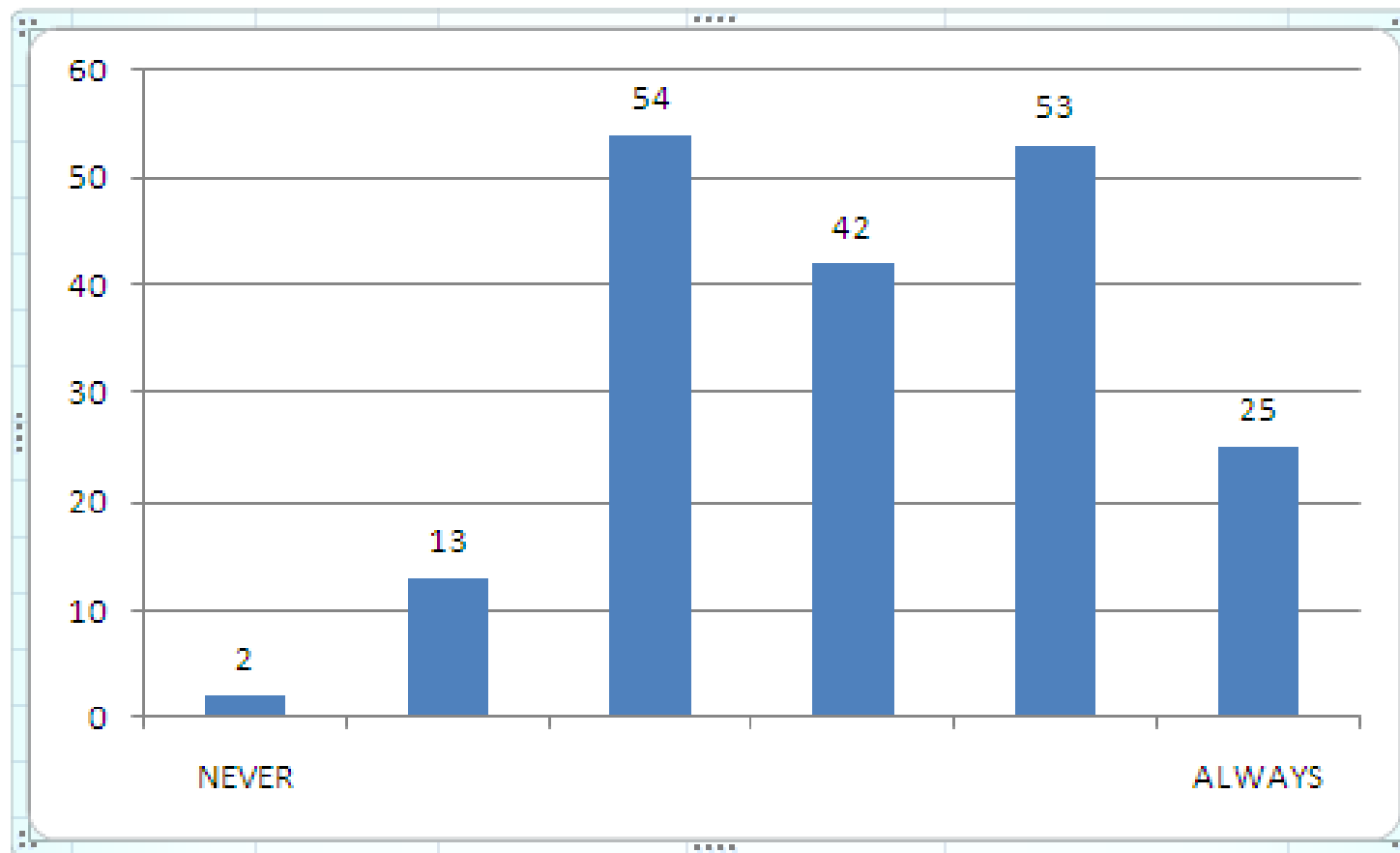
INTEGRITY

To what degree do employees maintain the highest level of INTEGRITY in the work that we do?



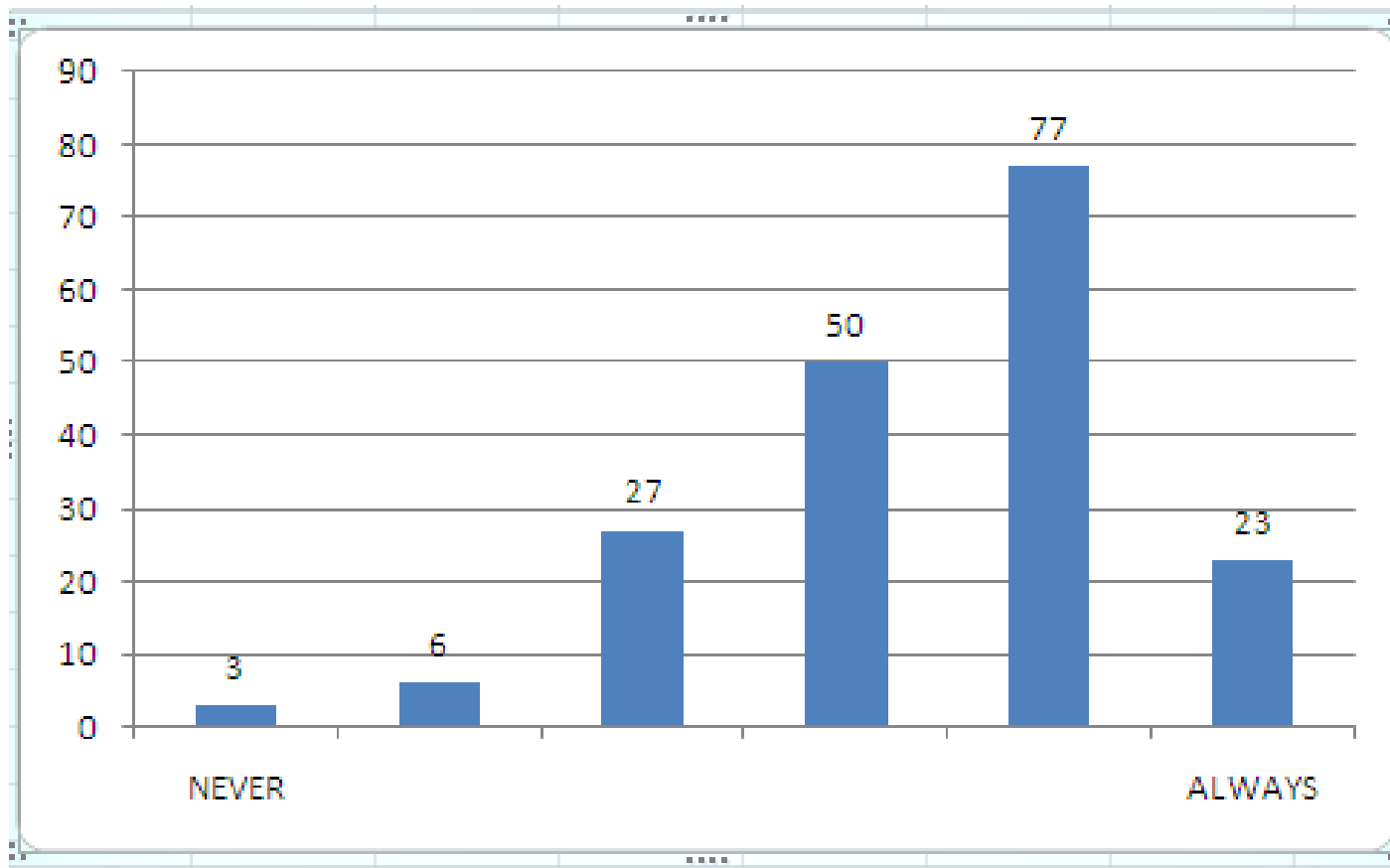
RESPECT

To what degree do you feel RESPECTED by other colleagues?



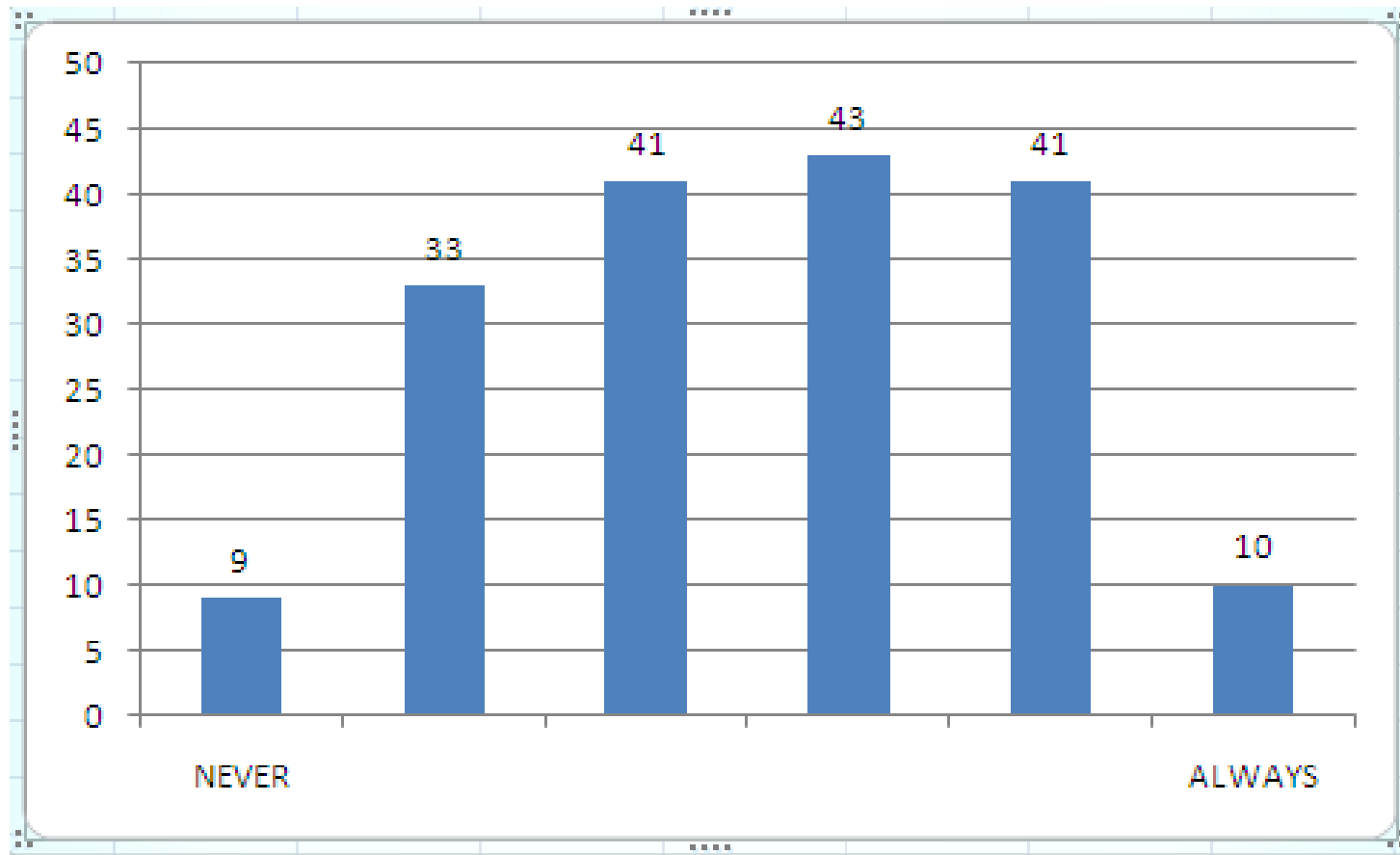
EXPERTISE

To what degree is our **EXPERTISE** valued?



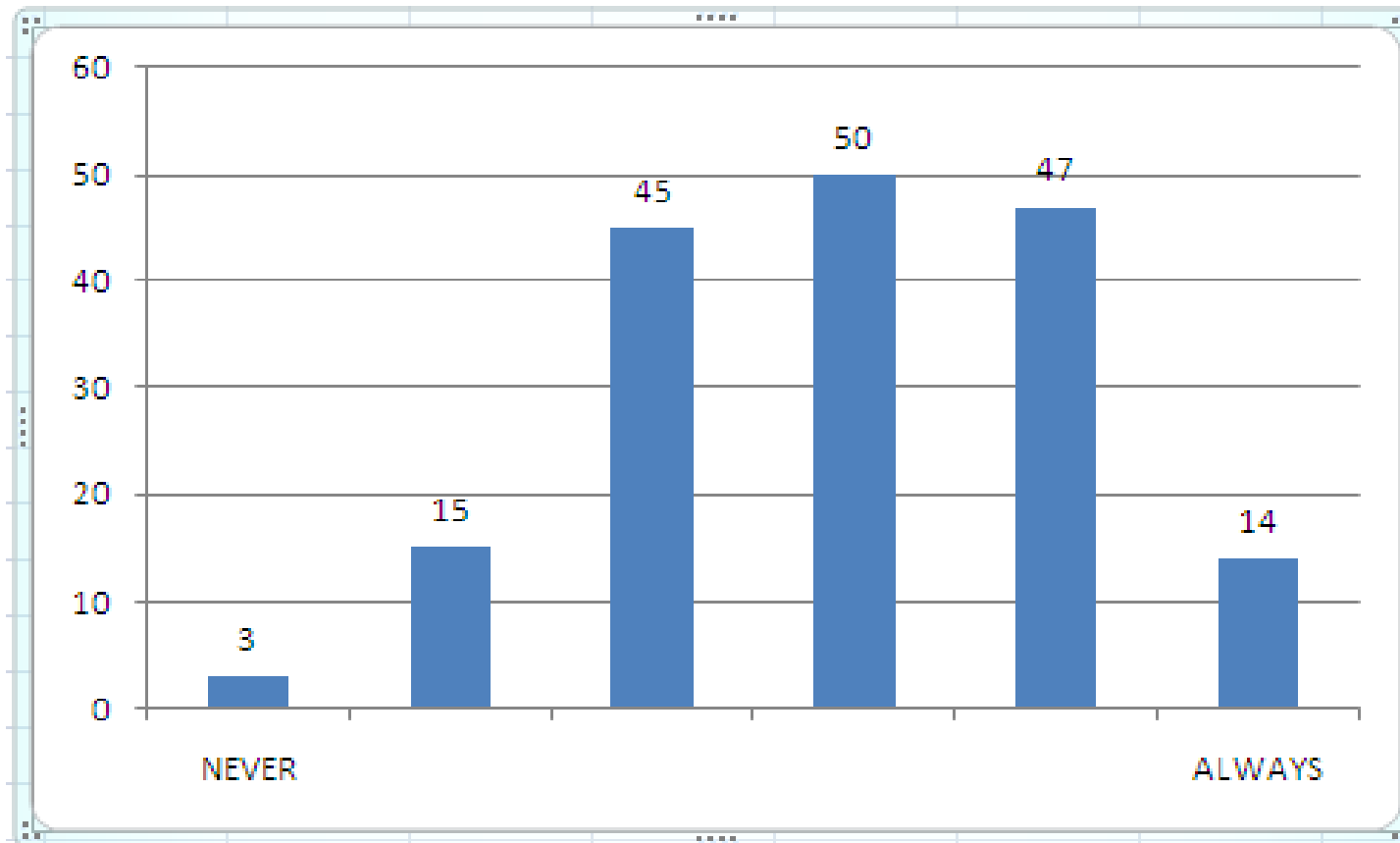
LEADERSHIP

To what degree do we demonstrate LEADERSHIP?



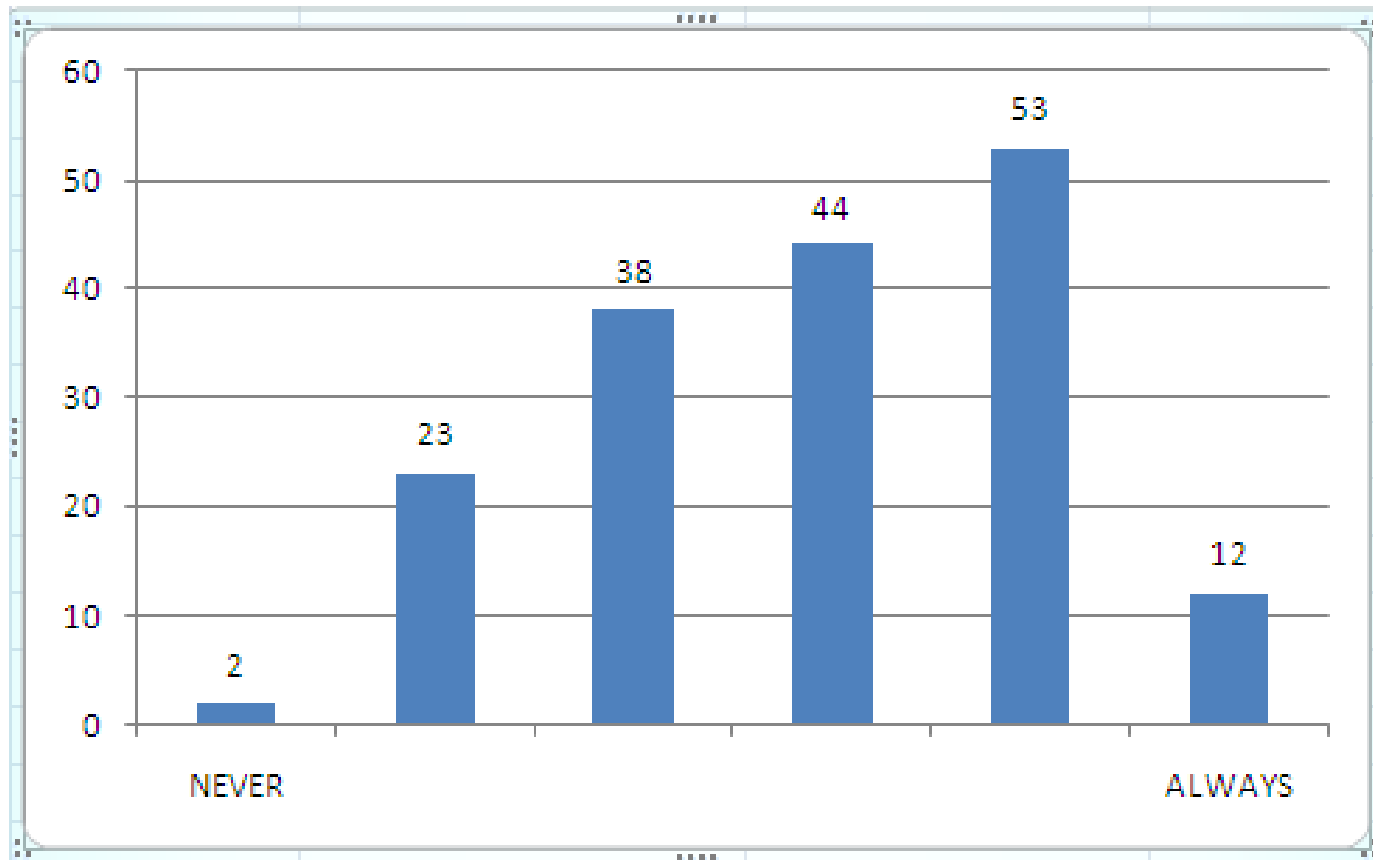
EFFECTIVENESS

To what degree is our service quality valued by our customers?



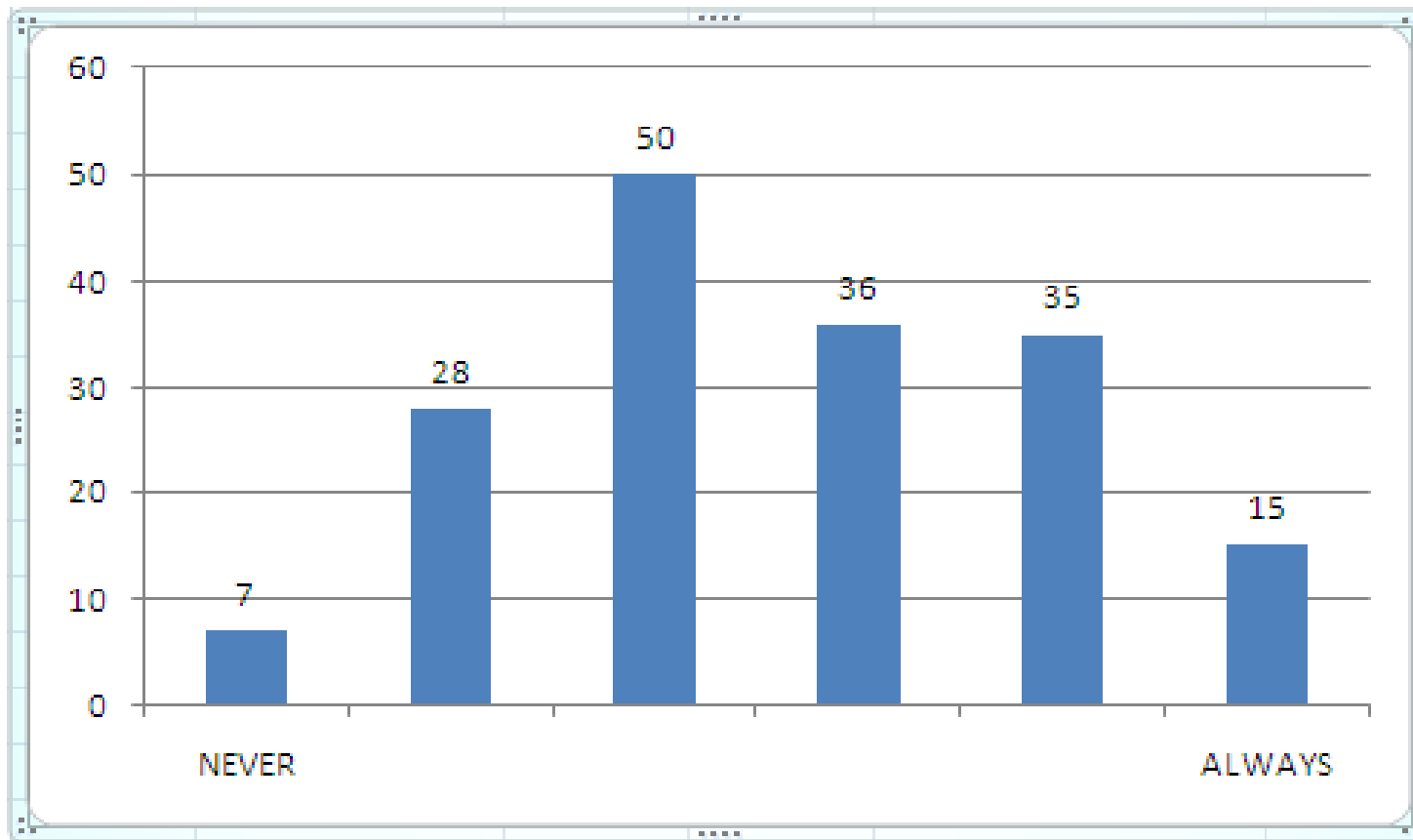
TEAMWORK

To what degree do employees consider the needs and interests of the organization over those of individuals?



INTERNAL COMMUNICATION

**To what degree does the organization provide timely
COMMUNICATION internally?**



EXTERNAL COMMUNICATION

**To what degree does the organization provide timely
COMMUNICATION externally?**

