



Human Resources (HR) Operations Report

Updated as of June 17, 2011

Chuck Manning

Vice President of HR and Chief Compliance
Officer

HR and Governance Committee Meeting

June 20, 2011

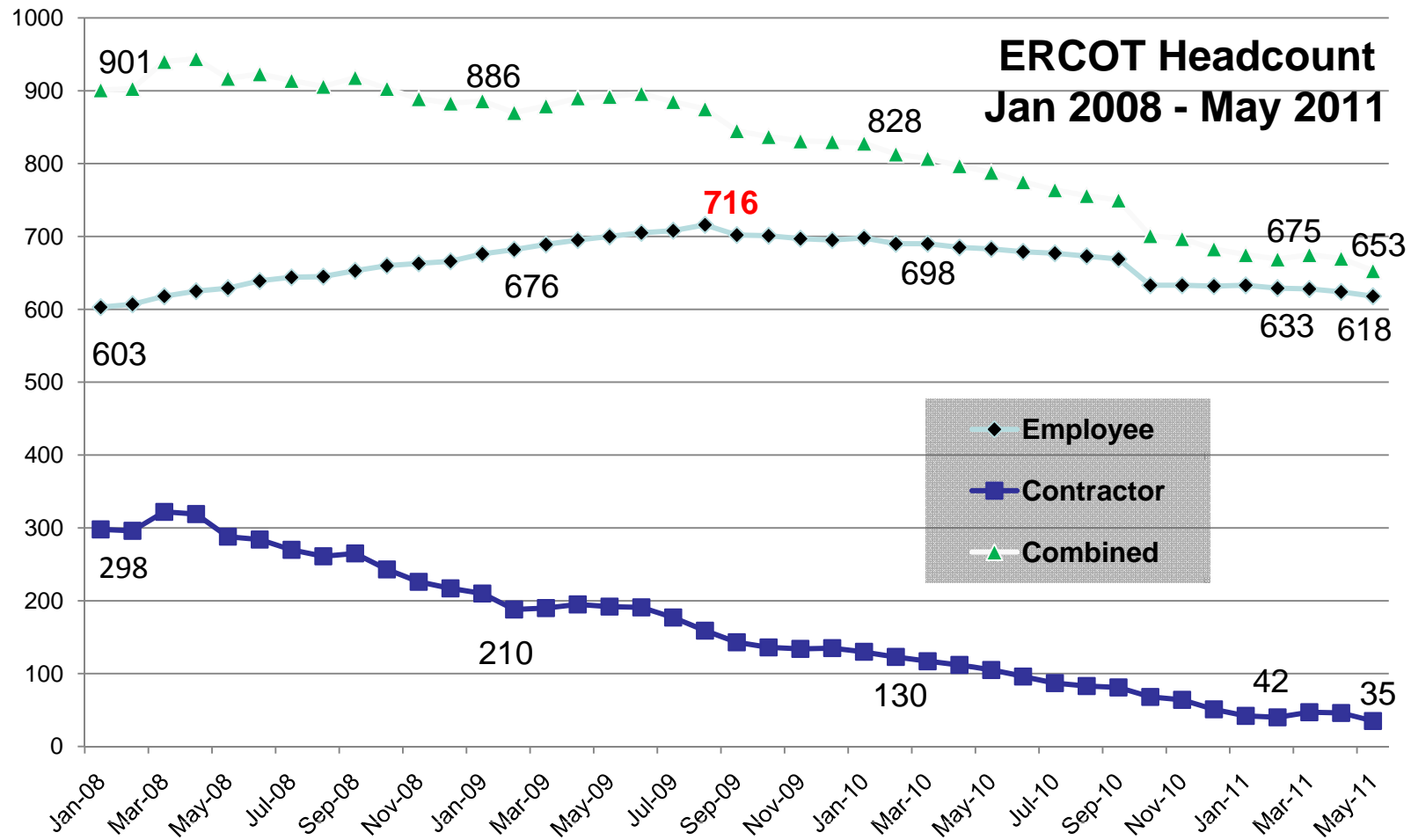
HR&G OPERATIONS REPORT

Agenda

- Staffing Overview
- ERCOT's Intern Program
- Compensation / Benefits Internal Survey
- Employee Development
- Wellness Program

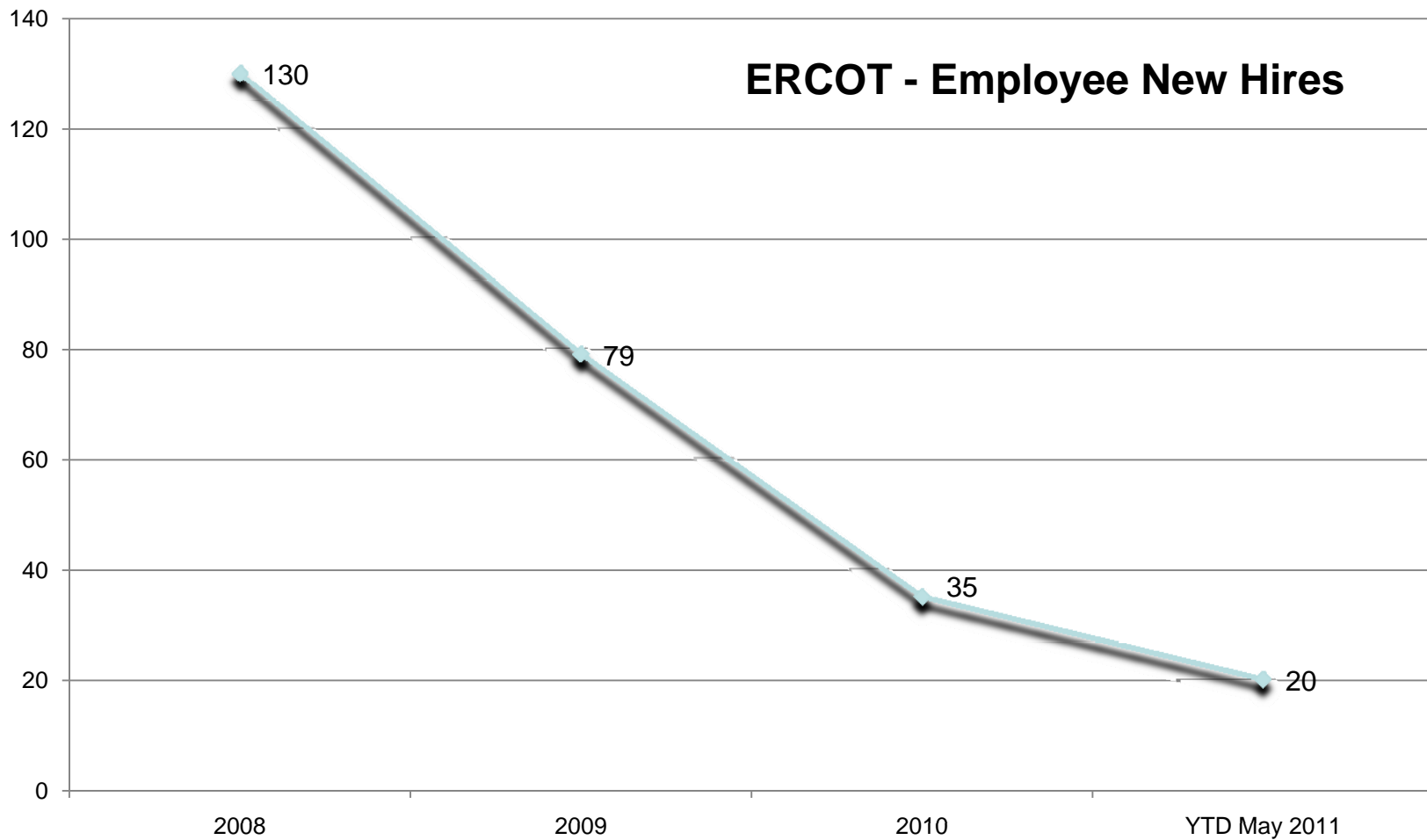
HR&G OPERATIONS REPORT

ERCOT Employment Trend Analysis



HR&G OPERATIONS REPORT

ERCOT Employment Trend Analysis



HR&G OPERATIONS REPORT

ERCOT YTD May 2011 Attrition

- Total Attrition Rate: 5.4%
- Voluntary Attrition Rate: 4.1%
- Top Talent Attrition Rate: 0.12%

- YTD May 2011 – 34 Employees
 - 26 Voluntary
 - 08 Involuntary

- Voluntary Reasons:
 - 20 Promotional Opportunity
 - 04 Family
 - 01 Retirement
 - 01 Personal

HR&G OPERATIONS REPORT

2011 College Intern Program

- 16 Interns Hired for the Summer 2011 Program
- 7 Schools Represented
 - University of Texas - Austin
 - Texas A & M
 - University of Texas – San Antonio
 - Texas State University
 - Baylor University
 - University of Houston
 - Lamar University

HR&G OPERATIONS REPORT

Intern Program

– Educational Overview per Division

- IT: 2 PhDs EE UT Austin; 3 Masters MIS Texas A&M, 1 BBA MIS Texas A&M
- System Ops & Planning: 2 Masters EE UT; 1 Masters EE TX A&M
- Facilities: 1 EE UT San Antonio; 1 Bachelors Education Texas State University
- Credit: BBA Baylor University
- Wholesale Client Services: MBA UT Austin
- Legal/External Affairs: 3rd year law student University of Houston Law Center
- Cyber Security: Bachelors Computer Science Lamar University
- Settlements Metering: PhD EE UT

HR&G OPERATIONS REPORT

Intern Program

– Typical Projects

- Credit: Comprehensive credit analysis of market participants to determine credit worthiness (review cash flow, balance sheets, liquidity and revenues/costs)
- EMMS Development: develop java based tool to analyze power system network data
- System Operations: Integration and analysis of the ERCOT grid into PowerWorld in order to provide a backup system to EMS servers in the event that the server & back-up servers for EMS fails
- System Planning: Develop practical approach to incorporating large-scale wind power into power network grids
- EIS: Quality Center defect reporting project
- Legal: Monitor Sunset Commission's actions; analyzed provisions of the financial reform bill

HR&G OPERATIONS REPORT

Intern Program

- Intern to Employee Conversion Rate: 35%
 - Since 2008, we have converted 11 past interns to full-time employees
 - 3 converted this year from 2010 intern class
 - All 11 interns are still full time employees

Compensation / Benefit Survey

- Evaluate how well benefits programs are understood
- Determine importance of each benefit
- Determine employee's perceptions of benefits competitiveness
- Determine employee perceptions of pay and performance programs
- Gain insight into employee retention risk

Survey Continued

- 388 Employees Participated (62%)
 - 79% respondents have 3+ years at ERCOT
 - 66% are 5+ years in industry
 - 103 provided written responses
- Programs Are Well Understood (4.02 Avg. out of 5.0)
- In Past 24 Months, 65% Have Been Contacted For External Positions
- Still Reviewing Balance of Survey and Written Responses

Employee Development

- The UT Management Leadership Program 1 begins June 22/23 with 28 managers/leads scheduled to attend. Individuals will progress through the program and earn a Management Certification from the Professional Development Center of UT in August.
- Executive Team participation in *Executive Presentation Skills*
- Managers participating in *Targeting your Message and Listening Essentials*
- Toastmasters Club

HR&G OPERATIONS REPORT

Wellness / Benefits

- Benefit Fair held May 11-12
 - Employees met representatives from our benefit providers to discuss and review benefit plans. The goal was to better educate our employees on services our providers offer and be better prepared for open enrollment decisions. Over 300 employees participated in the event.

- Employee Competitive Walk
 - 79 employees participated
 - 4,700 combined miles walked in 6 weeks

- First Annual Taylor Fitness Fair Kick-Off June 14