



Human Resources (HR) Operations Report

Chuck Manning

Vice President of HR and Chief Compliance
Officer

HR and Governance Committee Meeting

July 18, 2011

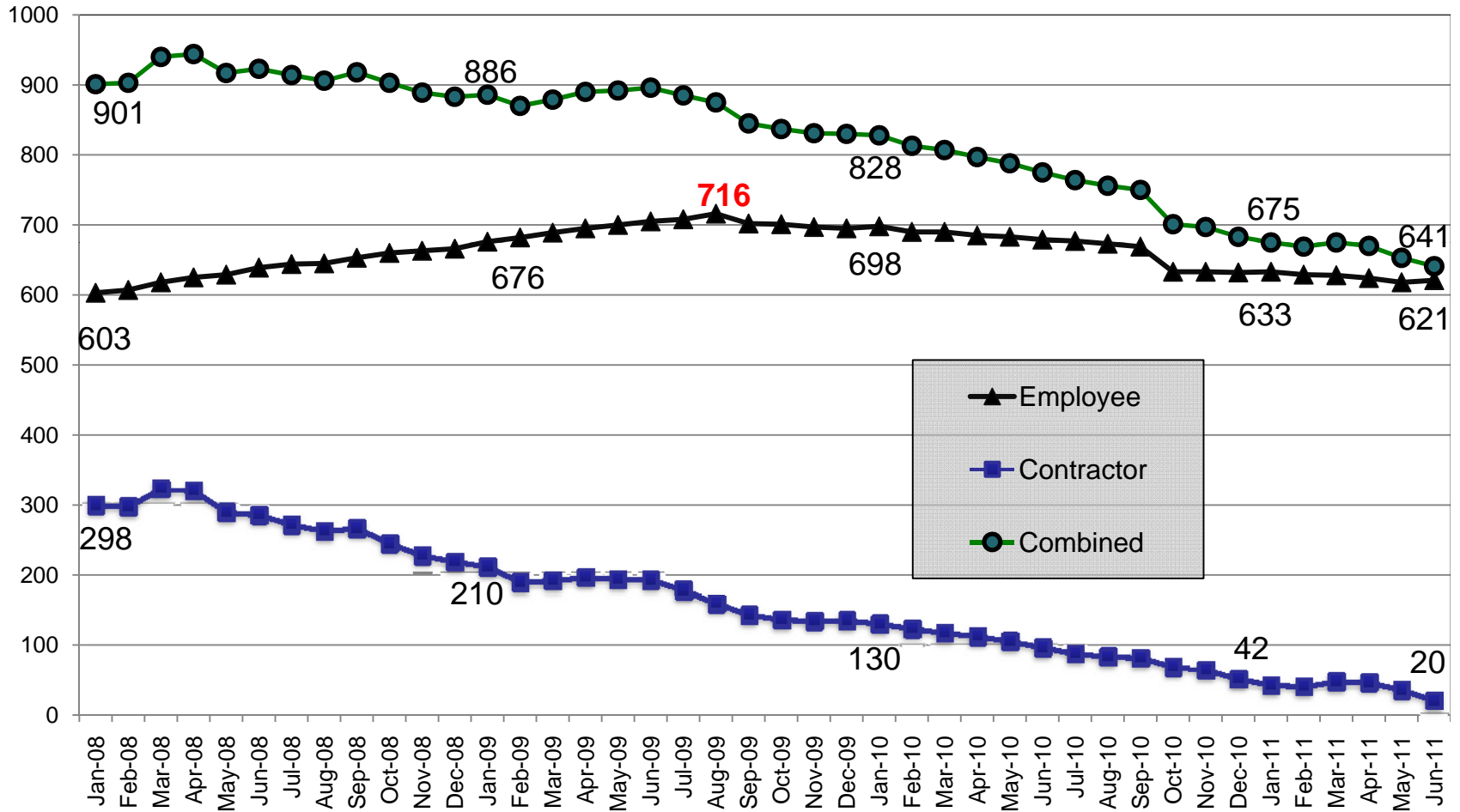
HR OPERATIONS REPORT

Agenda

- Staffing Overview
- Performance Management
- Employee Development
- Wellness and Benefits

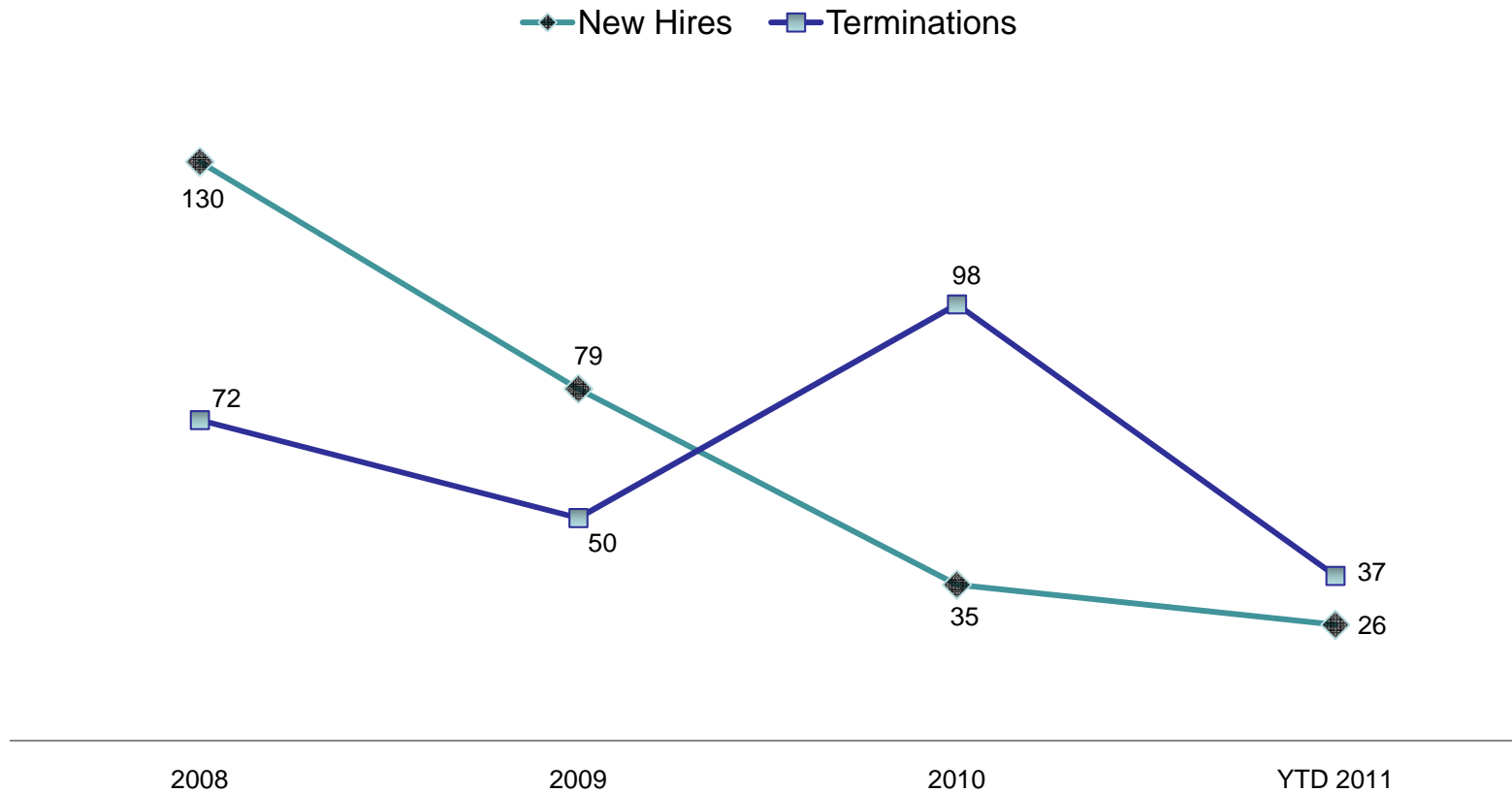
HR OPERATIONS REPORT

ERCOT Headcount, January 2008 – June 2011



HR OPERATIONS REPORT

ERCOT Employment Trend Analysis, Jan 2008 – June 2011



HR OPERATIONS REPORT

ERCOT YTD 2011 Attrition

- Total Attrition Rate: 5.9%
- Voluntary Attrition Rate: 4.6%
- Top Talent Attrition Rate: 0.16%

- YTD 2011 – 37 Employees
 - 29 Voluntary
 - 08 Involuntary

- Voluntary Reasons:
 - 21 Promotional Opportunity
 - 05 Family
 - 01 Retirement
 - 02 Personal

- There were zero Key Talent resignations in June 2011.

HR OPERATIONS REPORT

Performance Management:

- Mid-Year Performance Reviews Currently In Process
 - Employees will update their accomplishments against Goals, Competencies, and Development Plans and submit form to manager by 7/15/11.
 - Managers will complete mid-year reviews by 7/29/11.
 - Performance discussions will occur between the manager and employee.

- Individual Development Plans
 - We are enhancing the performance review process. Once specific development goals are identified, managers or employees will be able to select and launch SkillSoft e-Learning courses directly from SuccessFactors to create a customized development plan.
 - Launch date is July 2011, training sessions will be scheduled.

HR OPERATIONS REPORT

Employee Development

- UT Management Leadership Certification Program 1 was launched June 22 with 28 managers/leads starting the program. They will complete the following courses:
 - June 22/23, 2011
 - Managing and Supervising People
 - Behavioral Interviewing
 - July 20/21, 2011
 - Building Personal Leadership Skills
 - The Transformational Leader
 - August 17/18, 2011
 - Coaching and Counseling for Improved Performance
 - Conflict Management

HR OPERATIONS REPORT

Wellness / Benefits

- Maxwell Locke & Ritter LLP submitted their draft 401k audit report and draft letter to the ERCOT benefits committee. The audit reviewed the 401k Financial Statements and Supplemental Schedule for the year ending December 31, 2010. The final report will be presented at the August 2011 Board meeting.