



Human Resources (HR) Operations Report

Chuck Manning

Vice President of Human Resources and
Chief Compliance Officer

H.R. & Governance Committee Meeting

September 19, 2011

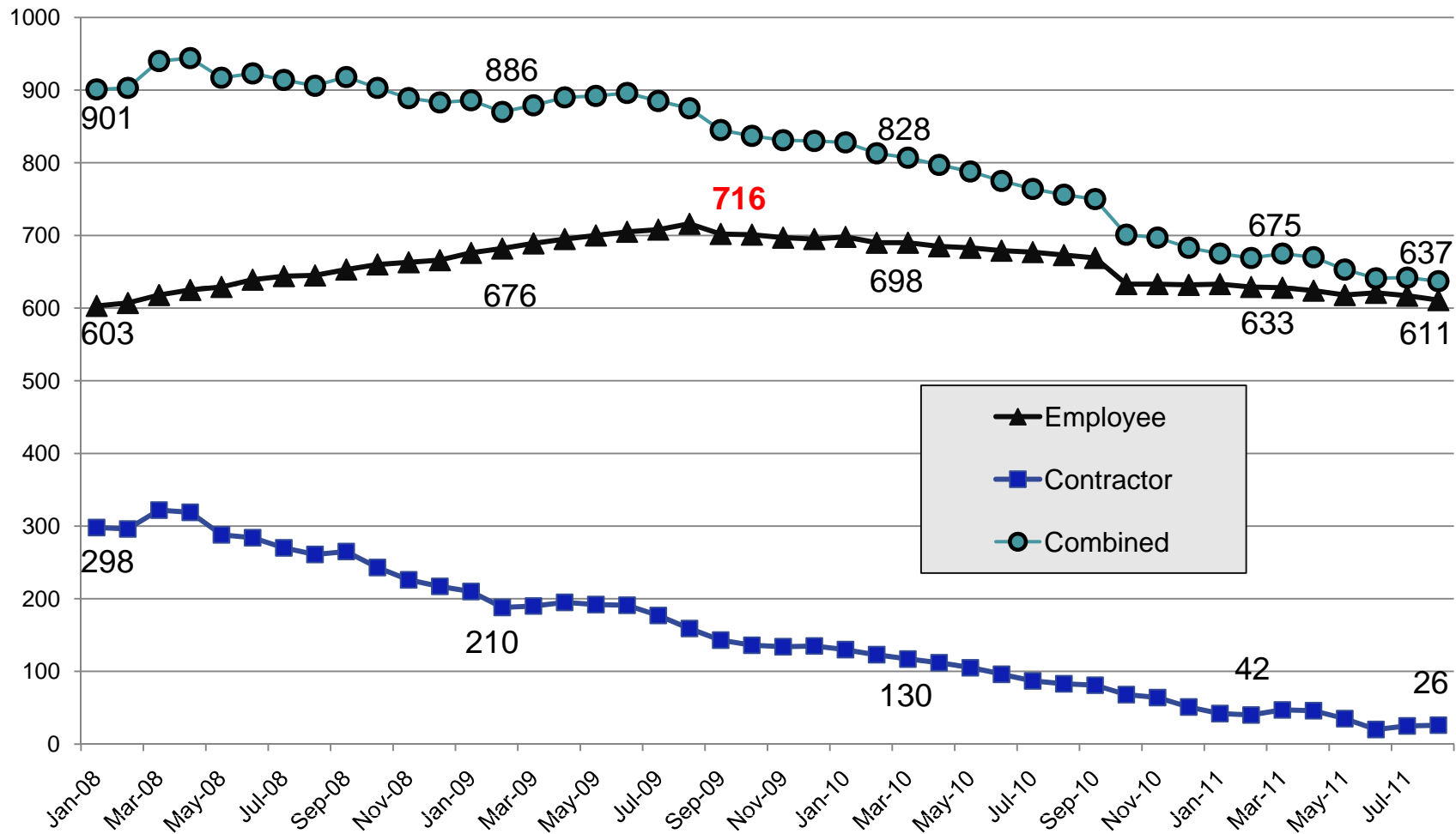
HR OPERATIONS REPORT

Agenda

- Staffing Overview
- Wellness and Benefits
- Community Involvement Committee

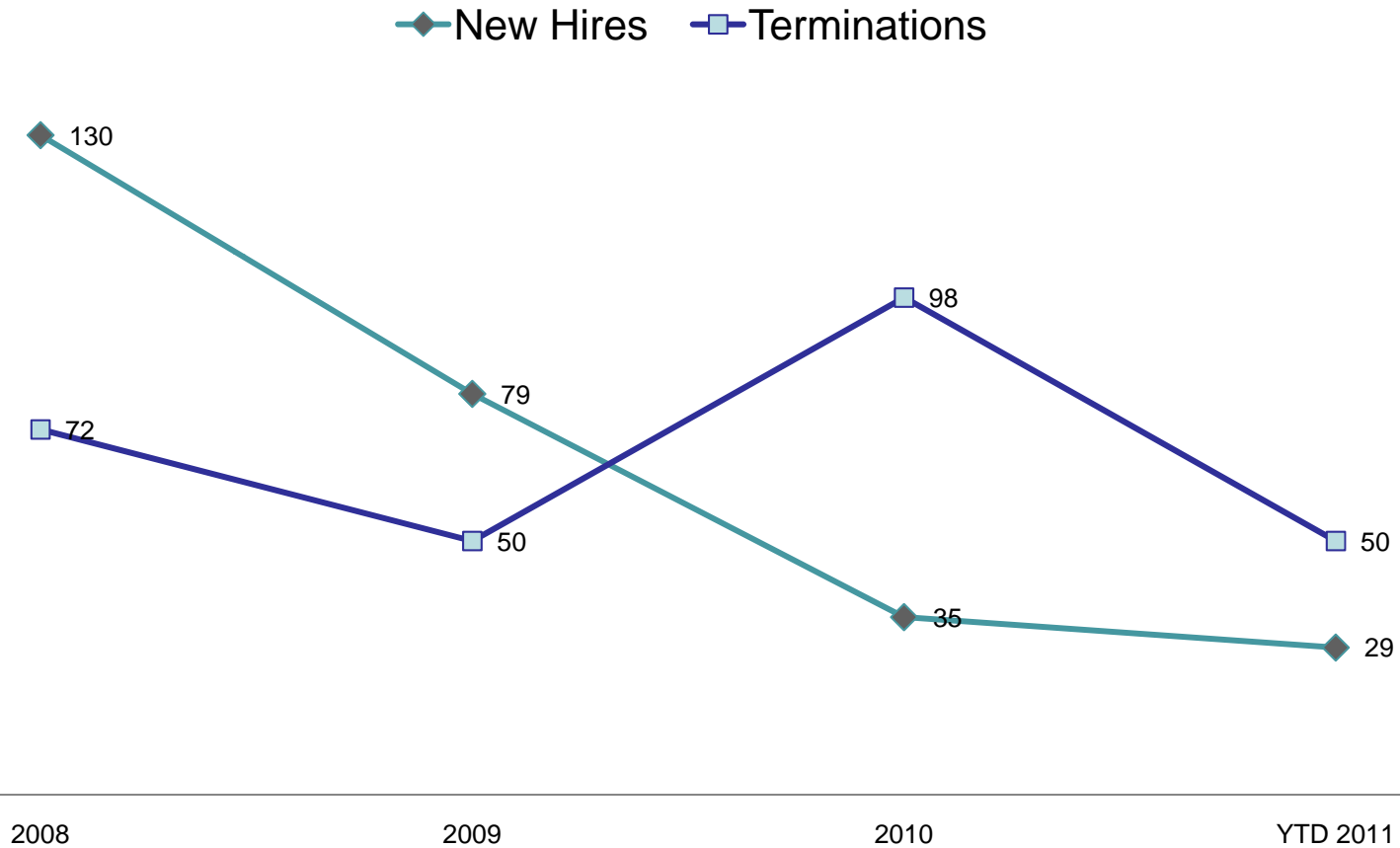
HR OPERATIONS REPORT

ERCOT Headcount, January 2008 – August 2011



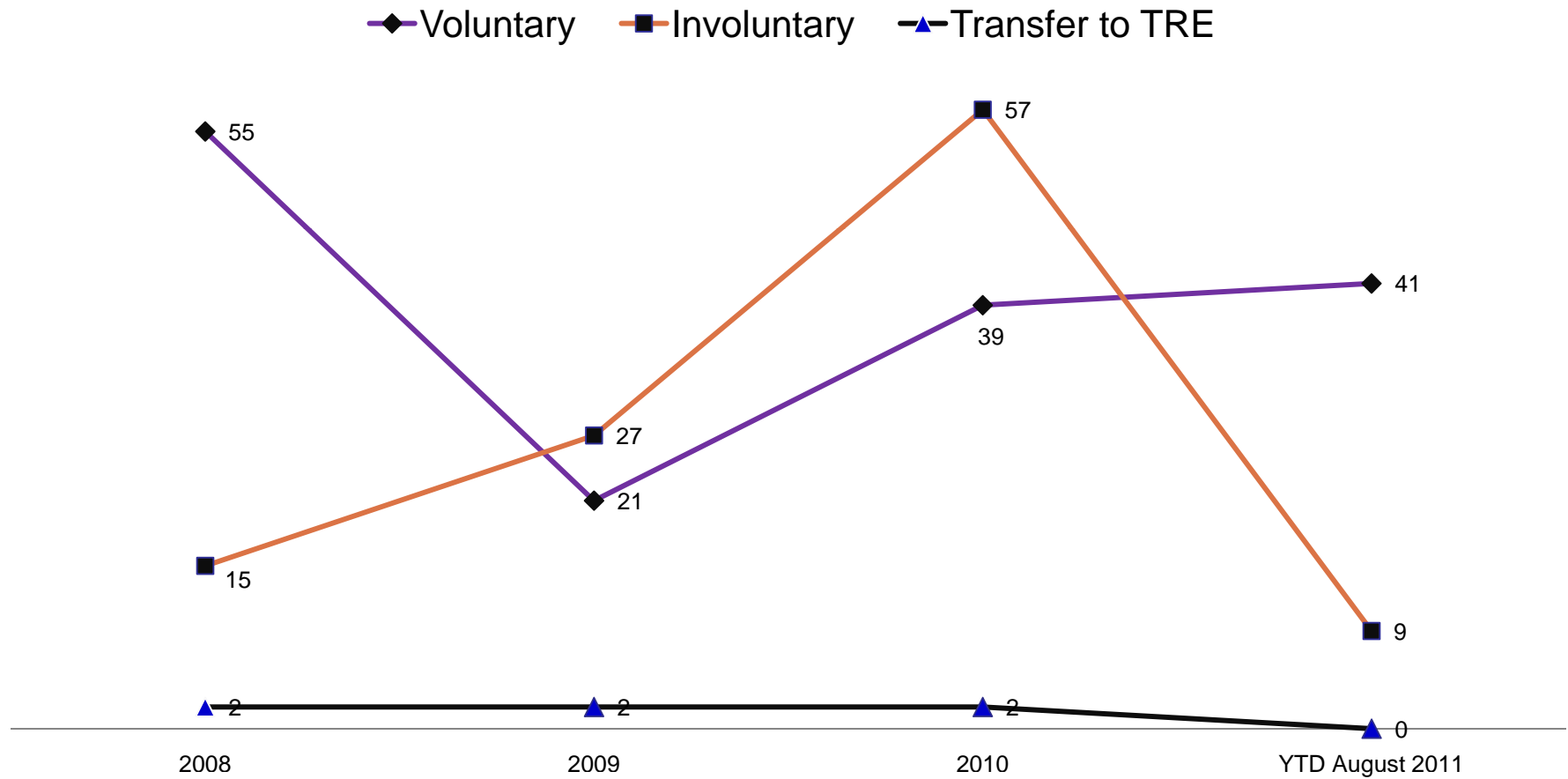
HR OPERATIONS REPORT

ERCOT Employment Trend Analysis, Jan 2008 – August 2011



HR OPERATIONS REPORT

ERCOT Employee Terminations, Jan 2008 – August 2011



HR OPERATIONS REPORT

ERCOT Attrition by Department in August

- Treasury – Analyst
- Finance – Administrative
- Settlements & Billing – Analyst
- IT – EMMS Production Support
- IT – Console Operations
- IT – CIO

HR OPERATIONS REPORT

ERCOT YTD August 2011 Attrition

- Total Attrition Rate: 8.0%
- Voluntary Attrition Rate: 6.6%
- Top Talent Attrition Rate: 0.32%
 - 1 Top Talent termination in August

- YTD 2011 – 50 Employees
 - 41 Voluntary
 - 09 Involuntary

- Voluntary Reasons
 - 27 Promotional Opportunity
 - 08 Family
 - 02 Retirement
 - 04 Personal

- Career Change to a Market Participant
 - 08 Employees

HR OPERATIONS REPORT

ERCOT Key Talent Attrition by Department, 2011 YTD

- Compliance - Standards & Protocol Compliance
- Commercial Market - Data Integrity
- System Planning - Long Term Planning
- Risk Management - Internal Control Management Program
- IT - Enterprise Integration
- IT - Integration Support Services
- IT - EMMS Production Support (2)
- IT - EMMS Development (2)
- IT - Business & Customer Services
- IT - Enterprise Information Services
- IT - Commercial Services
- IT - Corporate Applications

Benefits - Employee Wellness Initiatives

- Onsite “Well Coach” Program August 25th and 26th. This program is offered by Alliance Work Partners, our Employee Assistance Program provider. Our EAP Account Representative met with 24 employees in one-on-one sessions to discuss work/life balance to increase overall wellness, review personal health goals, and ways to improve health and well-being.

Airrosti Onsite Treatments

- Airrosti came onsite September 14th, 15th & 16th to provide no-cost treatments for ERCOT employees on CIGNA Health Plans. Airrosti rapid recovery treatments help people suffering from back, shoulder, neck, or knee pain, carpal tunnel, and other acute or chronic soft tissue injuries.

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Wellness Committee

- The 2011 Health and Wellness Fair is scheduled for Saturday, October 1st. This will be a family event to be held from 10:00am – 3:00pm at the Old Settlers Main Hall in Round Rock.
- Biometric Screenings will be available for employees, spouses and children ages 18 through 25.
- Flu vaccines will be available for employees, spouses and children ages 8 through 25.
- Providers will be present to provide benefit and wellness information. There will be children's activities, food, music, and door prizes.

HR OPERATIONS REPORT

Aon

- Onsite “Financial Planning” Meetings held August 9th-12th. A total of 45 employees met with a Financial advisor to review 401k allocations and changing market conditions.

Fiduciary Training

- Benefit Committee members received ERISA Fiduciary training August 31st. The training was conducted by Hewitt.

401k Plan

- Successful transition of the ERCOT 401(k) Savings Plan to the Fidelity’s Direct platform. This transition was effective August 1, 2011.
- The new platform offers new account features to participants i.e. online beneficiary designation option, offer’s lower fees for participants. ERCOT anticipate the average expense ratio of the investments in the Plan will reduce from 0.68% to 0.64%.

Community Involvement Committee:

- Most successful professionals have had some sort of mentor in their life. Student mentoring gives employees the opportunity to give back, help out a child, and be a good corporate citizen.
- One focus of our Community Involvement Committee (CIC) is Student Mentoring. The CIC hosted a Student Mentoring Volunteer Fair Sept. 7th. We signed up 6 new CIC members at the volunteer fair.
- Trip Doggett will present details of this event in the CEO Report.