

# **Appendix D**

## **Agency Workforce Plan**

## Office of Public Utility Counsel's Workforce Plan

Pursuant to its current statutory mission, the Office of Public Utility Counsel (OPUC) represents residential and small commercial consumers, as a class, in the electric, water, wastewater, and telecommunications utility industries in Texas.

The following charts provide a profile of OPUC's workforce as of June 2020. The agency currently has 11.0 full-time equivalents (FTEs), consisting of attorneys, regulatory, policy, administrative and other professional staff. Currently, OPUC's workforce is comprised of approximately 45 percent male and 55 percent female staff members, with 27 percent between the age of 30-39 years old, 37 percent between the age of 40-49 years old, and 27 percent between the age of 50-59 years old. The agency strives to maintain a diverse workforce. Currently, approximately 64 percent of the agency's employees are minority.

Over the past five years, OPUC's employee turnover rate has averaged 12.2% per year and the agency's turnover rate is expected to follow this trend in the future. Currently, OPUC has four employees that are eligible to retire within the next five years.

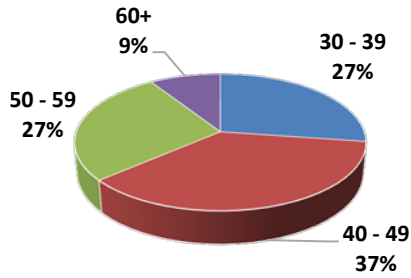
OPUC will continue to strive to maintain an adequate, robust workforce. However, in a competitive job environment, the agency's recruitment and retainment of qualified, skilled talent will continue to present a challenge in the future due to the agency's budgetary resources for employee salaries in comparison to private sector and other government employers. Furthermore, the electric, water, wastewater, and telecommunications utility industries are complex, technical areas that require legal, regulatory, policy, technical and professional expertise. Therefore, there is a small pool of qualified, skilled candidates that can work in this arena in today's workforce, which often leads to a shortage in qualified candidates and requires extensive training of new employees.

Currently, each employee at the agency has the expertise and skills that are necessary to meet OPUC's statutory mission and goals.

### Workforce Planning Goals:

- Continue to provide employees with merit increases and performance bonuses, when possible and appropriate
- Continue to offer employees flexible work schedules, when possible and appropriate
- Continue to offer employees with training opportunities, when possible and appropriate
- Continue to foster an open communication, team work environment among all employees
- Continue to use creative recruitment strategies, including outside third-party sources, when possible and necessary

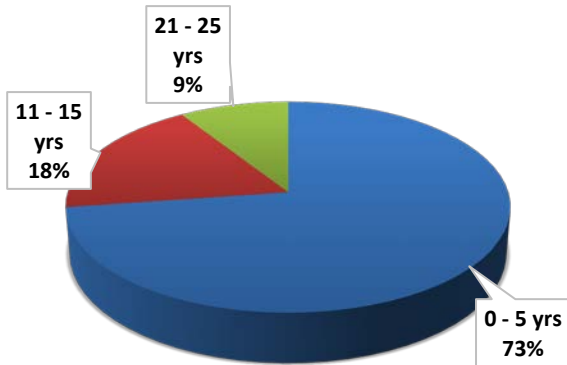
### AGE



### GENDER



### AGENCY TENURE



### RACE / ETHNICITY

