

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 2022. The agency currently has 14.0 full-time equivalents (FTEs), consisting of attorneys, regulatory, policy, administrative and other professional staff. Currently, OPUC's workforce is comprised of 50% male and 50% female staff members, with 29% between the age of 20-39 years old, 36% between the age of 40-49 years old, and 14% between the age of 50-59 years old. The agency strives to maintain a diverse workforce. Currently, 50% of the agency's employees are minority.

Over the past five years, OPUC's employee turnover rate has averaged 28.9% per year and the agency's turnover rate is expected to follow this trend in the future. Currently, OPUC has five employees that are eligible to retire within the next five years.

OPUC will continue to strive to maintain a diverse workforce. However, in a competitive job environment, the agency's recruitment and retainment of adequate, 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 larger 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 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 merit increases, when possible and appropriate
- Continue to offer employees flexible work schedules, when possible and appropriate
- Continue to offer employees training, when possible and necessary
- Continue to foster an open communication, teamwork environment among all employees
- Continue to use creative recruitment strategies, including outside third-party sources, when possible and necessary.

