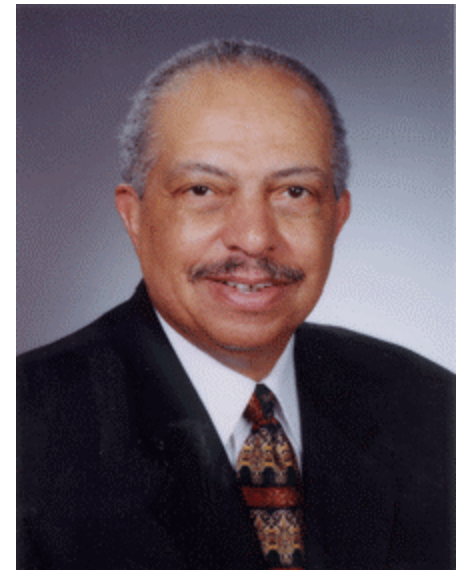




Human Resources Management: Considerations and Challenges – the PUCO Experience

“Challenge of Utility Regulators in
the Caribbean”

Clarence D. Rogers, Jr.
Commissioner
Public Utilities
Commission of Ohio





Human Resources Management: Considerations and Challenges – the PUCO Experience

- Agenda
 - Ohio's Commission
 - Funding
 - Human Resources Practices
 - Recruitment
 - Training
 - Retention



Ohio's Commission - PUCO

- Celebrating 90 years as a Commission
- Created by Statute
- Balances Corporate and Consumer needs
- Utility and Transportation Industries
- *“Working For You”*



Mission and Slogan

- **Mission:**
Our mission is to assure all residential and business consumers access to adequate, safe and reliable utility services at fair prices, while facilitating an environment that provides competitive choices.
- **Slogan:**
Working for You

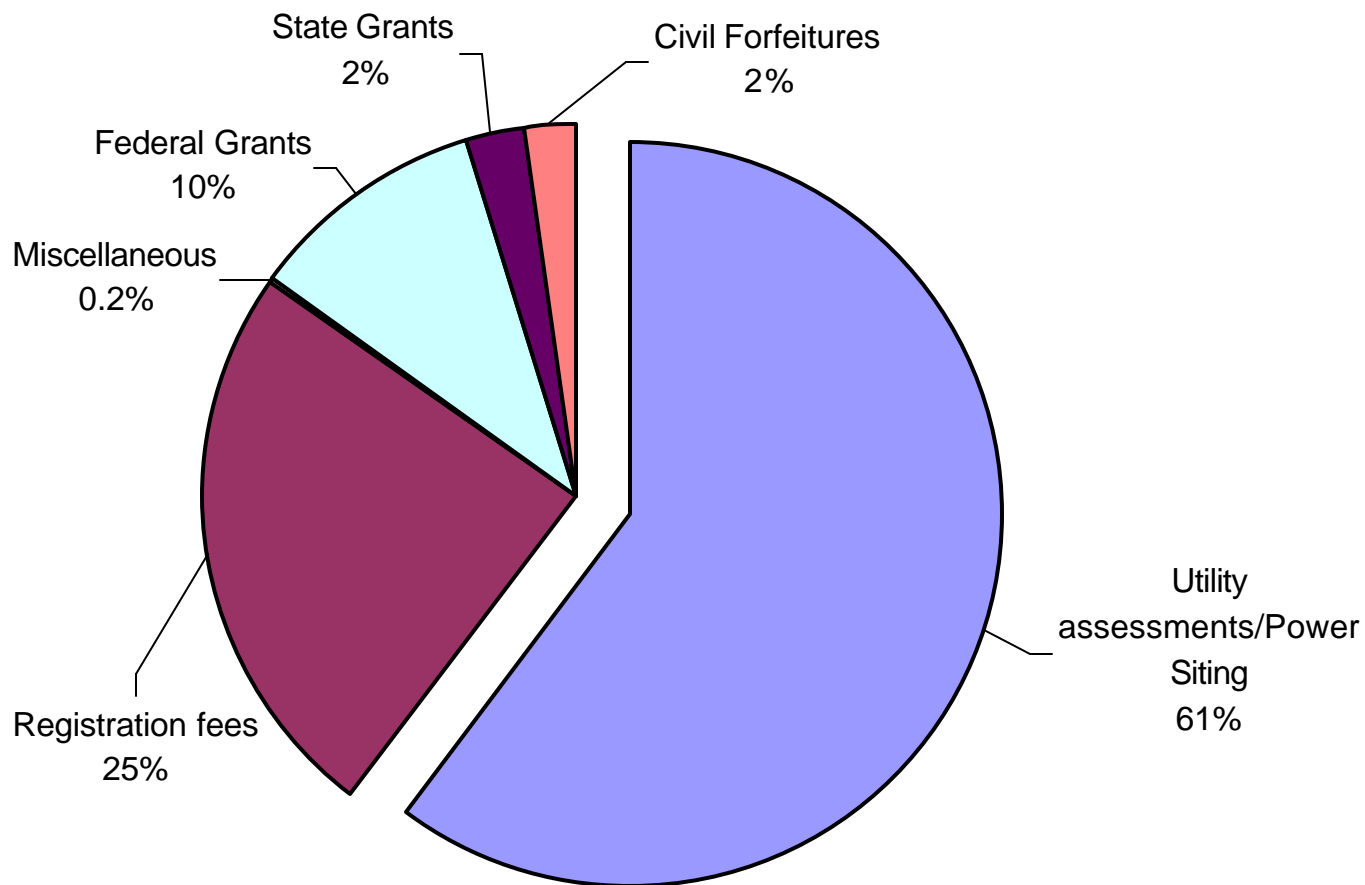


Funding

- Assessments to Utility Company gross receipts
- Federal (U.S. Govt.) \$\$
- State (Ohio) grants
- Registration fees
- Civil Forfeitures



Funding: PUCO Revenue



September 16, 2003

Port of Spain, Trinidad and Tobago



Human Resources Practices

- Impact of Civil Service and Collective Bargaining (i.e., Unions)
- Subject to Ohio laws
- Subject to Federal (U.S.) laws



Recruitment

- Impact of Union Contract
- Posting requirements
- Application / Resume'
- Use of Internet
- Outreach
- Internships
- Diversity



Building Capacity

- “On-the-job” Training
- Transfer of Knowledge
- Camp NARUC
- Tuition Reimbursement
- Workforce Development



Retention

- Changing work / assignments
- Turnover rate <5%
 - Impact of retirement
 - Avg. age / tenure of workforce
 - Time off benefits
 - PERS (state retirement system)
 - Deferred Compensation