



# Human Resources Management: Considerations and Challenges – the PUCO Experience

“Challenge of Utility Regulators in  
the Caribbean”

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# 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.*

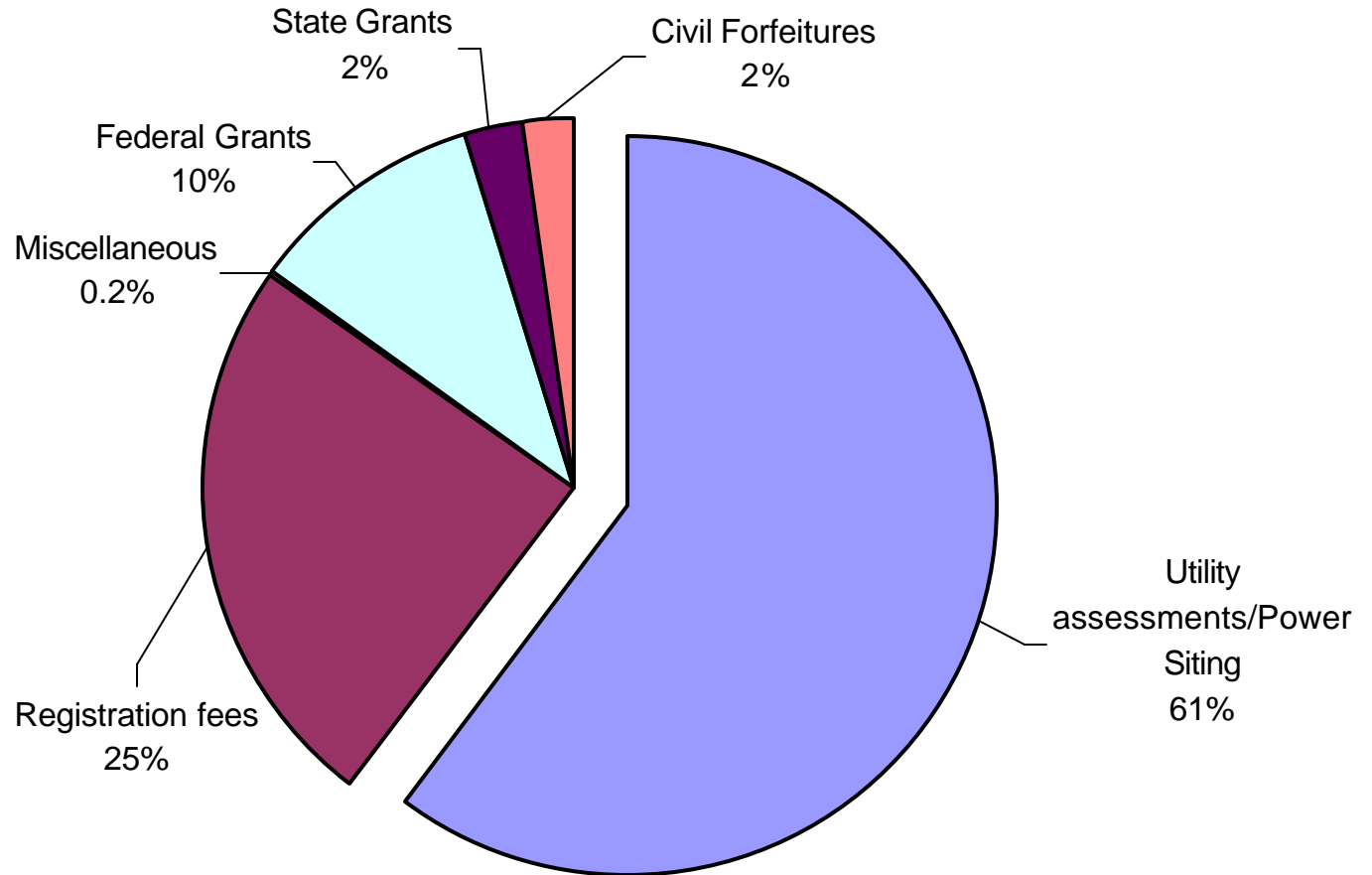
- Slogan:

*Working for You*

# Funding

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

# Funding: PUCO Revenue



# 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