

## **Customer Care Workforce Reduction Plan**

The Customer Care workforce reduction plan shows a net reduction of 103 employees. The reductions will be made using the plan outlined below. For all targeted voluntary severance offerings, we will accept employees with the longest service since their most recent hire date. In the event we do not reach the desired number, we will implement an involuntary process using performance and skills as our selection criteria.

### **Marketing & Customer Innovation - 77**

We will have a targeted voluntary severance offering to all Directors and below in this organization of approximately 900 employees, excluding the Customer Insight department. The desired net reduction target is 75; however, we are willing to accept up to 120 requests to volunteer. The difference is to allow for backfilling critical positions and skill set that will be needed in the future. We would like to begin the targeted voluntary offering on Thursday, September 17, 2009.

We have eliminated the position occupied by [name redacted] due to lack of funding on August 27.

The contract administrator position in Customer Engagement will be eliminated due to new technology which will take the place of this position, date TBD.

### **Customer Operations - 18**

We will have a combined targeted voluntary severance offering to the supervisors and below in the Energy Data Service department and Supervisors and below in the Customer Revenue department (reporting up to [name redacted]), excluding the supervisors and employees who report up to [name redacted] and [name redacted] (they primarily supervise bargaining unit employees). The targeted number of reductions in this joint offering is 11. We would like to begin the targeted voluntary offering on Thursday, September 17, 2009.

We will be offering targeted voluntary severance to QA analysts. The targeted number of reductions is 4. We have not determined a date as of yet. We would like to begin the targeted voluntary offering on Thursday, September 17, 2009.

### **Customer Field Service - 8**

We will have a targeted voluntary severance offering to this group of approximately 35 supervisors and individual contributors. The targeted number of reductions is 8. Date TBD.