



Control Number: 28691



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**TXU Communications**  
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Irving, TX 75062-8136  
Tel: 214.774.3000

2003 DEC 15 AM 10:19  
PUBLIC UTILITY COMMISSION  
FILING CLERK

December 15, 2003

Filing Clerk  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, TX 78701

RE: Project No. 28691 - Annual Progress Report on Five-Year Plan to Enhance Supplier  
and Workforce Diversity for TXU Communications


Dear Filing Clerk:

Pursuant to Section 26.85(e) of the PUC Substantive Rules, enclosed for filing are (4) copies of the Annual Progress Report on the implementation of the Five-Year Plan to Enhance Supplier and Workforce Diversity. This filing is being made in Project 28691 as the project designated for this report. This report is composed of information and data filed for **TXU Communications Telephone Company** and **Ft. Bend Telephone Company**. These companies are both part of, and doing business as, **TXU Communications**, and both workforce and supplier diversity efforts are directed by a common management.

Consistent with the requirements of the approved rule, copies of this report are also being provided to: (1) the Governor; (2) Lieutenant Governor; (3) Speaker of the House; (4) The House Legislative Black Caucus; (5) The Texas Senate Hispanic Caucus; (6) The House Mexican American Legislative Caucus.

We have included an extra copy of the transmittal letter and request that you please file-date stamp this copy and return to us for our files. If you have any questions concerning this report, please contact me at 214-774-3270.

Sincerely,



Scott Kitchen  
Sr. Manager, Tariffs & Compliance

sr

cc w/attachment

The Honorable Rick Perry  
The Honorable Bill Ratliff  
The Honorable Pete Laney  
The Honorable Joe Deshotel  
The Honorable Leticia Van de Putte

**ANNUAL REPORT ON FIVE-YEAR PLAN TO ENHANCE SUPPLIER AND  
WORKFORCE DIVERSITY  
TXU COMMUNICATIONS**

**I. Describe the specific initiatives, programs, and activities undertaken under the plan during the preceding year.**

Support all associates' participation in career days, professional development workshops, youth motivation programs and related activities whenever possible.

Encourage associates to serve in leadership positions for community organizations, employment councils, and similar organizations whenever the opportunity arises.

Support associates with particular areas of expertise to serve as volunteers in their communities, to serve on boards and participate in professional groups.

Publicize the achievements of all associates in internal publications as well as in the local news media when appropriate.

Support programs developed by community groups such as the National Alliance of Business, the Urban Coalition, The Urban League and other organizations concerned with opportunities for minorities and women. Continue to support community organizations, agencies, and activities such as the following: Community and Minority Chambers of Commerce, Area Chambers of Commerce Annual Leadership Programs, Boys & Girls Club, Cinco de Mayo, County Youth Associations, Economic Development Groups, Interaction Training, March of Dimes, Special Olympics, and United Way.

Provide recruiters clear and concise explanations of current and anticipated future job openings, position descriptions, worker specifications and TXUC'S selection process.

Encourage all associates to refer qualified applicants.

Make an effort to research additional organizations in the community or the recruitment area that could refer qualified minorities and women for positions. As appropriate; provide notification of job availability and qualifications to organizations such as the Urban League, the National Organization of Women, secondary and vocational schools, junior colleges and colleges with high minority and female enrollment.

Post available job opportunities on Company web sites.

Post available job opportunities on industry organization web sites.

Continue to review worker specifications to ensure academic, experience, and skill requirements are relevant and necessary to job functions and duties.

Inform all associates involved in recruiting, screening, selection, promotion, and performance management of the Company's EEO policy.

Extend opportunities for additional training to current associates who, with additional training, education or experience may become qualified for advancement.

Provide workforce diversity-related employee training.

Recognize the continual entrance into the work force by minorities and women graduates of high schools, colleges and technical schools, as well as woman desiring to return to the workforce.

Identify local organizations with small, minority, and female-owned business membership emphasis and participate in or communicate through these local organizations to promote the business opportunities with the Company.

Publicize the commitment to Supplier Diversity in publications directed to and supportive of economic development for women, minority and small businesses.

**II. Make an assessment of the success of the specific initiatives, programs, and activities listed above:**

Company employees actively participate in the following community programs in our service area: Chamber of Commerce, Jr. Achievement, Lions Club, Boys & Girls Club, March of Dimes, Rotary Club, National Denim Day (Breast Cancer Awareness), Cattle Barons Ball (Cancer fundraiser), United Way, Sam Houston Area Boy Scouts, Waller County Women's Shelter, Barbara Jordan Youth Center, Richmond State School, Lamar CISD Texas Scholar Program, Katy ISD Partners in Education, Fort Bend County Literacy Council Volunteers, City of Rosenberg & Richmond Czech Festival, American Heart Association "Heart Walk" Sponsorship, Pregnancy Assistance Center, Junior League of Lufkin, and local school Career Days. These associations bring the company into contact with all groups in the communities we serve and increase knowledge and awareness of business and employment opportunities within the company.

TXU Communication employees serve in the following community positions: Board Member of the Conroe/Lake Conroe Chamber of Commerce, Board member of the Angelina County Chamber of Commerce, Board member of the Alzheimer Association, Board member of the Coalition for a Better Community, Board member of the Drug-Free Business Task Force. These employees provide positive visibility and recognition for the company in the communities we serve, as well as fostering potential professional relationships.

The following Speakers Bureau Program was presented: Association of Career Professionals, "Building an Organizational Culture Through Servant Leadership". This program enables TXU Communications to maintain a profile as a "community minded" service business in the communities we serve. This profile not only enhances our reputation as a reputable business partner and employer of choice within the community but also facilitates our recruiting within the local area.

Outstanding employee achievements are publicized extensively through our internal magazine Connection, as well as bulletins, companies e-mail, etc. Highest level achievers are formally recognized each quarter through the Presidents Eagle Award Program. These achievements and awards are also released to all local and surrounding area media. This dissemination provides a very positive image for the TXU Communication employees and promotes interest in employment with the company.

Our community participation, as detailed above, has been critical to achieving success and improving diversity in both employment and procurement. Our employees' interaction within the community is the most effective means of identifying and attracting minority employees, as well as potential business partners.

Both internal staff and outside agencies that recruit for the company are given position descriptions and the specific qualifications required of a prospective applicant and are very familiar with our goals and initiatives to enhance diversity.

Definition of specific skills and requirements enhances the efficiency of our Recruiting processes and facilitates a successful conclusion to the search for a new employee.

We utilize an internal posting system for all nonexempt positions and many management positions. Employee referrals have been a good source of potential candidates for our hiring needs. However, our Union contract precludes outside hire prior to job posting, and an internal bidding process is required for over 30 percent of the positions within the company.

All employees are informed of the Company's EEO policy through posting of the Affirmative Action Policy throughout the company; through receipt of the policy in the Employee Handbook (available to all employees on the company intranet); through employee orientation where the policy is specifically covered in the orientation program. All employees of the company also attend a course on Diversity in which the Affirmative Action Policy is discussed. All employment advertisements specify that TXUC is an Equal Opportunity Employer.

While we have successfully targeted minorities and females through the search firms we utilize, most of the recruiting within the communities served is done through employee referral and/or Internet advertisement. Because of the union job posting/bidding process and extensive staff reduction over the past two years, we have conducted no recruitment from colleges or secondary schools.

All positions recruited externally are posted on the company web site and the Internet. Most successful position incumbents have five or more years of previous work experience. In areas outside of the franchise we have successfully targeted minorities and females through the search firms that we utilize.

We continue to provide extensive technical and product related training with service technicians, customer service and sales staff to both enhance our service levels and their own capabilities.

As part of our standard recruitment efforts, we endeavor to recruit minorities and women by the following methods: using the proper EEO identification in help-wanted advertisements, job posting; utilizing recruitment agencies prioritizing minority candidates; soliciting employment referrals from existing employees.

As shown above, company employees are members in all local civic and service organizations and are active in discussing and promoting business opportunities available with the company as well as potential employment. Active participation in local Chambers of Commerce has produced good relations with these businesses.

**III. Describe the initiatives, programs, and activities the utility will pursue during the next year to increase the diversity of its workforce and contracting opportunities for small and historically underutilized businesses.**

The company will continue to emphasize and expand the programs detailed above. The success of these activities, as shown in IV below, demonstrates their validity and the company's commitment to achieving true diversity in both their workforce and procurement practices. Additionally, the company will make a concerted effort to establish closer relationships in organizations with minority and female business membership emphasis, in order to promote and increase business opportunities with these business people and will be more active in using publications to promote business/vendor and employment opportunities.

**IV. State the specific progress made under the plan filed by the utility:**

**2003 Hiring Experience**

Gender	White	Black	Hispanic	Indian/Asian	TOTAL
Female	12	19	1	0	32 (64%)
Male	11	2	5	0	18 (36%)
<b>TOTALS</b>	23 (46%)	21 (42%)	6 (12%)	0	50