Panel discussion entitled:

*It's Not Your Father's Industry...It's Your Twelve Year Old's. But Is She Ready?*

PRESENTATION OUTLINE

A key parallel question is: *Are we, the utility industry, ready?*

Overview of the “Nexters”, born 1980-2000

- **Population** – expected to reach nearly 73M (51M GenXers; 76M Boomers) – will create tidal wave of trends, consumption, markets, profits

- **Seminal events and trends** – child focus, violence (Columbine), technology, busy/overplanned lives, stress

- **Core values** – optimism, civic duty, confidence, achievement, sociability, morality, street smarts, diversity

- **Assets on the job** – collective action, optimism, tenacity, heroic spirit, multitasking capabilities, technological savvy
  
  - “This new wave of workers is both optimistic about the future and realistic about the present. They combine the teamwork ethic of the Boomers with the can-do attitude of Veterans and the technological savvy of the Xers. At first glance, and even at second glance, Generation Next may be the ideal workforce—and ideal citizens.”

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Part of the industry’s readiness is in understanding that we will need a larger workforce during the transition of generations

- Adequately training the new workforce means Utilities will go through a period of time when we have more people on the payroll than just enough to get the job done

- The older workforce will be critical in training the next generation of workers

- The industry needs to partner with state regulators so they understand the workforce plan and see it coming together
At AGL Resources, 20% of our employees were retirement-eligible on Jan. 1, 2010

- By 2014, that percentage grows to more than 35%

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<th>Year</th>
<th>2010</th>
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<th>2014</th>
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<td></td>
<td>19.6%</td>
<td>22.6%</td>
<td>26.2%</td>
<td>30.5%</td>
<td>35.4%</td>
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- When you look at our specific local distribution companies, the numbers are even more compelling:
  
  **Chattanooga Gas**
  36% retirement-eligible today; 60% by 2014

  **Virginia Natural Gas**
  23% retirement-eligible today; 45% by 2014

  **Gas Operations team**
  25% retirement-eligible today; 43% by 2014

How AGL Resources is preparing to bridge from today’s workforce to the future workforce:

- **Partnering with local trade and technical schools** – providing input on curriculum and skill development so these job candidates are better equipped to join our workforce

- **Experiential learning** through a new Training organization – learning in a less traditional way, ie, knowledge transfer from seasoned employees – this will require a larger, short-term workforce

- **Career pathing** – clear line of progression so new employees understand their growth opportunities and advancement potential

- **Work schedule flexibility** – responding to preferences that don’t inhibit customer service or business effectiveness; providing flexibility can, in fact, enhance employee productivity

- **Social networking** – using technology to connect internally and externally; ie, Diversity Discussion site on intranet site, Twitter to create more awareness of and passion for our product

- **Diversity and Inclusion initiatives** – ongoing effort to broaden the definition of diversity in the workplace and marketplace; giving employees a voice in decisions that affect their work and day-to-day activities

- **Volunteering** – expanding company-sponsored volunteer activities to include more environmentally focused opportunities which speak to the values of the younger generation

Conclusion:

**Adequately preparing for the next generation of the workforce requires that we:**

- Continue to partner with regulatory agencies to adequately bridge from today’s workforce to the future workforce

- Anticipate the needs and preferences of the next generation of workers, and continue to evolve our workplace