



Name of your organization: Pacific Gas & Electric

How do you use the People Insights Platform today?

PG&E leverages Perceptyx People Insights to deliver on our Purpose, Virtues, and Stands. PG&E's Purpose is to deliver for its Hometowns, serve the Planet, and lead with Love. Our Virtues are Trustworthy, Empathetic, Curious, Tenacious, Nimble, and Owners. The Stands that we take everyday at work are: Everyone and everything is always safe, Catastrophic wildfires shall stop, It is enjoyable to work with and for PG&E, A healthy environment and carbon-neutral energy system shall be the reality for all California, and Our work shall create prosperity for all customers and investors.

To live out our Purpose, embody our Virtues, and live out our Stands, PG&E relies on engagement with its 30,000 coworkers through various coworker engagement surveys that capture people analytics. Our vision is to leverage people insights that amplify the voice of the coworker to empower leader action and cause an environment where coworkers are known, loved, and proud. PG&E does this in three ways: People Analytics, Program Management, and Process Automation.

In 2023, Year over year, we saw a 12% increase in our culture score which we call - "The Joy at Work Index"! This measures the degree of favorability where our coworkers feel known, loved, proud, & enjoy the work that they do at PG&E. Over 20 coworker surveys were administered. The Coworker Survey team consulted on all and owned over 20 in partnership with the Perceptyx People Insights Platform. Together, they helped to drive a culture at PG&E where coworkers are known, loved, and proud for the work they do in service to 16 million customers!

PG&E also saw a 17% year-over-year increase in coworker engagement, with 14,500 to 17,700 participants responding! This increase, combined with people analytics garnered around the survey, enabled PG&E to create new and innovative programs that support its coworkers. For instance, Senior Leadership at PG&E sponsored by Patti Poppi, the CEO, established "The Joy On Wheels Program" in 2023 to recognize frontline coworkers closest to the customer, eliminating the challenges of distance and location in recognizing those who go the extra mile to cause joy with their teams and for our customers. A company vehicle was fitted with food and recognition swag, and leader and team recognitions were sponsored across the company. This effort was sparked by the robust comments provided by coworkers in the annual survey. In 2022 and 2023, recognition and appreciation showed up almost 2,000 times across coworker sentiments! In all, we recognized almost 300 coworkers and over 1,200 coworkers participated in the leader recognitions.

The platform was invaluable, along with the partnership of vendor partners who answered the call to serve several times this year. Of most note, PG&E's privacy language changed as an organization, requiring an amendment to its MSA and a calibration of its risk insurance. PG&E was able to turn this around inside of 3 weeks while on the critical path to delivering the survey.



PG&E considers the People Insight platform a treasure. Although it experienced some feature loss with the purchase of Culture IQ by Perceptyx, it is confident that with the enhancements and support it has seen over the past two years, the skies are the limit for what it can achieve!

Please share your EX Impact story. Detail your challenge, solution, and impact.

“Causing Joy At Work” requires intentionality from leaders, an open heart from their team members, and most importantly - trust. In 2022, PG&E launched its first all-coworker survey using the Perceptyx insights platform. From the voice of the coworkers in that survey, PG&E determined that its coworkers did not feel known for the work they do. It is the little gestures of appreciation that go a long way at pulling at the heartstrings of people. With the data at its fingertips, PG&E established a pilot program called “Joy on Wheels”! With this program, PG&E traveled to the coworkers who are closest to the customers, serving and causing joy by keeping the lights on and the gas flowing. By leveraging the data and insights from the platform in combination with the intention to cause a breakthrough, the Joy at Work Programs team set out to recognize 200 people with the pilot. When the smoke cleared, PG&E ended up recognizing 262 coworkers at 17 events across its territory. Further, over 1,200 coworkers participated in the event and were inspired to also cause joy on their teams and for PG&E’s customers.

Through amplification of the voice of the coworkers, PG&E met them where they were at and delivered a work experience that will last a lifetime. The ultimate impact was uplifting PG&E’s coworkers and extreme engagement from the enterprise. PG&E’s Joy videos were viewed 1.2 million times, and its favorability for program participants was 95%. Also, the program was fully funded for 2024!

PG&E is just getting started!

Do you have any additional KPIs/Metrics to demonstrate your impact on EX?

PRIMARY MEASURE OF JOY: Joy At Work Index Score: 67 in 2023, increase of 12% from 60 in 2022

ENJOY Favorability: 86% - increase of 13% year over year

KNOWN Favorability: 55% - decrease of 4% year over year (Catalyst for Joy ON wheels)

PROUD Favorability: 80% - increase of 16% year over year

LOVED Favorability: 47% - increase of 27% year over year (Strong Marketing focus)

Survey Participation: 69% - increase of 17% year over year.

PG&E requires their leaders to perform across all 4 measures of joy to cause a culture where coworkers are known, loved, and proud. This will ultimately fulfill our stand that "it is enjoyable to work with and for PG&E.