

JERSEY WATERWORKS
CONFERENCE 2022
DECEMBER 2, 2022 | THE WAR MEMORIAL, TRENTON

Building and Strengthening our Water Leadership Pipeline

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American Water



Building a Water Sector Leadership Pipeline, Moving Money to Projects,
Implementation, and Community Engagement



Beautifully Different



Building and Strengthening Our Water Leadership Pipeline

Jersey Water Works Conference
December 2, 2022

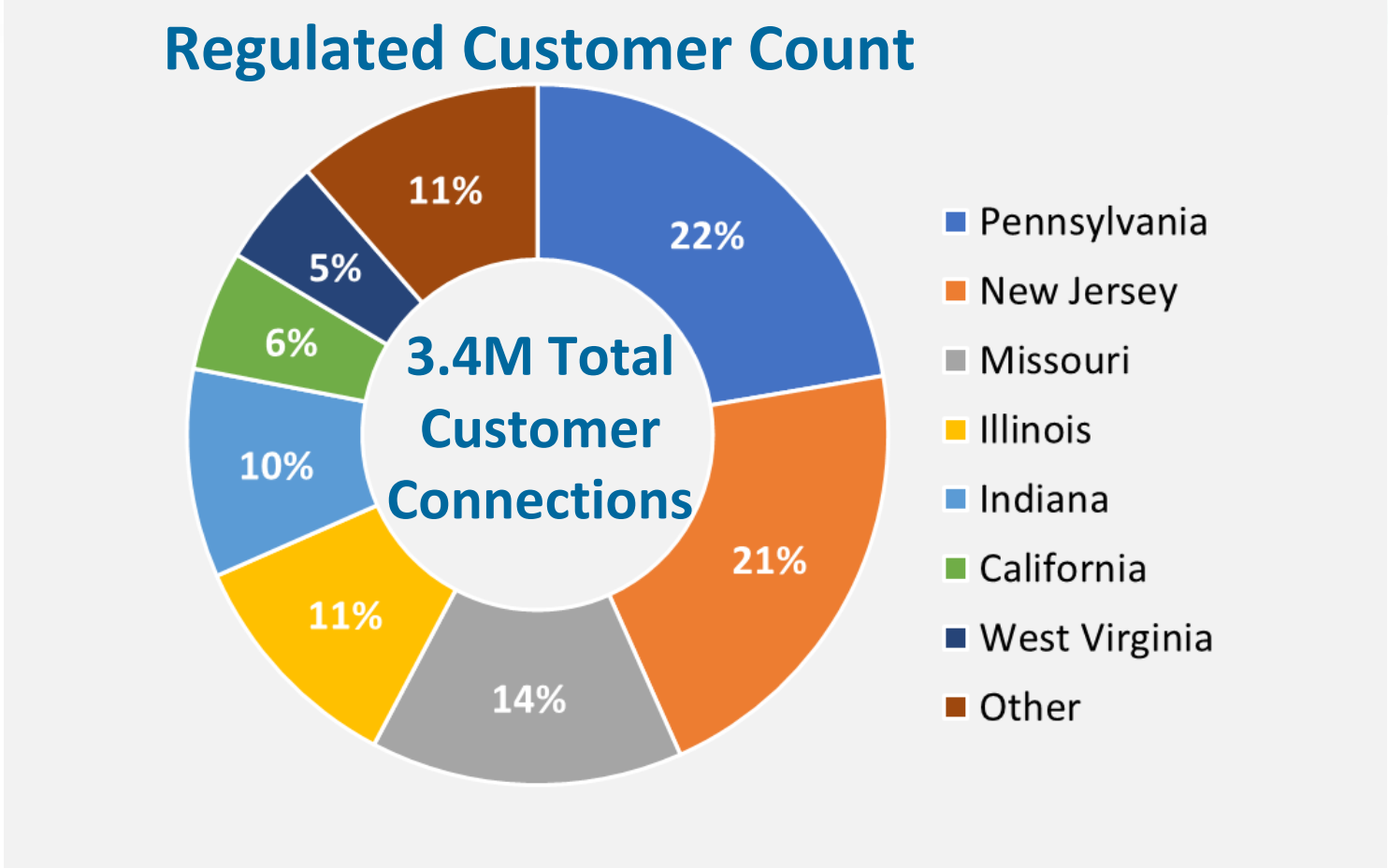
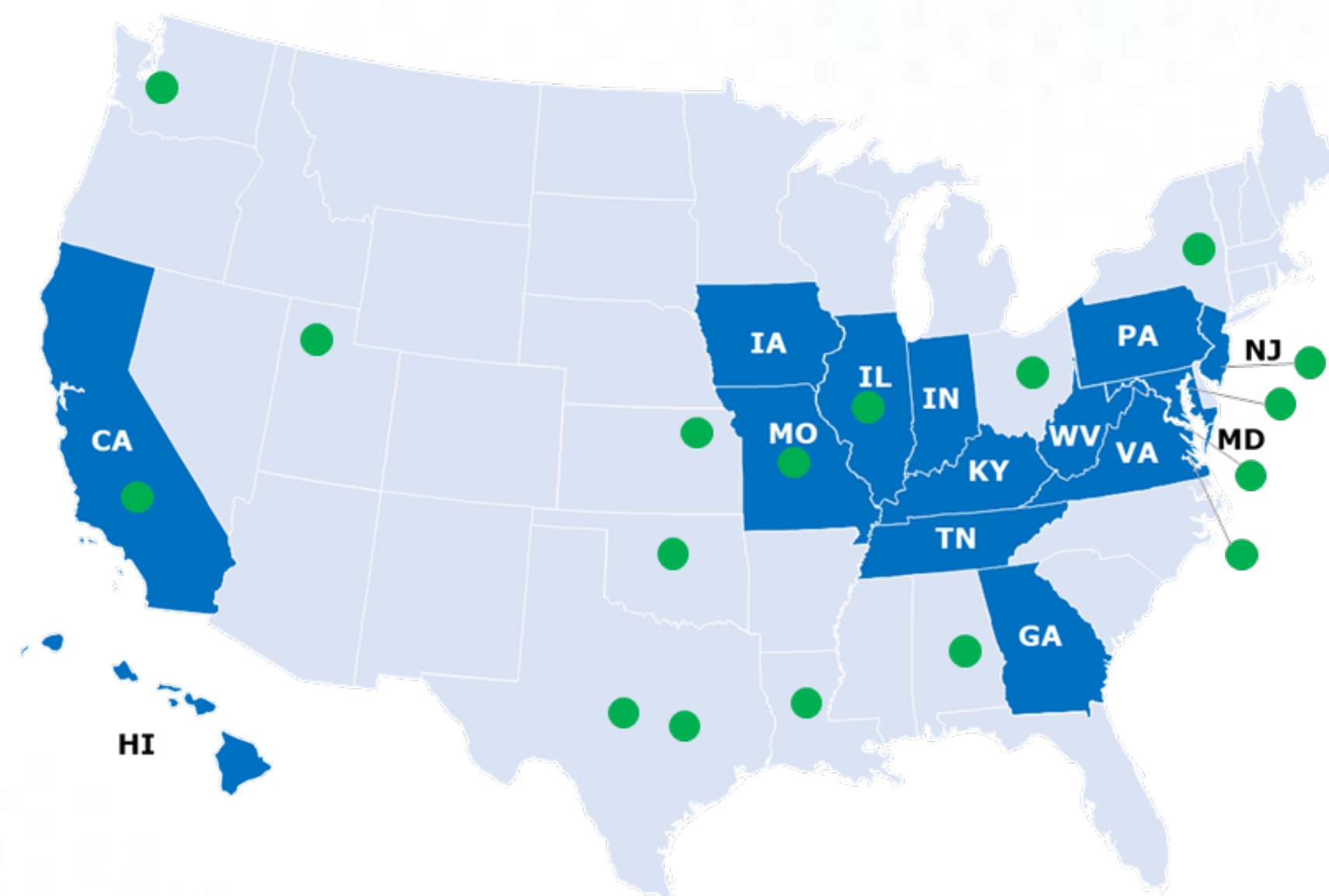
A Little About Valoria...



Valoria “Val” Armstrong
Chief Inclusion Officer & Vice President, External Affairs
American Water

Be the **CHANGE**
you wish to see in
the **WORLD**
-Gandhi

American Water- Our Business at a Glance



Regulated Operations

- 52,500 miles of pipe
- 560 water treatment plants
- 160 wastewater treatment plants
- 1,100 wells and 76 dams



Military Services Group

- Regulated-like
- Serves 18 military installations
 - 12 Army
 - 5 Air Force
 - 1 Naval

Current State of Utility Industry Workforce

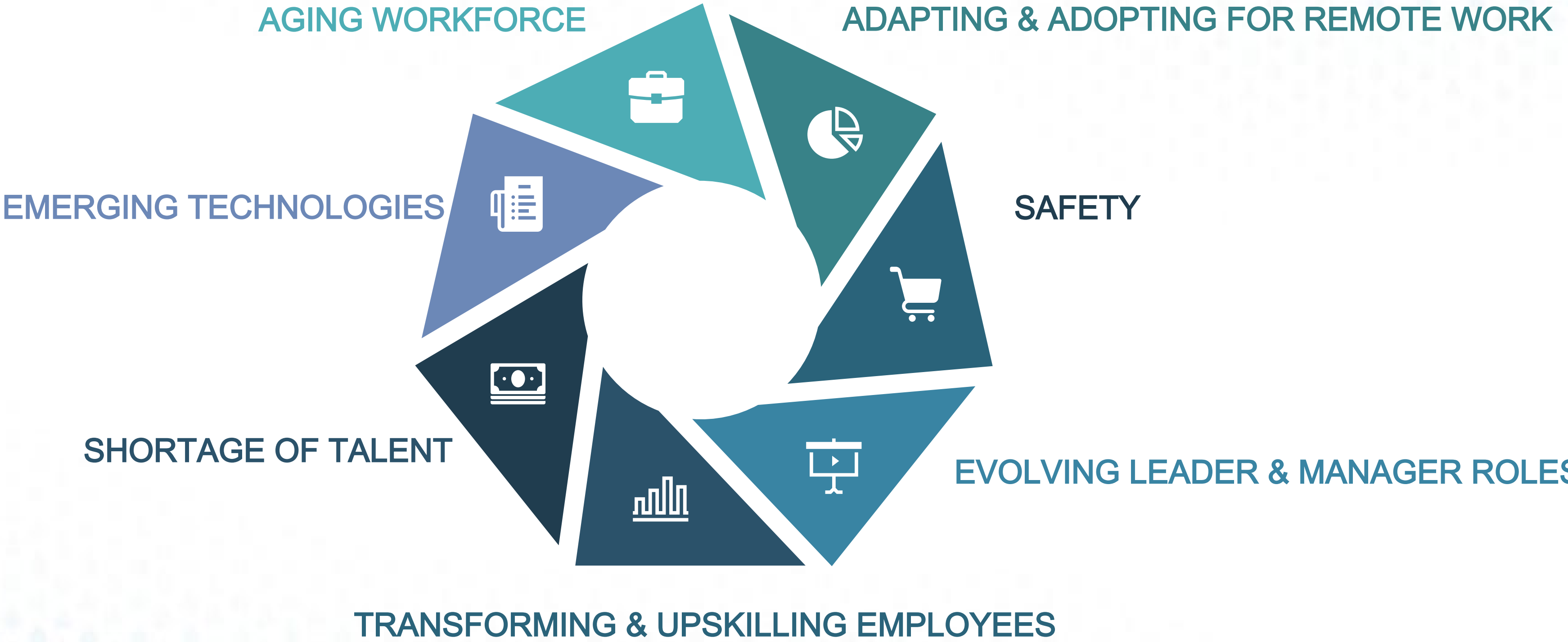
There are 982,723 people employed in the Utilities industry in the U.S. as of 2022

The number of people employed in the Utilities industry in the U.S. increased 1.9% on average over the five years between 2017 and 2022

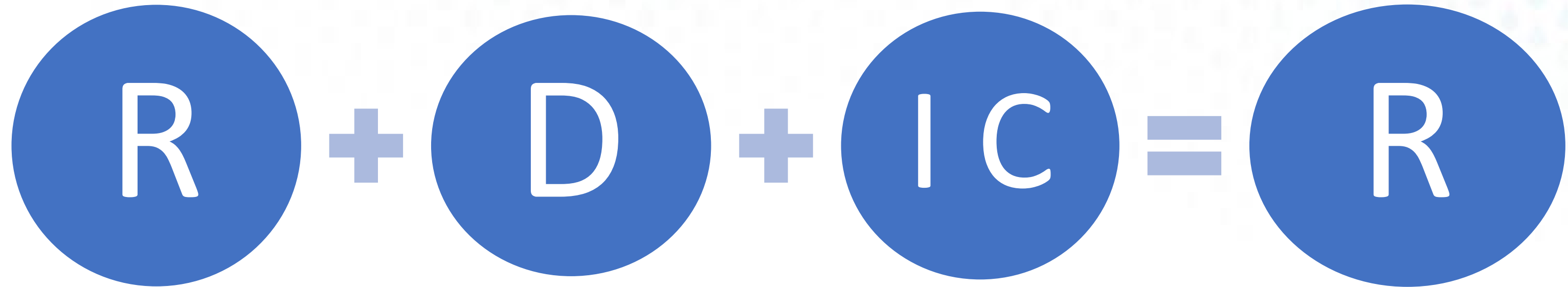
16.9% of all U.S. utility workers are women, while 83.1% are men. The average age of an employed utility worker is **47 years old**

50% of the U.S. Utilities workforce is expected to retire over the next decade

Workforce Challenges



The Solution...It's a Simple Equation



Recruit

- Company Branding
- Critical Roles/Workforce Planning
- Workforce Training Programs/Internships
- Attract Diverse Talent

Develop

- Invest in Talent (Training)
- Mentoring
- Sponsorship
- Succession Planning
- Ongoing Feedback
- Tap into Passion

Inclusive Culture

- Psychological Safety
- Communication
- Empathy
- Allyship
- Dignity and Respect

Retention

New Jersey American Water Workforce Development Programs Overview Two Pillars

Outreach & Education

- Career Fairs and Events
(Presentations and Tabling)
- Partnerships with High Schools
(Traditional and VoTech/Trade)
- Participation in established
workforce development
initiatives in NJ business,
government, college and utility
sectors

Train to Hire Programs

- Water Utility Pipeline (Water UP!)
Training
- Hopeworks GIS Internship
Program
- Explore Apprenticeship Program
(*Future*)

Water UP! Training Program

OVERVIEW

- Recruit young adult participants from underserved areas in our service territory
- 11-week paid program (Sept. – Dec.)
- Provide training for entry-level positions: Utility Mechanic, Operations Specialist, Water Quality Technician, Customer Service Representative
- **Goals:** Create a career path for individuals through training necessary for hire; Provide opportunities for our underserved communities while improving our pipeline of qualified, diverse candidates for jobs.

Curriculum

OSHA - 30
Conflict Resolution
Interpersonal / Communication
Resume Writing / Interviews
Diversity and Inclusion
Ethics / Integrity
Leadership/Management
Trade Mathematics
Financial Literacy
Teamwork
Customer Service
Utility Mechanic Training
Water Quality and Production
Field Service Operations





How will you solve the equation?

Thank You

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