



New Jersey American Water Workforce Development Programs connect young adults from underserved populations with education, exposure and transformative career opportunities within communities where we do business.

Active programs within External Affairs currently include the Water Utility Pipeline (Water UP!) training program and career education and outreach initiatives. Additional programs are being evaluated for implementation in 2023.

Additionally, New Jersey American Water's Engineering team has an ongoing GIS program with Hopeworks, and American Water's Talent Acquisition team has an internship program and other initiatives for creating pathways to careers in the water utility industry.

WATER UP! TRAINING PROGRAM

This training program first launched September 20, 2021, for a total of 11 weeks. A second cohort is currently being planned for September through December 2022.

The goal of the program is to create a career path to qualified individuals within an underserved community in the company's service areas community by helping them identify and pursue utility career opportunities that fit their interests and skills.

In partnership with Hopeworks and Apex Solutions, a total of eight participants from the City of Camden learned about various career paths with the potential of career placement (through the regular interview process) after graduating the program.

During the program, the participants learned water utility and other essential business training to equip participants with the skills needed to successfully enter the industry upon graduation as an Operations Specialist, Utility Mechanic, or another entry level position. The curriculum included:

- Water Systems, Water Quality and Distribution
- Safety in the field and OSHA 30 Certification
- Touring New Jersey American Water treatment plants and operations centers
- On the job utility training/observation
- Customer Service
- Microsoft office tools
- Teamwork and Leadership
- Financial Literacy and Trade Mathematics
- Resume Writing, Business Etiquette, and Interview Preparation
- Diversity & Inclusion and Ethics





HOPEWORKS GIS PARTNERSHIP

Since 2015, Hopeworks and New Jersey American Water have partnered through an innovative and collaborative workforce program. The program directly engaged, trained, and employed 85 Hopeworks young adults on Geographic Information System (GIS) projects. Ninety percent of the GIS-trained young adults graduated from the program, completed college, and earned permanent careers. As a direct result of the partnership, four of those graduates are now employed in a related GIS field at American Water.

New Jersey American Water has also referred Hopeworks to American Water for a services agreement with the company to enable additional partnerships with other American Water regulated state companies. The company continues to employ Hopeworks' young adults on GIS projects in Tennessee and Virginia and is currently working to identify additional partnership opportunities.

In the past 6 years, New Jersey American Water and American Water have invested over \$1 million by leveraging Hopeworks social enterprises and employing its young people.

This collaboration has propelled underserved young people to break the cycle of poverty and earn permanent jobs and a living wage in a growing career field.

WATER UTILITY CAREER EDUCATION & OUTREACH

New Jersey American Water is currently working to create a water utility career education and outreach calendar to further its efforts to educate about and expose young adults to careers in the industry. This includes:

- Reviewing and evaluating support for established career development programs for high school or post high school audiences
- Developing materials and seeking opportunities to participate in career fair opportunities for high school age audiences
- Creating a Speaker's Bureau of employee volunteers for speaking appearances and events

AMERICAN WATER TALENT ACQUISITION ACTIVITIES

American Water's Talent Acquisition team has partnered with local organizations in Camden to provide young people with an overview of internship and career opportunities in the industry. Through partnerships with the Camden City School District, Camden Community Partnership, Hopeworks, Power Corps Camden and the Salvation Army Kroc Center, the team has also led student training sessions in resume writing and mock job interviews. The team also recruits college students for paid intern positions in Finance, Accounting, Engineering and Water Quality at American Water's Camden headquarters and New Jersey American Water operations facilities across the state.

