



July 6, 2023

Re: Preparing the Water Sector to Embrace Technology: Skillsets and Enterprise Management Approaches for the Digital Age (WRF 5178)

Principal Investigator: Prabhu Chandrasekeran, PE

BAYWORK is pleased to participate with the Arcadis Team on the Water Research Foundation (WRF) Project entitled *Preparing the Water Sector to Embrace Technology: Skillsets and Enterprise Management Approaches for the Digital Age (5178)*.

Digital transformation is impacting almost every aspect of our work as well as our daily lives. The future of work, workforce, and workplace has evolved substantially since the pandemic, igniting a wave of transformative change anticipated over the next decade and beyond. Organizations in a myriad of sectors across the globe are considering and/or actively planning to enable and empower their workforce for the future that is expected to be significantly disrupted by data collection, networking, computing, and artificial intelligence technologies.

The water industry must likewise prepare for this digital transformation with adaptive, forward-thinking policies and processes to create an environment that promotes the use of digital technologies facilitates the workforce upskill. WRF 5178 focuses on developing a framework that helps water organizations implement new procurement strategies, management approaches, recruiting and retention strategies, and best-in-class training programs that support digital transformation.

The outcomes of the project will be extremely valuable to both our organization and our peer water/wastewater agencies across the country and around the world.

We are excited to participate on this project and engage in the following activities to support this project:

- Participate in a general survey about impacts and disruptions of digital technologies on workforce and utility management functions.
- Development of a maturity assessment tool for Digital Readiness of organizations.
- Development of the Digital Water Workforce and Utility Management Framework
- Participate in meetings organized throughout the study.

Based on our commitment to the efforts above, our in-kind contribution towards this project is estimated at \$4,000, based on time commitments from BAYWORK leaders and staff. Please contact me directly at rscott@valleywater.org if you have any questions. We look forward to participating with you on this important project.

Sincerely,

DocuSigned by:

Robert Scott

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Robert Scott, President
BAYWORK