



baywork

Bay area water/wastewater workforce reliability

WATER & AI SUMMIT

MARCH 18, 2026



Logistics & Agenda

Laura Combs

BAYWORK Manager



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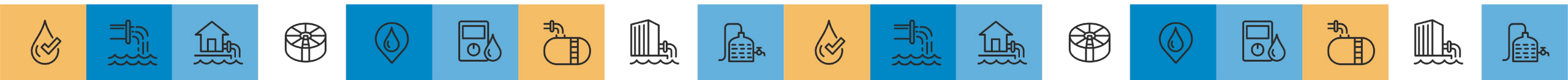
Logistics

- Bathrooms
- Photos
- Mentimeter



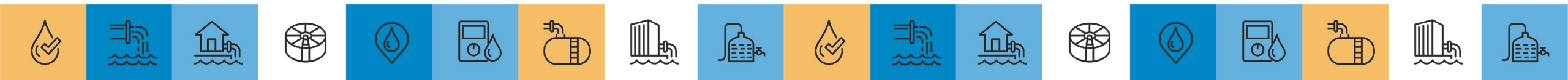
Morning Agenda

9:30AM-10AM	Opening Address
10AM-10:45AM	Spotlight on Signatory
10:45AM-11AM	BREAK
11AM-12PM	Panel
12PM-1PM	LUNCH



Afternoon Agenda

1PM-2PM	Case Studies
2PM-2:15PM	BREAK
2:15PM-3PM	Breakout Sessions
3PM-3:30PM	Closing
3:30PM-5PM	Optional Networking Hour





Opening Address

Robert Scott

Valley Water
BAYWORK President



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WATER INDUSTRY SUMMIT

WELCOME

Robert Scott, BAYWORK President



Our Core Value

**Our industry can't
achieve operational
reliability without
workforce reliability**



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We're now entering the age of agentic AI: systems that don't just respond to prompts, but can plan, reason, and take action on our behalf. Instead of asking a tool to "summarize this report," we'll increasingly ask agents to "monitor this data, alert me to risks, and recommend next steps"—and expect them to handle that work with minimal supervision.

From Generative to Agentic: Preparing People for AI Coworkers

Agentic AI is not just a new feature—it's a new chapter in how work gets done.

SS By [Shivani Smith](#)
Mon Feb 16 2026





Search

FORTUNE

Morgan Stanley predicts AI won't let you retire early: Instead, you'll have to train for jobs that don't exist yet



By Nick Lichtenberg
Business Editor

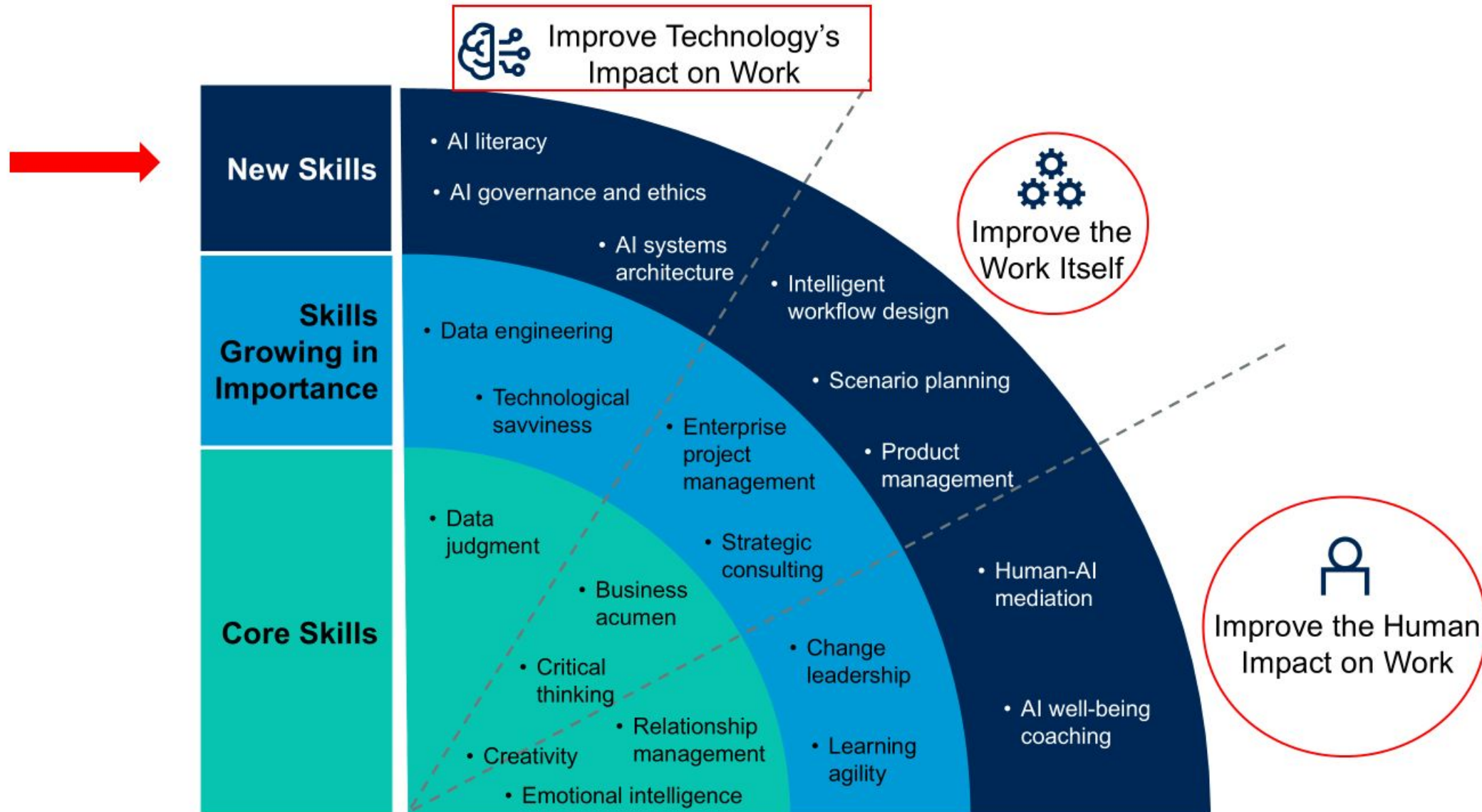
February 26, 2026, 2:30 AM ET

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Tech titans and stock market investors are increasingly unified in their forecast that artificial intelligence will permanently eliminate millions of white-collar jobs and render traditional employment obsolete.

Essential HR Skills for the AI Era



New Skills

Skill	Definition	Influence on HR's Work
AI literacy	The ability to understand the capabilities, limitations and biases of AI tools in workforce contexts	Improve technology's impact on work
AI governance and ethics	The ability to shape and uphold standards for the responsible use of AI in the workplace	Improve technology's impact on work
AI systems architecture	The ability to design, structure and integrate the components of AI solutions (e.g., data flows, models and infrastructure) to ensure scalability, reliability, security and alignment with organizational objectives	Improve technology's impact on work
Intelligent workflow design	The ability to create and optimize organizational workflows by integrating advanced technologies such as AI, automation, and data analytics to enhance efficiency, adaptability and decision making	Improve the work itself
Scenario planning	The ability to develop hypothetical future states based on knowledge and experience to prepare flexible, long-term business strategies	Improve the work itself
Product management	The ability to guide the development, launch and ongoing improvement of products or services to deliver maximum value to customers and achieve strategic business objectives	Improve the work itself
Human-AI mediation	The ability to resolve conflicts between human judgment and AI recommendations in decision making	Improve the human impact on work
AI well-being coaching	The ability to foster healthy relationships between employees and AI, including reducing anxiety, promoting mental health and building healthy habits	Improve the human impact on work



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Spotlight on Signatory

Don Rocha

Valley Water



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TECHNOLOGY INNOVATION UNIT (TIU) STATUS UPDATE AND NEXT STEPS

MARCH 2026



Technology Innovation Unit (TIU)

Mission Statement

"Boost operational efficiency and water management by strategically deploying artificial intelligence (AI), business intelligence (BI), machine learning (ML), predictive analytics, and other emerging technologies."



AI and Emerging Technologies – We're Just Getting Started

"We are in the very early innings of the AI revolution. The breakthroughs are going to be profound, and we're just beginning to scratch the surface."

— Jensen Huang, CEO of NVIDIA



Agenda

- Strategic Roadmap
- Accomplishments & Early Wins
- Flagship Projects:
 - Reservoir, Digital Twin, Data Lake
- Internal Development Projects
- Systems Assessment & Training
- Measuring Success
- Next Steps & Future Efforts
- Questions



STRATEGIC ROADMAP: PHASED APPROACH

PHASE 1: Discovery & Assessment

(COMPLETE ✓)

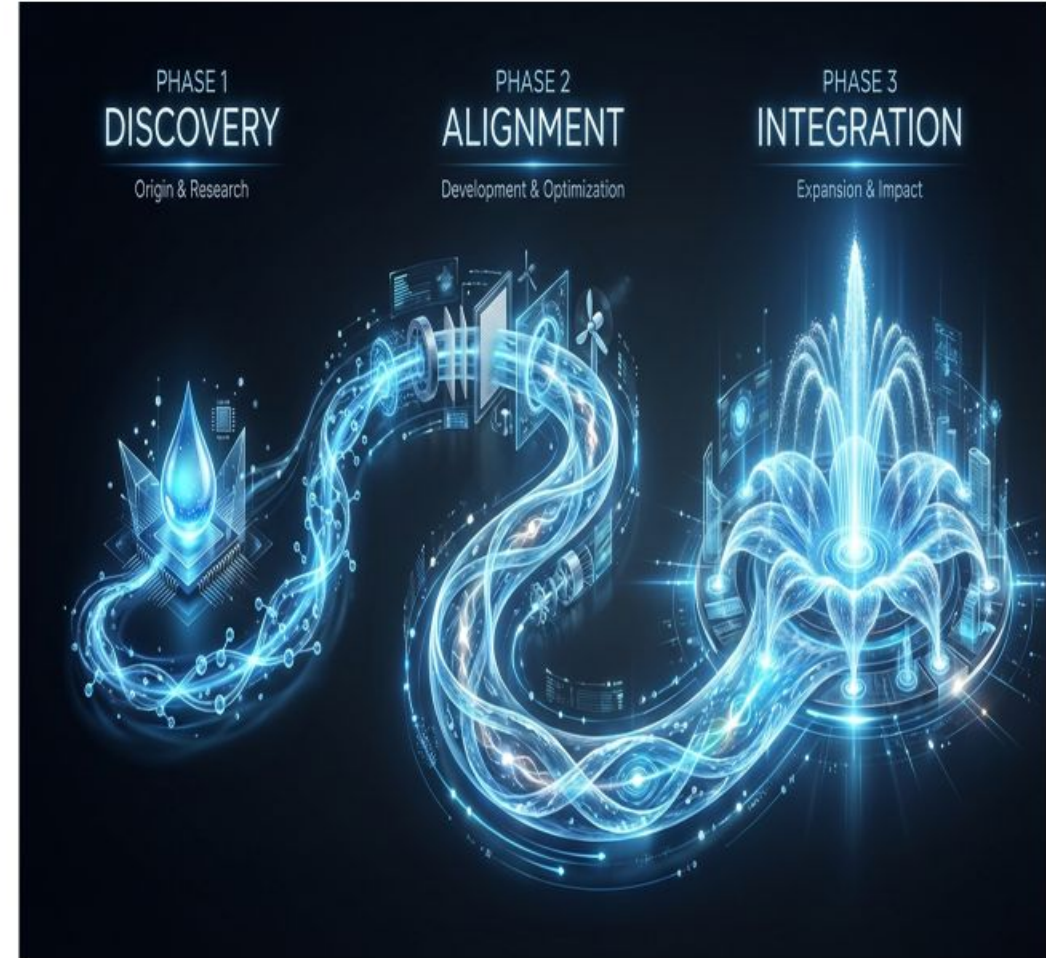
Identify needs, explore solutions, build partnerships

PHASE 2: Alignment & Validation (IN PROGRESS)

Connect needs with technology solutions, deploy pilots & POCs

PHASE 3: Integration & Scaling (2026-2027)

Scale deployments, focus on operational efficiencies



Early Wins

Identifying current system & application opportunities:

- ChatGPT Enterprise (285 users)
- Grammarly Business (220 users)
- Zoom AI Companion
- Kudos
- Smartsheet & Asana AI features
- Varonis
 - data classification & loss prevention



Accomplishments

Learning the workforce's needs & challenges:

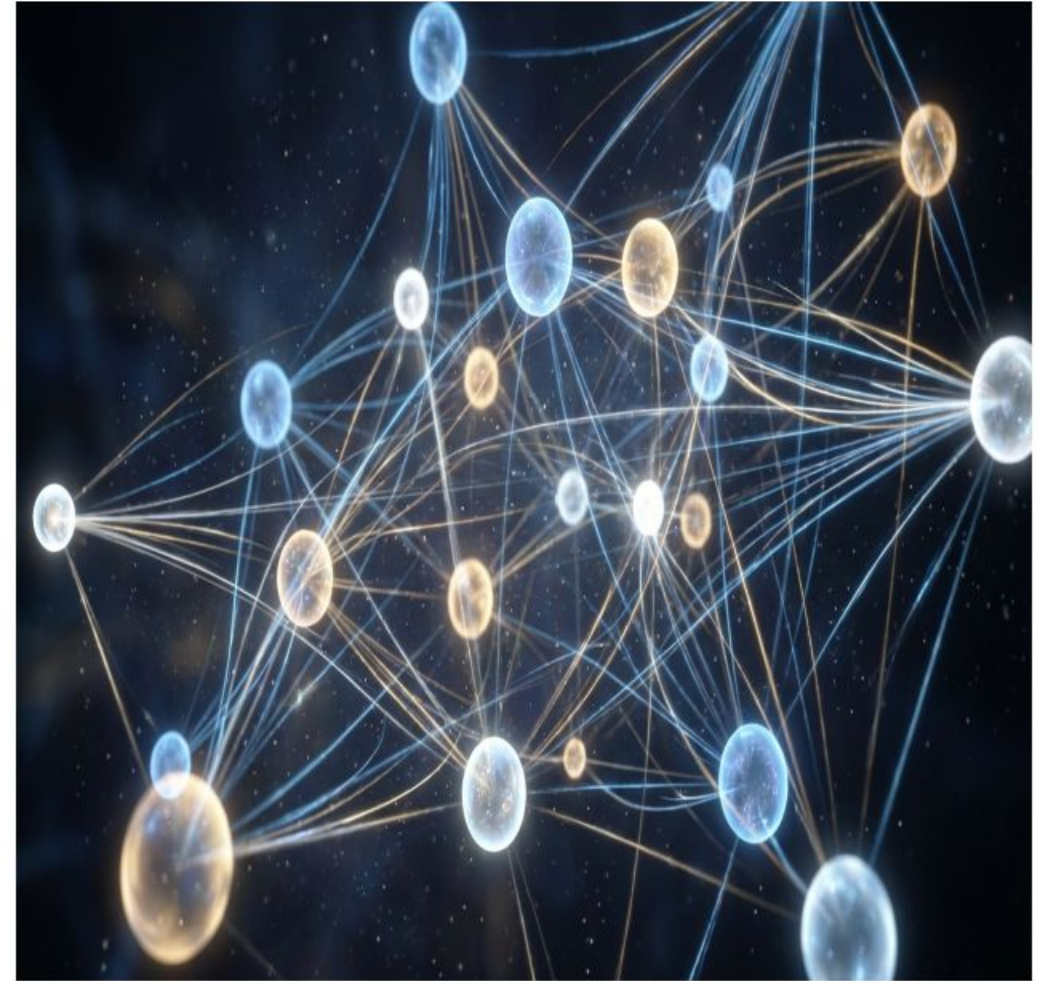
- Met with over 20 different units & teams
- Identified potential projects for technology solutions
- Trained 300+ employees on new technology tools (ChatGPT, Reservoir etc.)
- Developed AI Guidelines for workforce reference
- Built internal repository of technology requirements



Accomplishments (continued)

Building strategic partnerships,
engagements and industry presence:

- K-Water (Korea) – Digital Twin technology
- Stanford, SJSU, Santa Clara University
- Metropolitan Water District & LA DWP
- OpenAI GOV Coalition
- MISAC (Municipal Information Systems Association of California)
- Isle's AI Horizons Workshop Series
- Bayworks
- Invited speaker at industry conferences



Reservoir (Madison AI)

Enterprise Knowledge Management System
Status: Deployed September 2024

What it does:

- AI-powered knowledge management for instant access to organizational information
- Searches across tens of thousands of documents
- Specialized for water district operations

Results (2025):

- 2,199 conversations
- 300+ employees trained
- 37% of usage on specialized water ops (percolation ponds, dam operations, flood control)



RESERVOIR

Reservoir Knowledge Domains

Board & Committees

- Research board decisions with instant access to historical records

Environmental

- Navigate regulatory compliance, CEQA requirements & support environmental review processes

Finance

- Analyze past budget trends & access financial data for reporting & planning

AQUA

- Find operational answers across HR, IT, facilities & procurement — the go-to for day-to-day employee resources & information

ADSRP (Anderson Dam Seismic Retrofit Project)

- Support project work with contract details, compliance guidance, project updates & seismic retrofit documentation

Next Up

- Library & Records, Legal, Treasury & public record requests/responses (external)



RESERVOIR

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valleywater.org

Data Lake

Foundation for Advanced Analytics

Status: Planning Phase, Consultant Selection

The Challenge:

- Data currently exists in silos & multiple systems
- Comprehensive analysis is difficult
- Limited ability to leverage AI & machine learning

The Solution:

- Unified data platform from disparate sources
- Foundation for AI/ML and advanced analytics
- Natural language queries of complex datasets

Why this matters:

- Foundation for advanced technology initiatives
- Enables Digital Twin, AI-powered forecasting, etc.



Digital Twin (K-Water Partnership)

Building Tomorrow's Infrastructure

Status: MoA Signed, SOW in Development

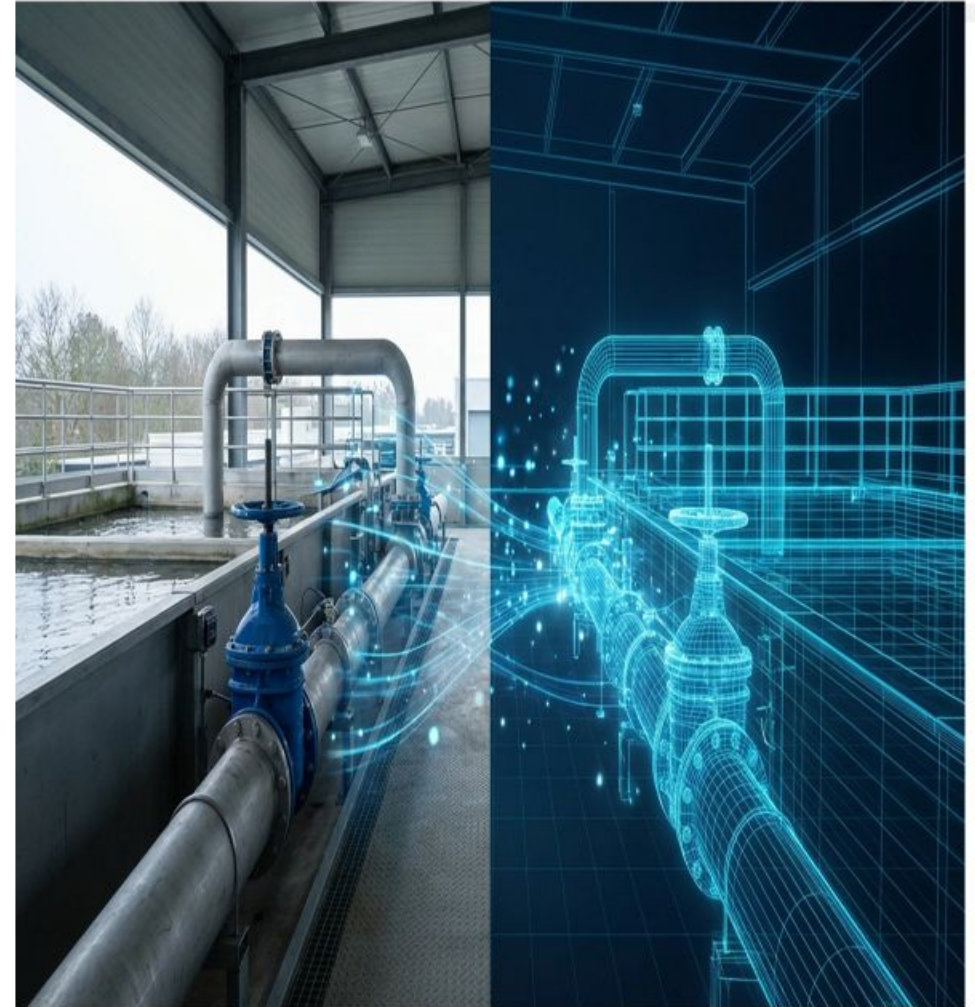
Partner: K-Water (Korea Water Resources Corporation)

What is a Digital Twin?

- Virtual replica of physical infrastructure
- Enables real-time monitoring & scenario modeling
- Predictive maintenance & long-term planning

Capabilities:

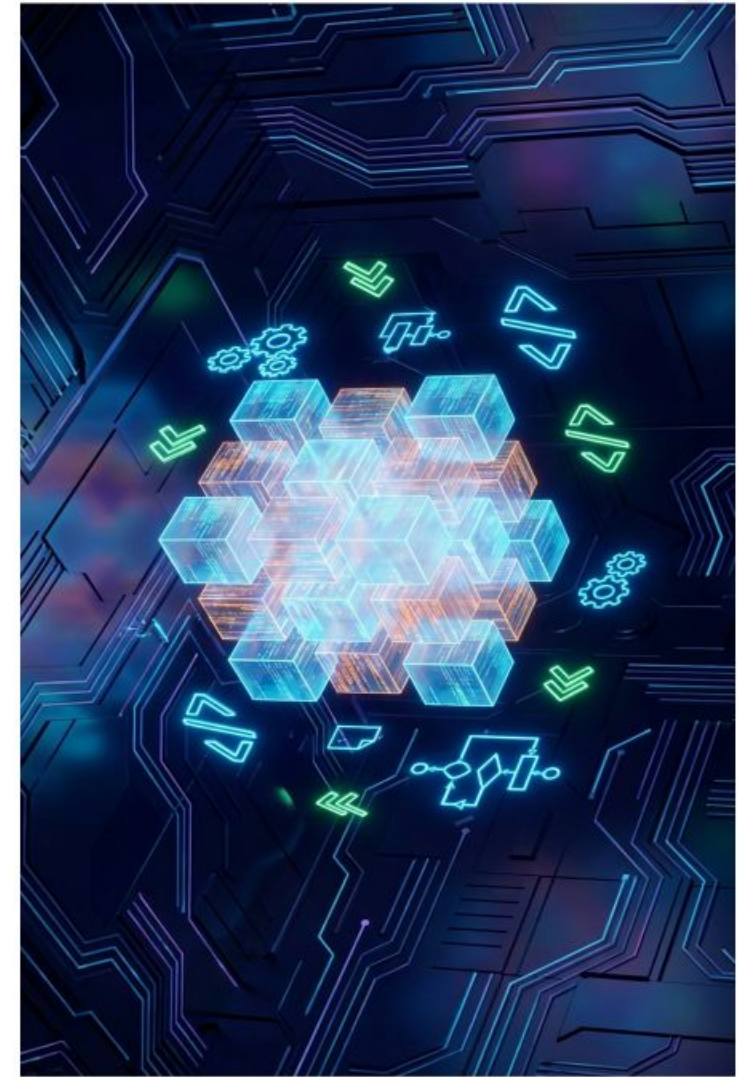
- Real-time visualization of watershed conditions
- Flood management & drought response modeling
- Risk assessment for water supply & flood protection



Internal Development Projects

Building sustainable internal capability:

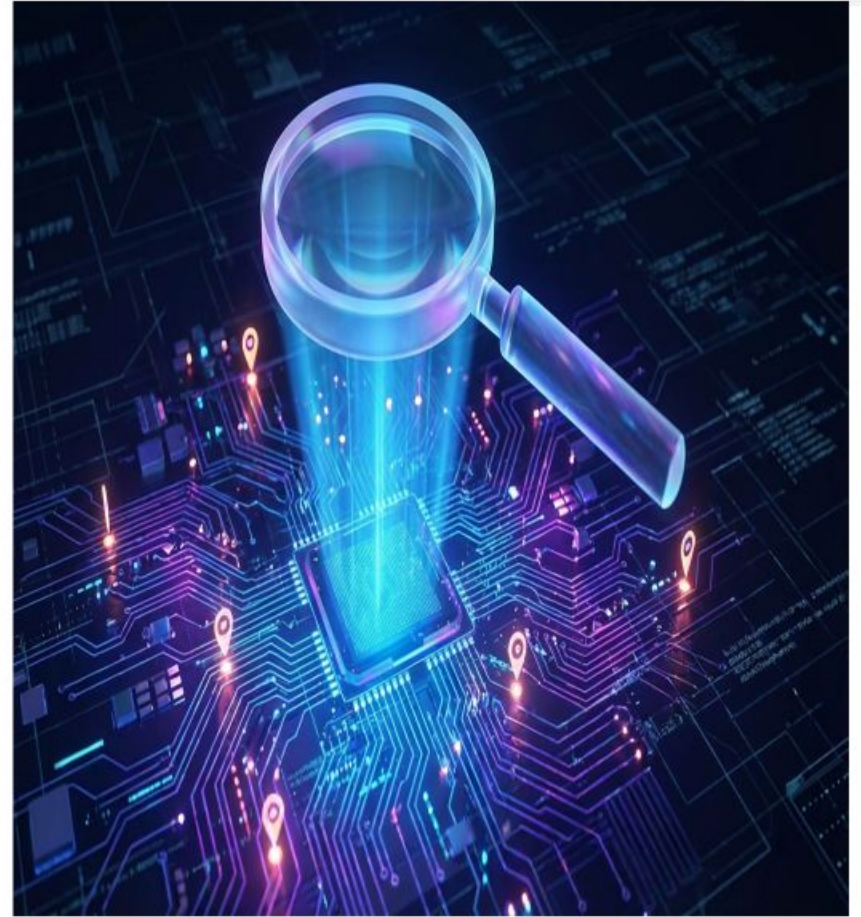
- ▶ Treatment Plant Inventory (developed internally):
 - Smart chemical tracking, Real-time monitoring of chemical inventory levels
 - Automatic consumption rate calculations
 - Proactive reorder alerts to prevent stockouts
- ▶ Water Conservation ML Platform (developed internally):
 - Program enrollment predictions
 - Predicts customer enrollment in conservation programs
 - Data-driven recommendations to maximize participation
 - Targets outreach resources efficiently
- ▶ Pursued two additional POC projects to support the Hydrographics & Watersheds units



Systems Assessment & Needs

Current assessment activities:

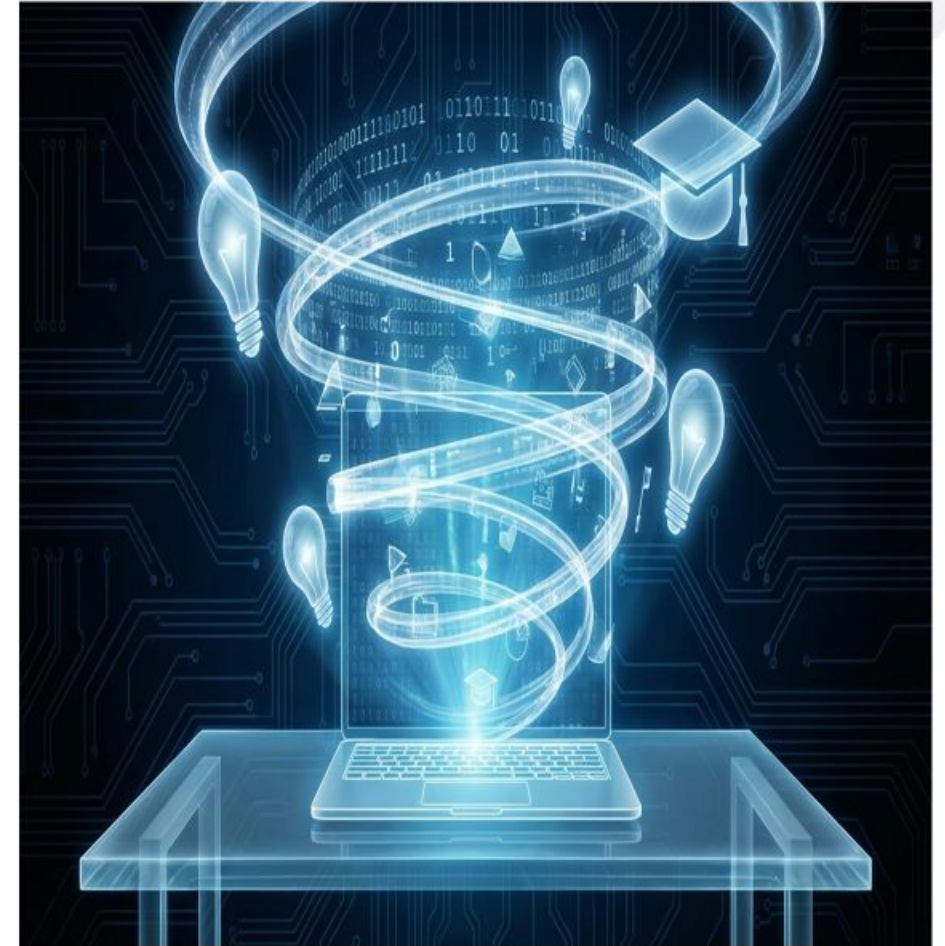
- Existing IT systems across departments
- Identifying integration opportunities
- Assessing call center technology needs
- Reviewing workflows for automation potential
- Assess employee use & training needs through surveys



Training Highlights

Completed training initiatives:

- 300+ employees trained on new tools
- ChatGPT Enterprise onboarding (285 users)
- Grammarly Business rollout (220 users)
- Reservoir hands-on training sessions
- Coffee shops



Measuring Success

Quantitative results:

- 505 AI tool licenses active
- 2,199 Reservoir queries (2025)
- 7x growth in ChatGPT adoption
- 110x growth in Grammarly adoption

Qualitative impact:

- Increased organizational comfort with AI
- Growing employee-initiated technology requests
- Industry recognition & conference invitations
- staff time efficiency



Next Steps & Future Efforts

Immediate priorities:

- Evaluate ROI on deployed technologies
- Launch Data Lake pilot with initial use cases
- Begin Digital Twin feasibility study
- Identify 2-3 new high-impact projects

Future efforts:

- Scale proven pilots to enterprise deployment
- Integrate AI/ML into core water management



Challenges & Opportunities

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- Keeping pace with rapid AI/ML/BI advancements
- Agency-wide engagement for technology needs assessment
- Ensuring workforce adoption of deployed solutions & training
- Balancing innovation with procurement processes
- Building sustainable internal technical capability

CONCLUDE – QUESTIONS?





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BREAK

Return at 11am

Panel: What's next for AI in the Water and Wastewater Industry?

Moderator –
Cecil Lawson
Valley Water

Saurabh Kapoor
Amazon (AWS)

Tuan Nguyen
Laney College

Sarah Perez
SFPUC

John Devadoss
EBMUD



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LUNCH

with the President A-233

with the Manager A-237

Break into small groups after lunch (1pm)
See the program for more information

Case Studies

1:15pm–2pm

Valley Water A-233	EBMUD A-273	Sonoma Water B-210	Your own usage FORUM
Following the Spotlight on Signature, hear about the other ways Valley Water is using AI at their agency.	An interactive session to prioritize your top AI interests, followed by dynamic discussions and Q&A on topics ranging from AI governance and workforce strategy to operational use cases and industry partnerships.	Sonoma Water's IT team shares how they're using AI across operations, development, and service delivery — with real use cases, honest lessons learned, and a focus on keeping adoption intentional, safe, and valuable.	Talk about how you use AI with a group of your peers.



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BREAK

Move to Breakout Session at 2:15pm

2:15pm–3pm

Breakout Session

O&M (Field Staff) IT Professionals
A-233 A-273

Administrative Staff Engineers/Planners
B-210 B-257



Closing Address

Steven Currie

Contra Costa Water District
BAYWORK Vice President



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Final Survey

Laura Combs

BAYWORK Manager



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OPTIONAL NETWORKING SESSION

2ND FLOOR OF THE LIBRARY