



# On the Water Front

August 2022 | A Message from John Balliew, P.E., President/CEO

## Join EPWater and make a difference in community

El Paso Water is hiring. Like many employers across our city, the utility is facing unprecedented staffing shortages, as well as recruitment and retention challenges.

In the U.S. water industry, skilled employees who operate and maintain critical water and wastewater infrastructure are in short supply. About one-third of them will be eligible to retire in the next 10 years.

EPWater is not immune and has stepped up efforts to ensure the sustainability of our water workforce.

### Investing in our workforce

We recognize that our employees are the key to EPWater's success. Because they are valued collaborators, we have increased our investment in our team members. Some of our recent initiatives include:

- **Improved tuition assistance:** We bumped up the annual tuition reimbursement for eligible part-time and full-time employees to \$4,500 and \$8,000, respectively. We now offer a \$50,000 lifetime maximum of tuition assistance, double what the City of El Paso offers.
- **Targeted salary adjustments:** We boosted wages in response to our Customer Service call center staff shortages. Existing employees may promote by meeting testing qualifications. We also increased pay for utility plant technicians, another one of our critical positions affected by staffing shortages.
- **Doubled emergency stand-by pay:** We wanted to better compensate our employees on emergency stand-by duty who perform off-hours repair work.



Plant Technician Antonio Garcia works at the Bustamante Wastewater Plant.

EPWater offers other noteworthy employee benefits, such as the stability of a reliable pension, vacation up to 96 hours annually for the first five years, 120 hours annually of unlimited accrual sick leave and 11 paid holidays including birthday. We also offer an incentive for perfect attendance. Our skilled employees who maintain and repair our water and wastewater distribution systems qualify for extras, such as safety and license incentive pay.

These employee initiatives are part of our strategy to increase knowledge, skills and abilities and to improve succession planning at the utility.

### Living our values

We take exceptional pride in our team, which is staffed by professionals who exemplify our core values and shape our workplace culture of stewardship, innovation, integrity, safety, excellence, teamwork and, most importantly, service.

Our culture of service extends beyond our work to serve the community through participation in blood drives and employee fundraisers for our annual Charity of Choice and United Way.

Our dedicated essential employees appreciate the obligation to our community to provide vital water, wastewater and stormwater services to El Paso. We know our community depends on clean and safe water for everything from cooking to growing home gardens.

Not only are EPWater employees building a better world through our projects, they are also helping to build more compassionate communities. EPWater knows our employees can make a difference. That's why investing in their futures makes good business sense.

Leading the way for our employees is our devoted HR team, which is the backbone of our utility. This team invests countless hours of hard work to ensure our utility's success and that we have a safe, efficient and rewarding workplace for employees to thrive.

If you or someone you know is ready to make a difference by serving our community, our award-winning utility has vacancies to fill. EPWater welcomes service-oriented, skilled and dedicated job candidates who want to be part of an innovative utility that is world renowned for its bold water resource strategies in the desert. Please consider our current [employment opportunities](#).



On the Water Front is a publication of El Paso Water. Contact Christina Montoya at 915.594.5596 or [cmontoya@epwater.org](mailto:cmontoya@epwater.org) with any comments or questions.

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