

DC Water: Leading the Way in Public Sector AI Adoption

How One Agency is Building an AI-Confident Workforce

DC Water is not just a public-sector organization; it's a trailblazer in digital transformation. With a mission to deliver safe, reliable water to the nation's capital and surrounding communities, DC Water has long demonstrated a commitment to operational excellence. Now, by embracing AI tools like Microsoft Copilot, DC Water is setting a new innovation benchmark for others to follow.

Beyond Licenses: Building a Culture of AI Confidence

DC Water faced a common, yet critical challenge. Despite investing in AI tools like Microsoft Copilot to streamline work, boost productivity, and unlock new value, they quickly realized that licensing alone wasn't enough to drive transformation. Users needed support, structure, and confidence to make AI part of their daily work. DC Water recognized that the key to success wasn't simply providing access to Copilot—it was enabling people to use Copilot with purpose and intent.

Activating the Workforce with Targeted Training

To address this challenge, DC Water partnered with Planet Technologies and its learning and adoption team, Evolve 365, to deliver a tailored training program prioritizing workforce engagement and practical application, featuring:

- Eight weeks of live, role-based training across Word, PowerPoint, Excel, Outlook, and Teams.
- User-led storytelling sessions where real use cases and time savings are shared with peers.
- Leadership-endorsed recognition, including signed certificates of completion.
- Real-time analytics that demonstrated usage spikes following training milestones.

By prioritizing people over features, Planet Technologies and Evolve 365 helped DC Water move from "licensed" to "engaged," with employees leading the way in applying Copilot to their daily responsibilities.



"I asked Copilot to summarize a 200-page report and build a presentation from it. What used to take me two full days took less than ten minutes—and it followed our formatting."



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Measurable Impact: From Efficiency to Strategic Value

Among those surveyed, the results of DC Water's Microsoft Copilot training program speak for themselves:

Productivity & Efficiency Gains

- 68% year-over-year increase in time saved
- 78% report moderate to significant improvement in work quality.
- 68% year-over-year increase in quality improvement.

Adoption & Engagement Metrics

- 77% of end users use Copilot 5+ times a week.
- 50% increase in Copilot usage between 2024 and 2025.
- 93% say training is essential for effective use.
- 78% would recommend CoPilot to a colleague.

These metrics represent more than just a successful deployment—they showcase what success on Day 2, adoption at scale, looks like. By embedding Copilot into everyday work and creating space for peer learning, DC Water transformed how its teams operate. Employees now use Copilot to spend less time on repetitive tasks and more time focused on maintaining infrastructure, improving communications, and delivering on the critical mission of DC Water.

Conclusion: AI Adoption Starts with Training, Not Licenses

DC Water's success with Copilot isn't just about growth, it's about depth. By focusing on real use cases, continuous training, and inclusive participation, the agency has cultivated a culture where Copilot is a sustained driver of productivity, innovation, and public service. Their success proves that the promise of AI in government isn't realized at launch—it's realized in how people use it. When tools like Copilot are embedded in the rhythm of everyday work, they help make organizations more responsive, resilient, and mission focused.



**Significant
Business
Outcome:**
29x Return
on Copilot
Investment

