WHY WORK WITH A WATER COMPANY?

Bring Unparalleled Operational Expertise
While municipalities have many competing priorities, water companies focus solely on delivering high-quality, safe water.

Enable Urgent Capital Investments in Infrastructure
The 15 largest water companies in the United States collectively invested more than $5 billion in community water systems in 2022. These dollars come from the private sector and not out of a municipal budget.

Deliver Cleaner and Safer Drinking Water
Greater compliance with federal drinking water standards. 24% less likely to have a health violation of the SDWA compared to government-run systems.

Fewer EPA enforcement actions than all other water system operators.

Provide access to new technologies that lower costs and improve service
Technologies enable more effective, cost efficient, and environmentally responsible water treatment while providing metrics to ensure safe and resilient services.

Lead the Sector in Customer Service and Satisfaction
78% of NAWC members score above average on overall customer satisfaction in their region, according to a national J.D. Power survey.

Put workers first
Water company employees have a 34.6% lower illness and injury rate compared to municipal water system employees.

Are strictly regulated, enhancing transparency and consumer protection
Public Utility Commissions in each state set water rates, audit expenditures and approve investment plans. Regulators ensure safe water is delivered to customers at the lowest possible cost.

Are active, engaged members of the communities they serve
Water company employees donate to important local causes, meet routinely with local officials and environmental groups, and live in the communities they serve.

4. Based on data from annual reports and 10-K filings from 15 largest NAWC members.
5. J.D. Power, “Botted or Tap? 25% of Americans Never Drink Their Tap Water,” J.D. Power Findings, 4 May 2020