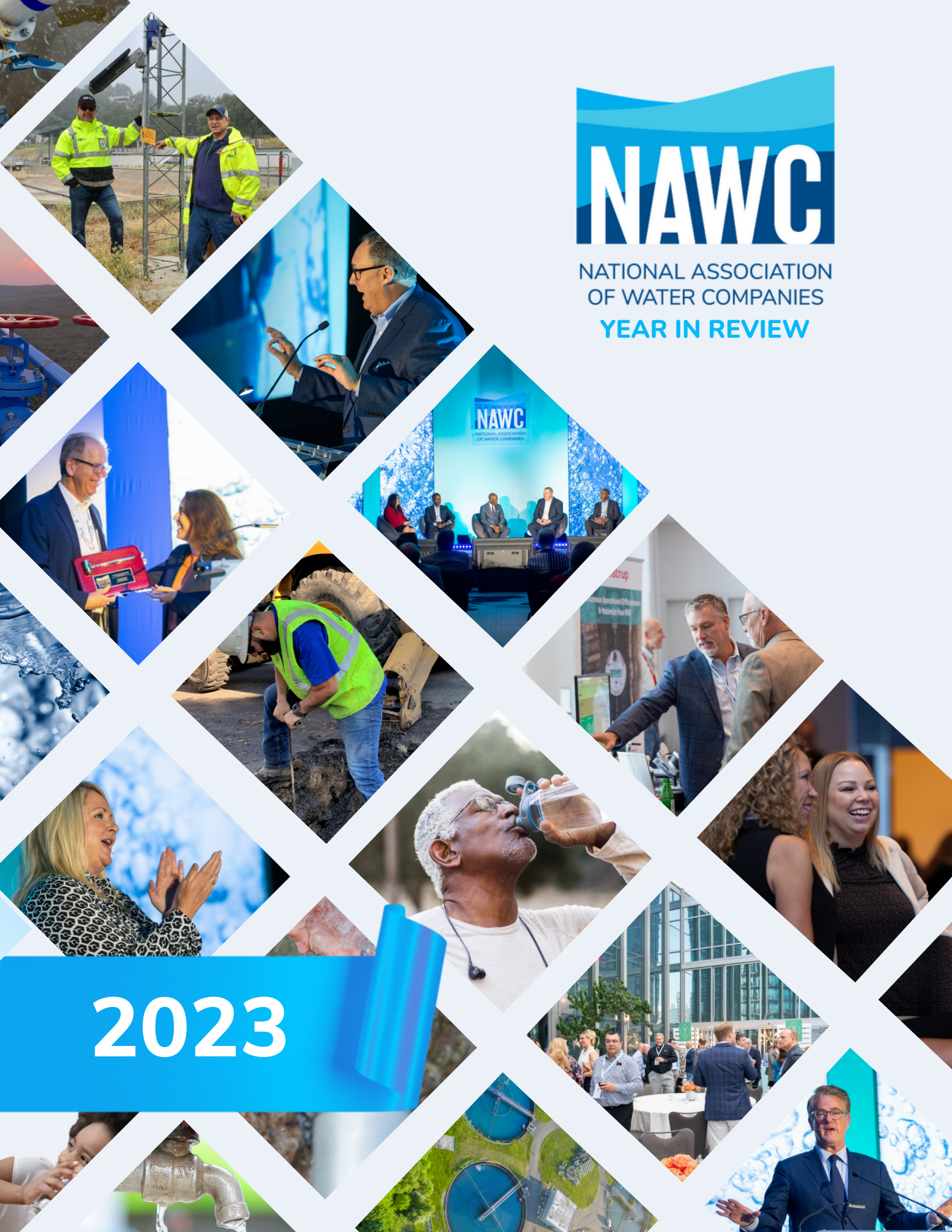


# NAWC

NATIONAL ASSOCIATION  
OF WATER COMPANIES  
YEAR IN REVIEW

# 2023



This year served to amplify the ever-growing infrastructure challenges the private, regulated water and wastewater industry is facing across the United States. The National Association of Water Companies (NAWC) and its member companies are operating in an era of unpredictability with high interest rates, supply chain constraints, regulatory modifications, legislative uncertainty and increasingly stringent environmental requirements.

The good news is that throughout 2023, NAWC proved time and again that the Association and its members are ready to lead on tackling these challenges – and more. Through it all, NAWC continued with its strong advocacy on behalf of our members through an ambitious legislative, regulatory, communications and programming agenda. As 2023 draws to a close, it is important to recognize the many strides that were made to expand our knowledge, networks and industry.

NAWC maintained its steady pace of events and member services in 2023 that were designed to ensure that our members have the latest information and opportunities to develop valuable peer relationships.

As part of our responsibility to customers and the environment, NAWC members continue to take the proactive steps necessary to make sure communities across the United States have safe, reliable drinking water and wastewater service. NAWC members also encourage change in the communities they serve with robust charitable giving, community engagement and the need for sustainable water infrastructure investment.

Reflecting on the past and how that applies to the coming year, you will see that NAWC is better positioned now more than ever to be the most aggressive water infrastructure trade association in the nation. The reason I say that is because of the collective clout and leadership of our Board of Directors and the desire of our general membership to engage and drive policies that address important topics such as cybersecurity, infrastructure modernization, emerging contaminants, water equity and low-income assistance funding.

NAWC is deeply committed to making sure policymakers at the federal, state and local levels understand the benefits of working with a private, regulated water utility.

Since 1895, NAWC has represented the companies that 73 million Americans trust to engineer solutions that deliver safe, reliable and affordable water. This year has only served to reinforce the role safe and reliable water plays in our daily lives while emphasizing the importance of maintaining the affordability of this vital resource.



*Robert F. Powelson*

Robert F. Powelson  
NAWC Chairman & CEO

This report outlines the progress NAWC made in 2023 on four fronts, outlined as report sections in the table of contents below:

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## Industry + Member Advocacy

*In 2023, NAWC prioritized advocacy on areas that impact water quality accountability, including cybersecurity and emerging contaminants, advance water equity, and promote equal access to federal resources for water infrastructure investment and affordability programs. NAWC's 15 largest member companies collectively invest more than \$5 billion annually in their water systems. We continued to work with federal agencies, members of Congress and, when requested by members, state governments to advance member companies' priorities and:*

- Advocated for the passage of the Clean Water State Revolving Fund (CWSRF) Parity Act (H.R. 250), which would expand the fund to include regulated, private wastewater utilities. Activities included conducting numerous meetings with members of Congress, their staff and relevant committee staff. Also coordinated the advocacy efforts of NAWC members related to the CWSRF.
- Met with numerous members of Congress and their staff to promote the work NAWC member companies are undertaking in the area of cybersecurity.
- Met with numerous governors and their staff to promote the work NAWC member companies are doing to provide safe, clean water to their constituents.



**NAWC's 15 largest member companies collectively invested more than \$5 billion in their water systems.**



- Presented testimony to the Maryland Senate on the benefits of water quality accountability legislation.
- Supported members in efforts to pass utility valuation reform legislation in Florida
- Met with the offices of the Governor, Lieutenant Governor and legislative leaders to discuss the Jackson water crisis, culminating in the Mississippi House of Representatives passing a water quality accountability act in a bipartisan vote.



## Protecting Customers from PFAS and Related Liabilities

Water companies do not create or produce PFAS chemicals – nor are they used in the water or wastewater treatment processes. However, NAWC members have proactively worked to control these dangerous ‘forever chemicals’ in our drinking water even in the absence of any state or federal requirements. Regulated, private water companies have invested millions of dollars to protect communities across the nation from the dangers posed by PFAS.

- Supported the Environmental Protection Agency’s (EPA) efforts to establish a national drinking water standard for PFOA and PFOS and urge regulators to do more to hold polluters accountable for the costs associated with treating PFAS. NAWC filed comments with the EPA on the agency’s proposed drinking water regulation on PFAS on May 30, 2023.
- Individually, as well as within a multi-association water sector coalition, met with the White House as well as dozens of members of Congress and their staffs to request an exemption for water and wastewater utilities for any designation of PFAS chemicals as hazardous substances under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA, also known as the Superfund law).
- Along with NAWC members, met with the EPA to ensure that any enforcement discretion policy related to the designation of PFAS as hazardous substances under CERCLA from the EPA includes private water and wastewater companies.
- NAWC hosted two webinars for regulators and staff addressing the issues surrounding PFAS. (See Events section for additional details).
- Hosted a lunch and learn event at the Annual National Association of Regulatory Utility Commissioners (NARUC) meeting in La Quinta, CA, for the Water Committee, as well as other commissioners and staff, on PFAS issues including the projected costs of remediation and the ramifications of the settlement in the multidistrict litigation against the polluters.



## Advocating for a Permanent Low-Income Program

NAWC and its members continue to advocate for continued federal funding for the Low Income Water Assistance Program (LIHWAP) and establishing a permanent low-income program.

- Together with various other national water associations, NAWC undertook a study to examine the best way to structure a federal low-income water assistance program. After 18 months of work, the study was released at a launch event at the National Press Club in Washington, D.C., on April 24, 2023. The major takeaway from this exercise was that all of the participating water associations coalesced behind supporting the existing LIHWAP as the best approach for supporting customers who struggle to pay their water bills.
- Met with numerous members of Congress and their staffs to advocate for a permanent federal low-income assistance program be created and funded.
- Formed an advocacy coalition with Association of Metropolitan Water Agencies (AMWA), the American Water Works Association (AWWA) and National Association of Clean Water Agencies (NACWA) and together hired a dedicated lobbyist to further industry efforts to ensure that LIHWAP becomes a permanently funded program.
- Participated in letter with hundreds of other organizations advocating for supplemental funding for LIHWAP for 2024, as the program funds were set to run out this fall.

## Advocating before NARUC

NARUC represents the interests of the state public utility commissioners before the federal government and provides forums during which commissioners can further educate themselves on the industries they regulate. NAWC takes an active role with NARUC and engages regularly with its Committee on Water, providing expertise and assistance in order to align regulatory mechanisms with our shared goal of ensuring all customers have access to water that is safe, reliable and affordable. NAWC engaged with NARUC and the Committee on Water in the following ways in 2023:

- Participated in monthly NARUC Water Committee business meetings and provided NAWC updates to the participating commissioners and staff.
- Developed and submitted to the NARUC Committee on Water for consideration panel ideas for all three NARUC meetings per year, in addition to the NARUC regional meetings.
- Helped to secure NAWC speakers for many of the NARUC panels.

- Hosted a NAWC Members' Breakfast at the 2023 NARUC Winter Policy Summit.
- Hosted networking opportunities at all three of the 2023 NARUC meetings, as well as the Mid-Atlantic Conference of Regulatory Utilities Commissioners (MACRUC), Mid-America Regulatory Conference (MARC) and New England Conference of Public Utilities Commissioners (NECPUC) regional meetings.

## Representing Industry Legal Interests

In 2023, NAWC provided legal support to our members through advocacy in local and state jurisdictions in the following ways:

- Held quarterly NAWC General Counsels Group meetings to facilitate communication and networking between members on legal issues facing the industry. These meetings increased to monthly to discuss the ramifications of the multidistrict litigation against DuPont and 3M for PFAS contamination.
- Filed a reply amicus brief with the California Supreme Court on January 17, 2023, in support of the utilities' appeal of a July 6, 2020, decision by the California Public Utilities Commission (CPUC) to eliminate the Water Revenue Adjustment Mechanism (WRAM).
- Participated in the Staff Workshop before the Florida Public Service Commission (FL-PSC) to Examine Regulatory Policies and Practices in the Water and Wastewater Industries in Florida on February 2, 2023. Filed follow-up comments with the FL-PSC on the importance of water industry consolidation on March 1, 2023.
- Participated in the CPUC's Order Instituting Rulemaking (OIR) to review the existing framework regarding acquisitions involving water utilities under the Commission's jurisdiction.
- Joined as a party to the California American Water Rate Case before the CPUC, which involved filing initial comments on the proceeding on February 6, 2023; responding to the California Advocates data request on February 23, 2023; filing testimony of NAWC expert and former member of the Pennsylvania Public Utility Commission, Norm Kennard, on April 20, 2023; participating in the hearing in October 2023; and filing a brief on the hearing in December 2023.
- On October 26, 2023, jointly with the Pennsylvania NAWC Chapter filed an amicus brief with the Supreme Court of Pennsylvania in support of Aqua Pennsylvania's appeal of the Commonwealth Court decision overturning the Pennsylvania Public Utility Commission's decision to approve their acquisition of the East Whiteland system.



# MORE THAN

# 90%

**of NAWC members have a cybersecurity plan in place**

## Highlighting Cybersecurity

NAWC provided opportunities for members, legislators and regulators to further understand how the risks and threats continue to grow and become more sophisticated. More than 90 percent of NAWC members have a cybersecurity plan in place; however, NAWC's members are the exception, not the rule, when it comes to preparedness and cybersecurity in the water sector. NAWC continue to work on cybersecurity issues in 2023 with the following initiatives:

- Advocated for cybersecurity needs to be top priority in the nation's water utilities – and for the federal government to provide necessary oversight.
- Supported the Environmental Protection Agency's (EPA) efforts to mandate cybersecurity assessments as part of the state, "sanitary survey" programs. Noting that the measure was not ideal, NAWC expressed hope that the EPA plan was a first step toward shaping cybersecurity policies aimed at driving uniform compliance and enforcement in the water sector. The EPA withdrew the mandate later in the year following various challenges to the plan.

## Providing Small Companies with Advocacy Resources

America's drinking water and wastewater sector is highly fragmented with over 50,000 community drinking water systems, 84 percent of which each serve fewer than 3,300 people. NAWC works to provide its members who operate smaller water companies with resources including a forum to share best practices, develop collaborative solutions and create a unified voice to advocate for their interests and priorities. Through all of its activities, NAWC works to represent private water utilities of all sizes, working to bolster operations and assist in maintaining private water's track record of excellence.

# 84%

out of the 50,000  
community  
drinking systems  
serve fewer than  
3,300 people

# MEMBER ENGAGEMENT + EVENTS

2023 saw strong participation and engagement with member company employees and public utility commissions from across the country. NAWC augmented a full slate of in-person meetings with a variety of virtual events as a way to provide more chances for education and interaction. NAWC ensured programming was member-driven and provided valuable content and networking opportunities.



## CEO RETREAT

Member company CEOs gathered to share best practices such as allocating scarce resources, coping with an aging and evolving workforce, and addressing emerging contaminants. The retreat was an opportunity for CEOs to build relationships and trust that translates into cooperation and respect among colleagues.

## CYBERSECURITY SYMPOSIUM

This annual symposium brought industry experts, regulators and federal partnerships together in Washington, D.C., to discuss best practices and solutions as the focus turns toward comprehensive cybersecurity strategies.



## COMMISSIONER WATER POLICY FORUM

NAWC hosted 11 commissioners for the Water Policy Forum in Charleston, SC. This intimate, invitation-only event provided members the opportunity to educate state utility commissioners about emerging issues in the water sector.

## COMMISSION STAFF FORUM

The Commission Staff Forum is a marquee NAWC event and this year welcomed 17 commission staff members from across 10 states to Tampa, FL. In addition, NAWC had representation from 10 member companies who gave presentations on issues of importance to the industry.





# ANNUAL WATER SUMMIT



More than 250 people attended the can't-miss meeting of the year, this year in Atlanta, GA. The Annual Water Summit again allowed attendees to meet with, hear from and network with key water industry leadership from throughout the United States. It was keynoted by Joe Scarborough, co-host of MSNBC's Morning Joe. Other relevant panels included:

- A roundtable discussion on cybersecurity featuring panelists from the Water Information Sharing & Analysis Center (WaterISAC) and Cybersecurity and Infrastructure Security Agency (CISA).
- A panel on the all-important issue of engagement with our local communities.
- A very timely and important discussion on PFAS and the latest news on water quality issues.

With a theme of "Protecting Tomorrow Today," attendees engaged with a variety of expert speakers and panelists who are focused on the future of the water and wastewater industries. Through this event, NAWC continued to take a leading role in driving the conversations about water and wastewater. NAWC also secured a media partnership for the Water Summit with Global Water Intelligence (GWI). As part of the partnership, GWI announced the media partnership with NAWC on its website and across its social media platforms, published an article announcing the 2023 Summit and featured the Summit on its website as one of the partner events and had a display ad on the website promoting the Summit. NAWC would like to extend a special thanks to all our sponsors for supporting this premier event.

**[Save the date for the 2024 Water Summit! September 9-11](#)**



## Communications Council

More than 35 communicators from NAWC member companies gathered in Philadelphia, PA, to discuss current communications trends, social media efforts, messaging, analytics and resources that are available from NAWC. The event also provided time to network, share ideas and discuss what was being presented for the day.



## Events in Conjunction with NARUC activities

NAWC convened a Member's Session in preparation of NARUC's 2023 Winter Policy Summit that provided attendees with the latest news from Capitol Hill, and an overview of the Association's priorities for 2023. NAWC also hosted networking receptions at all three of NARUC's meetings, as well as at the MACRUC, Western and NECPUC regional meetings. NAWC receptions, which were very well attended, provided a venue for member company representatives, state public utility commissioners and commission staff to connect.

## Virtual Activities

*In addition to events with external stakeholders, NAWC hosted webinar trainings and workshops for members, including:*

### Government Affairs Forum

Kicking off the calendar year, and a new Congress, NAWC held its biannual Government Affairs webinar geared toward member company government relations employees. More than 70 people from across the United States attended the forum and heard from Capitol Hill experts in Washington, D.C., on emerging issues as well as Congressman John Duarte (R-CA), who provided keynote remarks and answered questions from the audience.



## Spring PFAS Webinar


NAWC joined the EPA to host a webinar to educate regulators and staff about the proposed drinking water regulation. The webinar highlighted how NAWC member companies support EPA efforts to level the playing field for addressing PFAS in our water as well as the impact of the EPA's proposed PFAS regulations.

## Fall PFAS Webinar

Due to the ever-evolving environment surrounding PFAS, NAWC hosted a second webinar for regulators and staff entitled "PFAS 101." The webinar explained the ramifications of EPA's proposed PFAS regulation on utilities and customers as well as provided an overview of the litigation against the polluters, DuPont and 3M.

## Truth from the Tap Member Webinar

More than 80 people attended a members-only Truth from the Tap webinar to learn more about why it was launched and what resources are available to help members educate communities, media, customers and other stakeholders about the benefits of working with a professional water company and to push back on critics.



You're invited to join NAWC & EPA for a webinar on

### EPA'S PROPOSED PFAS REGULATION

May 16, 2023 | 1:00 - 2:00 ET

Please join NAWC and the U.S. Environmental Protection Agency (EPA) for an informational webinar on the recently proposed National Primary Drinking Water Regulation for PFAS chemicals. This webinar is specifically designed to give state utility regulators and their staff a unique opportunity to learn about PFAS and ask questions of the EPA about the proposed regulation, which is open for comment until May 30, 2023.

**CLICK HERE TO RSVP**

THIS EVENT IS FREE TO ATTEND.

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT APRIL BALLOU AT [APRIL@NAWC.COM](mailto:APRIL@NAWC.COM)



## WEBINAR: PFAS TRENDS AND IMPACTS EXPLAINED

The issue is complicated with unending acronyms - PFAS, EPA, MDL. This webinar will break it down and explain everything you need to know about PFAS, otherwise known as the "forever chemicals" that are turning up in our drinking water.

From the upcoming drinking water regulation that EPA is poised to issue this fall, to the potential settlement between drinking water utilities and the polluters of PFAs, Dupont and 3M, our panelists will explain it all. This includes the history of these chemicals, where we stand now (from a legal and regulatory perspective), and what regulators, customers and utility operators can expect going forward.

### Speakers

**Shannon Becker**, President, Aqua North Carolina

**Shawn Bunting**, General Counsel, California Water Service

**Tuesday, October 24, 2023**  
1:00 - 2:00 p.m. ET

The link to access the webinar will be distributed prior to the start of the meeting.

**REGISTER NOW**

Questions? Contact [april@nawc.com](mailto:april@nawc.com)

## Committee meetings

All NAWC's Committees met regularly throughout the year. These meetings provided opportunities for members to share information, work towards annual goals and accomplish a wide variety of work which has been highlighted in other sections of this document.

<b>February 26</b> <b>NAWC Lunch &amp; Learn for Members &amp; Commissioners</b> Renaissance Hotel   Washington, DC	<b>February 26</b> <b>NAWC Reception during Winter NARUC</b> Conrad Hotel   Washington, DC	<h1>NAWC 2024 EVENTS</h1> <p>NAWC works to shape the water and wastewater industry by providing educational and impactful events that move the industry forward. Check out the 2024 event schedule and mark your calendars!</p>
<b>April 8-9</b> <b>Company Presidents Retreat</b> Waldorf Astoria Hotel   Orlando, FL	<b>April - May 29-1</b> <b>Commissioner Water Policy Forum</b> Las Colinas Resort   Dallas, TX	
<b>May 21-22</b> <b>Community Engagement Seminar</b> The NAWC Office   Philadelphia, PA	<b>July 15</b> <b>NAWC Reception during Summer NARUC</b> West Palm Beach, FL	
<b>September 9-11</b> <b>NAWC Water Summit</b> The Intercontinental   San Diego, CA	<b>November 12</b> <b>NAWC Reception during Annual NARUC</b> Anaheim, CA	

## NAWC Living Water Award

NAWC members are dedicated professionals, innovative thinkers, inspiring leaders and engaged environmentalists. NAWC's Living Water Award honors the contributions of these exceptional individuals who display commitment to company, colleagues, community and the environment.

Each year, NAWC is thrilled to read the stories of how the employees of America's water companies go above and beyond in their jobs to ensure high-quality water service. The crop of nominees this year illustrates how invested these employees are in their jobs and their communities. Eight exceptional 2023 Living Water Award finalists were recognized during the 2023 Annual Water Summit in Atlanta, GA.

Ultimately, the 2023 Living Water Award was awarded to John Lulewicz, Texas Water Operations Director for EPCOR. John was honored for his community values and instills that into EPCOR. He wanted to generate the same curiosity he had in the water industry in others, so he championed EPCOR to collaborate with the Skilled Trades Academy to train recent Texas high school graduates about careers in the water and wastewater sector.



Pictured left to right; Rob Powelson, CEO & President of NAWC, 2023 Living Water Award Recipient John Lulewicz, Texas Water Operations Director of EPCOR, Joe Gysel, CEO & President of EPCOR



# Thank you to NAWC's 2023 Sponsors and Associate Members for supporting the work we do.

## Premier Sponsor:



## Platinum Sponsor:



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## Associate Members:



## Communications + Marketing



*2023 marked a year when NAWC expanded its communications and marketing through new initiatives, expanded digital media outreach and national media placements. We deployed communication plans that layered earned and paid media to enhance efforts highlighting safety, reliability and support for permanent low-income funding and innovation from America's regulated, private water companies.*

### Digital-First Advocacy and Education Program

Conversations nationwide surrounding water and wastewater service are escalating. Regulators, elected officials and customers are increasingly vocal about their concerns about water quality, reliability and rates but often do not reflect the numerous benefits NAWC member companies provide.

The first step in exploring the possibility of a digital-first advocacy and education program included conducting opinion research that includes qualitative and quantitative modeling to derive key industry reputation drivers. In fall 2023, the focus groups and an online survey were conducted in Arizona, California, Illinois, New Jersey, Pennsylvania and Texas. The results showed that most people are satisfied with their water service, but their knowledge of the industry is low. When concerns do arise about water, those interests are more about the U.S. water system as a whole than the water coming into their homes.

NAWC will work to analyze the opinion research results in 2024, share the data with members and make recommendations on how to proceed with educational messaging about the regulated, private water industry.

# EMPLOYEE ENGAGEMENT CAMPAIGN

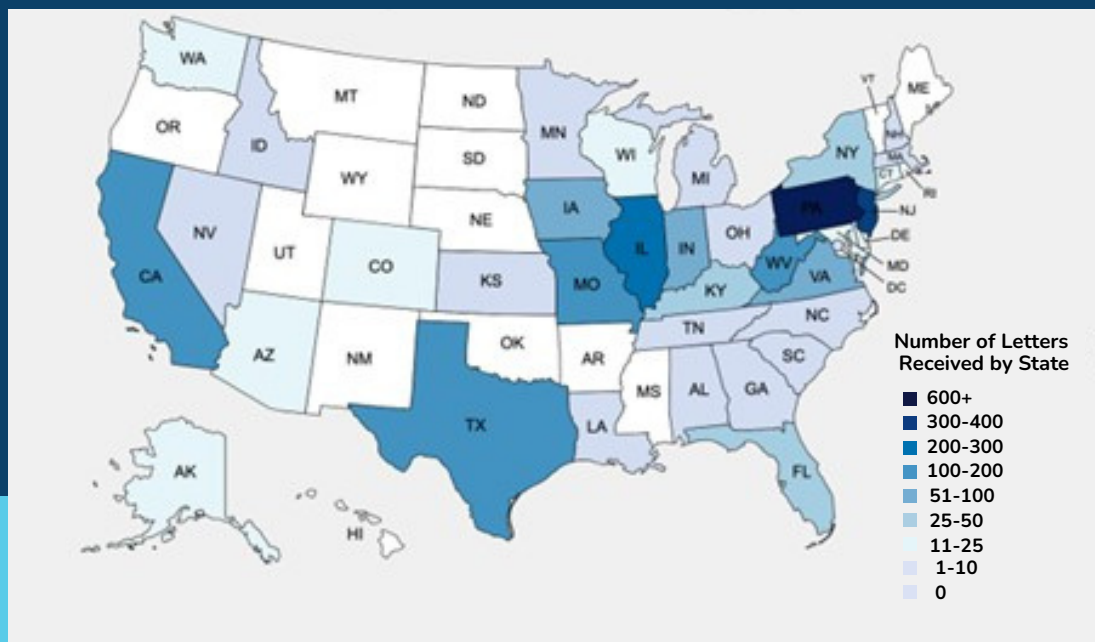


Outreach to members of Congress on policy priorities continued in 2023 through the NAWC-led Employee Engagement Campaign (EEC). The program uses emails for people who have previously interacted with NAWC and who receive weekly communications from the Association. NAWC also utilized its own channels like Week in Water and emails to the Board, Presidents, Communications Council members plus other committee-style groups to offer a plug-and-play campaign being led by NAWC. The outreach has resulted in 2,162 letters sent to 188 unique members of Congress. Topics included LIHWAP, H.R.250, PFAS and cybersecurity.

The EEC is a valuable tool moving forward for humanizing the industry by giving the industry's most compelling messengers – member company employees – a voice to share the industry's benefits with elected officials and policymakers. Member companies can – and have – utilized this tool to allow employees to send letters to state and federal officials, post content on social media and/or directly call policymakers – to help educate target audiences on industry benefits, advocate for and humanize the industry.

## Letters Sent to Congress by State

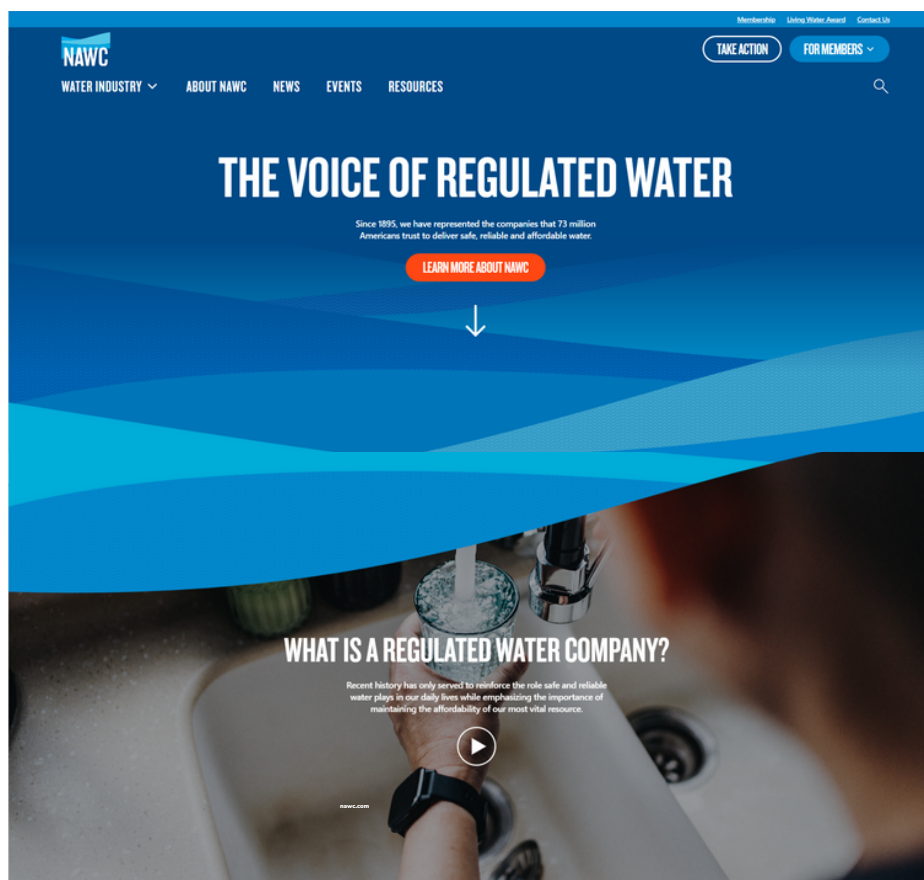
2023 activations have resulted in 2,162 letters from 975 supporters to 188 members of Congress in the 36 states, including the District of Columbia, highlighted below.





## Website Enhancements

In 2023, NAWC brought its new logo to life through a comprehensive overhaul of our website. The new design is more intuitive and tells the story of regulated, private water through data, integrating many resources from Truth from the Tap to create a streamlined information station. The goal was to improve the user experience, and drive more public interest through an industry-leading, future-proof engagement platform.



## Truth from the Tap

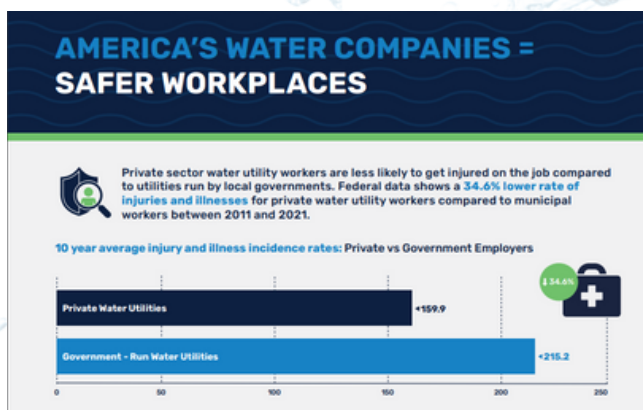
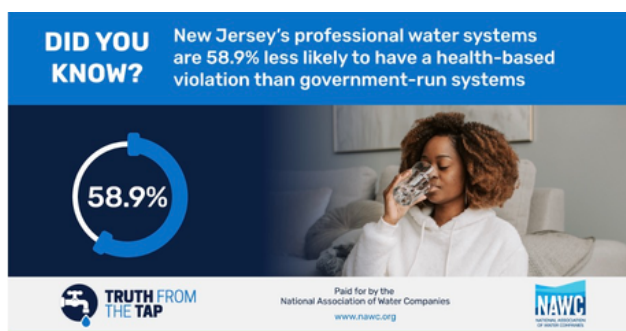
NAWC's Truth from the Tap (TFTT) continues to be a leader in fact-checking activist information, separating facts about America's water companies from the fiction. TFTT supported member companies' business development, public relations and communications activities in the face of well-organized, well-funded opposition. The team provided strategy counsel, conducted extensive research, and produced fact sheets, infographics, blog posts and op-eds to help member companies advocate for and defend the professional water sector.

This year, the team also leveraged the TFTT brand through digital media campaigns in Salem, NJ, southeastern Pennsylvania, and Monterey, CA, to help tell the positive story about regulated, private water companies in advance of votes related to the local water and wastewater systems.

Work progressed on a rate study pilot with the intent that the study will be duplicated throughout the country. Throughout 2023, new content was developed and shared via TFTT for company use and direct, strategic support was provided to member companies facing opposition challenges and/or business development opportunities. Research support is provided for the creation of original content including analysis of federal safety data, water quality data and strategic investment information.

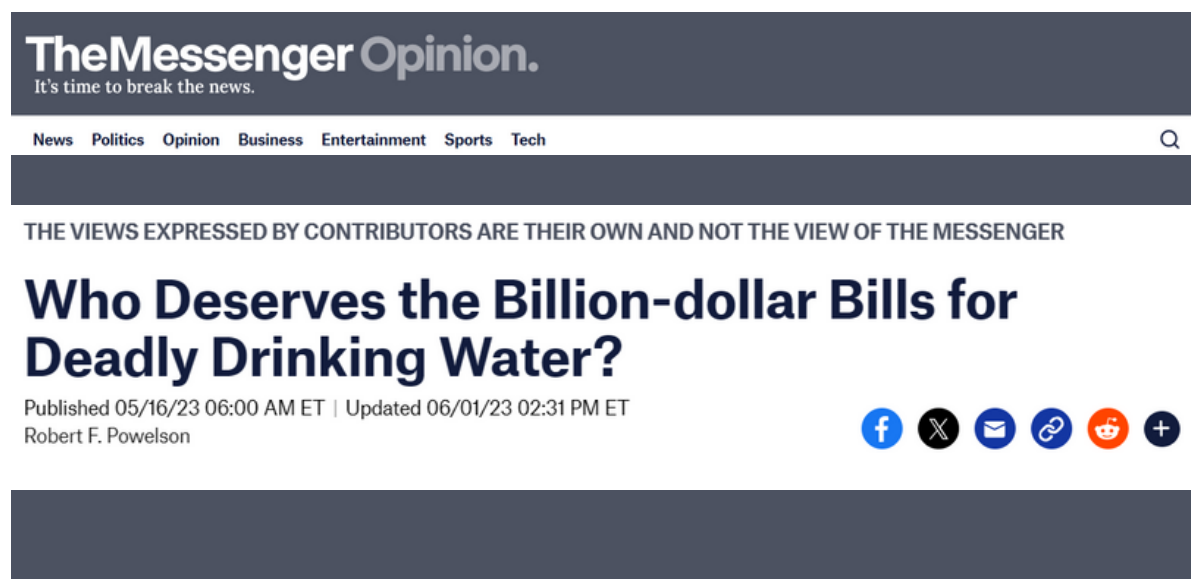
In addition to launching a new rate comparison website that explains the many ways that the opponents' rate comparisons fall short, TFTT developed a variety of new industry resources and updated existing materials to tell the positive private water story and push back against the opposition. Highlights include:

- **Fact sheets and infographics:** A number of new fact sheets and infographics were developed throughout the year including, a backgrounder on Pennsylvania's utility valuation reform, Act 12; an updated safety infographic that includes the latest data from the Bureau of Labor Statistics; and two updated investment infographics that include the latest member investment numbers.
- **Case studies:** Updated existing fact check cases and created a Felton backgrounder that details the growing cost to residents from the condemnation takeover.



## Media Coverage and Digital Media

NAWC continued to make significant progress in promoting education and awareness around the top issues facing our members, as well as the overall benefits of working with America's water companies. NAWC used a holistic communications approach to raise awareness of the Association and member leadership on issues, using a strategic combination of earned media, organic social media and paid media. For example, NAWC was successful in placing statements and positions on PFAS published in publications such as the Washington Post and Wall Street Journal in some of the first stories that came out on the topic. We also placed an opinion piece in the new Washington, D.C., start-up The Messenger. NAWC also used a holistic communications approach to raise awareness of the Association and member leadership on cybersecurity. We used social media to live tweet during the symposium. We layered that with paid media the week surrounding the symposium including a one-week flight on NPR/WAMU as well as a Politico sponsorship and banner ads.



NAWC has capitalized on digital media campaigns to raise awareness in targeted communities about water equity, investments made by private water companies in communities and the exemplary safety records of member companies. From resources on infrastructure investment, cybersecurity and water equity to proactive placement of thought-leadership pieces by NAWC President and CEO Rob Powelson, NAWC was able to maintain steady progress on reaching our target audiences and increasing NAWC's brand visibility and awareness.

- Op-eds and Letters to the Editor
  - *Atlanta Journal Constitution* (9/29/23): [Opinion: Let's ensure water equity for a sustainable future](#)
  - *The Hill* (4/7/2023): [Keep clean water flowing by helping low-income water, wastewater consumers bills](#)
  - *Philadelphia Inquirer* (1/11/2023): [Stormwater editorial washout](#)



## Direct Member Communications

Nothing is more important than keeping in contact with our members, working to keep them “in the know” on NAWC’s work to advocate for our industry. This year, we continued to improve our proven tools and enhanced our communication channels.

- Letters from NAWC President and CEO: This monthly outreach has proven to be an important communication channel giving more insight into NAWC President and CEO Rob Powelson’s priorities and areas of focus, which has improved the dialogue with NAWC’s member companies and leaders.
- Week in Water: A mainstay of NAWC’s communications work, NAWC’s weekly newsletter flourished this year with a steady drumbeat of content. We encourage all friends of NAWC to share company news and urge all members to continue thinking of Week in Water as a tool to help you learn and communicate across our industry.

### THIS WEEK IN WATER

**Top stories of the water industry.**  
Here's what you need to know.

#### **National Association of Water Companies**

Released 2023 Safety Benchmarking Report (hint – there’s a reason why employees are 34.6% less likely to be injured on the job).

#### **Carolina Water Service**

Prevented over 92 million gallons in annual water leaks.

#### **Connecticut Water**

New survey revealed when customers learned the actual cost of their water service was about one penny per gallon, 84% thought it was a very good or good value.

#### **Illinois American Water**

Launched new income-based customer assistance program.



**STAY IN TOUCH BY SIGNING UP TO  
RECEIVE OUR VARIOUS PUBLICATIONS**

**SIGN UP >**



**FOLLOW US**



## Sponsorships

- NAWC sponsored every 2023 NARUC meeting, allowing NAWC to continue to foster a close working relationship with our state regulatory commissioners. NAWC also continues to engage in the NARUC regional meetings, including participating in panels at the various meetings either with NAWC staff or assisting in finding NAWC member companies to offer their perspective.
- We also had a presence at the Women’s Energy Summit, the Water Utility Resilience Forum and the National Association of State Utility Consumer Advocates (NASUCA) annual meeting.

# Industry Research + Reporting

*NAWC aims to be a resource to the public and to policymakers – providing insightful industry data and educational content.*

## Constructive Practices Database

- Continued to maintain and update its Constructive Practices Database where NAWC members can access a nationwide catalog of legislation, regulatory decisions and ratemaking practices impacting the water industry.

## 2023 NAWC Member Survey

- As part of NAWC's ongoing efforts to deliver programming, content and advocacy that meets members' needs, the Association issued a members' survey in September seeking feedback on NAWC's value in 2023.
- The 2023 Membership Survey yielded 67 responses from over 63 member companies and their subsidiaries.
- Of the 58 respondents who had an opinion on the direction of the association, 98% feel it is going on a positive direction.



# 2023 NAWC Board of Directors

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## Johnny Johnston

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\*Member of the NAWC Executive Board





NATIONAL ASSOCIATION  
OF WATER COMPANIES

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