

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



Deliver Cleaner and Safer Drinking Water



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 JD Power survey⁵



Enable Urgent Capital Investments in Infrastructure

The 15 largest water companies in the United States collectively invested more than **\$6 billion in community water systems in 2024**.⁴ These are dollars coming from the private sector and not out of a municipal budget.

Greater compliance with federal drinking water standards¹

24% less likely to have a health violation of the SDWA compared to government-run systems²

Fewer EPA enforcement actions than all other water system operators³



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**



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.



Put workers first

Water company employees have a 38.1% lower illness and injury rate compared to municipal water system employees.⁶

When acquiring a system, water companies tap into existing workforce talent, protect union jobs, and offer access to job training and advancement opportunities.



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.

1. Allaire, Wu, and Lall, "National trends in drinking water quality violations," PNAS, Feb. 2018

2. Konisky and Teodoro, "When Governments Regulate Governments," Nov. 2014

3. American Water Intelligence, "Investor-Owned Water Firms Boast Sterling SDWA Record," Oct. 2011

4. Based on data from annual reports and 10-K filings for 15 private water companies with figures confirmed directly by companies as needed.

5. J.D. Power, "Bottled or Tap? 25% of Americans Never Drink Their Tap Water, J.D. Power Finds," 6 May 2020

6. NAICS 2213: Water, sewage, and other systems, Bureau of Labor Statistics Injury and Illness Incidence Rates, 2013-2022



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