

September 14, 2020

# AMWA's INSIGHT 2020 survey launches this week

September 14, 2020 at 2:40 PM

The biennial update of INSIGHT (<https://www.amwa.net/INSIGHT>), one of AMWA's most popular and valuable member services, begins today as the 2020 survey is launched. Emails will be sent to members over the course of the week. Members that have completed the survey in the past will receive a form pre-populated with their most recent responses, so only items that have changed will need to be updated. New members and utilities that have never completed the survey will receive a blank survey form.

INSIGHT captures timely, relevant, and authoritative data on the current water utility financial environment from participating member utilities and delivers that data in an Excel spreadsheet and via a user-friendly online dashboard for use in planning, benchmarking, and reporting. This year marks the seventh biennial INSIGHT survey, and at the recommendation of AMWA's Utility Management Committee, several pertinent questions on COVID-19-related financial impacts were added.

The deadline for completion of the survey is November 18. Watch for the INSIGHT email from AMWA this week. Any member utility that does not receive a survey form by the end of the week should contact [INSIGHT@amwa.net](mailto:INSIGHT@amwa.net) (<mailto:INSIGHT@amwa.net>).

The quality and usefulness of the database relies on robust participation, so all AMWA members are strongly encouraged to complete the survey. Results will be released in January 2021, and a webinar featuring analysis and use of the data is planned for February.

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