



ASSOCIATION OF  
METROPOLITAN WATER AGENCIES

**INSIGHT**

**UTILITY  
FINANCIAL  
INFORMATION  
DATABASE**



# Welcome

## 2022 INSIGHT Survey

February 22, 2023

*(All phone lines are muted for now)*

## Welcome to INSIGHT (AMWA)

- Antoinette Barber, Director of Communications and Utility Management Programs
- Tom Dobbins, Chief Executive Officer

## INSIGHT & the 2022 Survey (Raftelis)

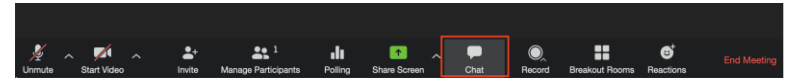
- Peiffer Brandt, Chief Executive Officer, Raftelis
- Rocky Craley, Vice President, Raftelis

## Wrap-up and Q&A



- Today's presentation is being recorded
- Recording and slides will be available at [www.amwa.net/insight](http://www.amwa.net/insight)
- We'll take questions at the end
- All lines are muted until Q&A period

Type your question  
into the chat  
function and send



OR

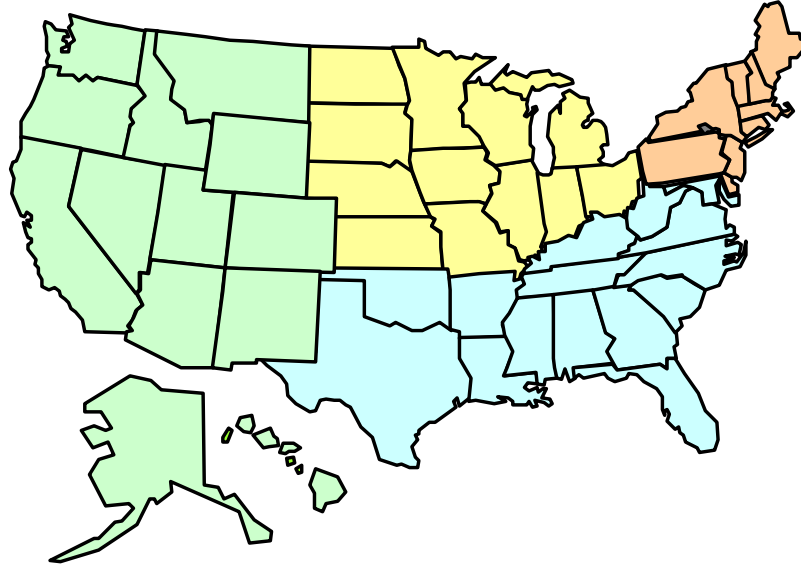
Email your question to  
[INSIGHT@AMWA.net](mailto:INSIGHT@AMWA.net)

# MESSAGE FROM AMWA'S CEO

# **INSIGHT & THE 2022 SURVEY**



*The value is not in what we are sharing today, the dashboard, or even the data; the value is how you use it for your own circumstances and needs.*



Region	2010	2012	2014	2016	2018	2020	2022
Midwest	15	17	15	15	12	11	8
Northeast	10	13	10	11	9	9	8
South	45	43	43	53	48	45	42
West	36	36	34	38	40	26	26
<b>Total</b>	<b>106</b>	<b>109</b>	<b>102</b>	<b>117</b>	<b>109</b>	<b>91</b>	<b>84</b>



- Release the 2022 Results
- Continue to accept survey submissions
- Webinar Series
  - Introduction of 2022 Results and Dashboard Refresher
  - Address questions and uses of data from AMWA members and utility staff
  - Webinar led by “You”! Demonstration by members of how their utilities are using the data and dashboard for their own purposes.

# **DASHBOARD DEMONSTRATION AND RUNNING ANALYSES**



Survey responses sometimes contain inadvertent mistakes by the respondents. Despite a rigorous QA/QC by Raftelis, there is a chance that some data could be inaccurate. Nevertheless, AMWA and Raftelis consider the analyses informative and emphasize that the results are useful for benchmarking purposes. The databases are intended to serve as a supplemental reference to assist utility management in understanding the trends of the industry.

# [www.amwa.net/insight](http://www.amwa.net/insight)

## Dashboard



[Access Dashboard](#)

The INSIGHT dashboard is an innovative data visualization tool that brings to life the wealth of intelligence gathered from the 2020 survey results, as well as data from past surveys for trending analyses. The dashboard allows members to produce colorful, exportable charts from 22 categories of data containing more than 100 metrics and to compare the data to their own utility's survey results. The dashboard has the added power to filter data and perform analyses by state, and the full Excel database provides a wealth of useful data.

## Excel Database

The INSIGHT Excel database contains information gathered from 162 questions, capturing several hundred metrics. It contains all the data gathered in all seven biennial surveys.

[Download the INSIGHT Excel spreadsheet](#)

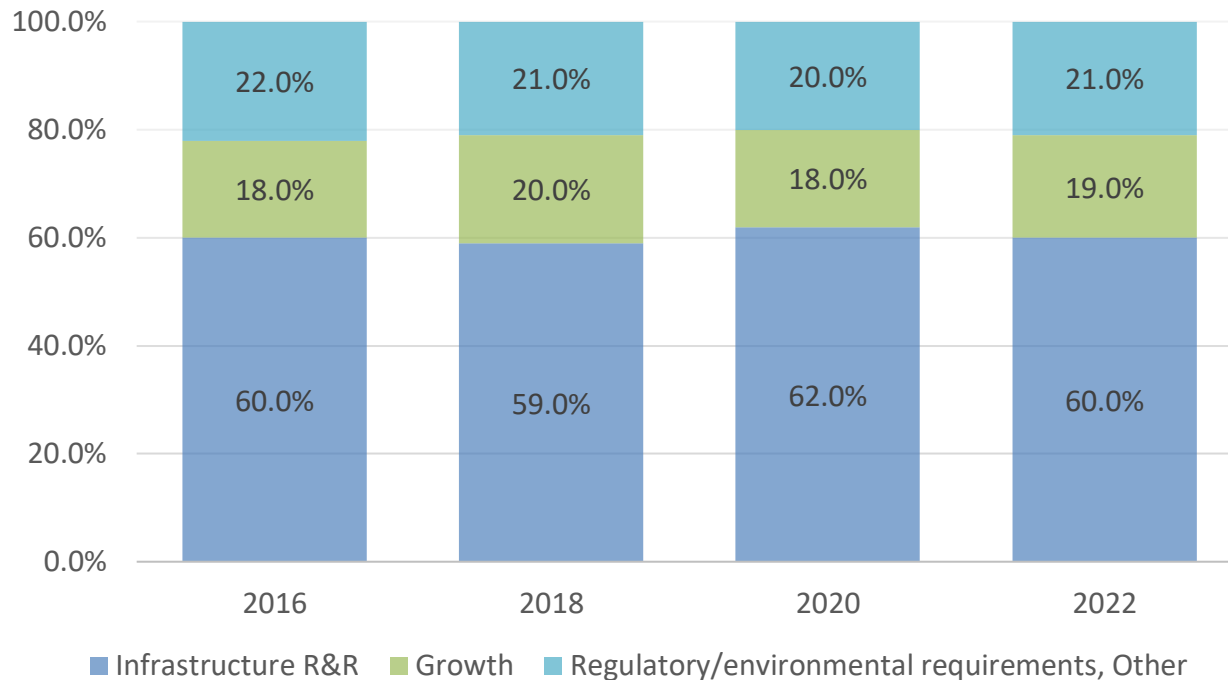
# **ANALYSES USING THE DASHBOARD**

# **OTHER WAYS TO GENERATE ANALYSES**

Responses can also be collected from prior surveys and analyzed outside the survey tool. In the example below, we analyze O&M cost projections to understand the future impact inflation is expected to have on utilities' O&M costs.

	<b>Response Range Past 3 Surveys</b>	<b>2022 Survey</b>	<b>% Change</b>
Salaries & Wages	3.0 – 3.1%	3.7%	21%
Benefits	4.3 – 5.2%	4.7%	-1%
Chemicals	3.1 – 3.5%	4.4%	33%
Contract Services	2.7 – 2.8%	3.2%	16%
Energy	3.1 – 3.4%	4.0%	23%
Equipment	2.4%	3.3%	37%
Supplies and Materials	2.7%	3.3%	22%

Inflation's impact on operating costs and capital project costs has not caused utilities to reprioritize their capital plans according to survey results. The breakdown of projects among R&R, growth related, and regulatory driven remained the same in 2022.





We also investigated 5-year rate projections using 2022 results and responses from the past 3 surveys. The purpose was: are expectations for rising costs reflected in higher than historical projected rate increases?

The table below shows that on average, utilities are projecting to increase rates by 17 to 37% higher per year than was indicated by respondents in the past.

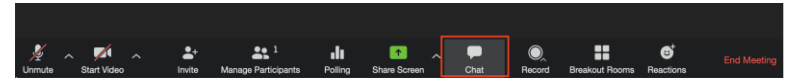
<b>Survey Year</b>	<b>5-Year Average Projected Rate Increase</b>
2022	4.94%
2020	3.60%
2018	3.94%
2016	4.22%

# **WRAP UP AND REMINDER...**

## How can I get access?

- Data
  - Be an INSIGHT survey participant
- Dashboard
  - Contact AMWA at [INSIGHT@AMWA.net](mailto:INSIGHT@AMWA.net)
  - Access can be granted for you and your staff

Type your question  
into the chat  
function and send



OR

Email your question to  
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**Thank you!**

Contact AMWA with questions:

**Antoinette Barber**

**Director of Communications and Utility Management  
Programs**

**[Barber@amwa.net](mailto:Barber@amwa.net)**