



2024 ANNUAL REPORT

Leaders in Water



The Association of Metropolitan Water Agencies (AMWA) is an organization of the largest, publicly owned drinking water systems in the United States, and its membership services more than 160 million people.

AMWA thrives in creating a community of water sector leaders to advance policies to protect public health and economic vitality via safe, affordable, and sustainable drinking water.

> PRESIDENT'S LETTER

Dear Colleagues,

Coming off the celebration of the 50th anniversary of the Safe Drinking Water Act, a landmark in the nation's commitment to ensuring access to safe and reliable water, the Association of Metropolitan Water Agencies (AMWA) reflects on the progress made and the challenges ahead. The premier organization supporting the largest drinking water systems in the U.S., AMWA works to help solve critical issues facing utilities. As AMWA President, it is my honor, to present the 2024 Annual Report, which highlights our efforts and accomplishments that continue to advance our shared mission of delivering water services to communities nationwide.



Guided by the 2023-2025 Strategic Plan, AMWA continued to build on its Advocacy and Knowledge Sharing pillars by delivering impactful programs and services that reflect our top priorities.

Driving Change through Advocacy

On Capitol Hill, AMWA made progress on key legislative priorities, including long-term funding for the Low-Income Household Water Assistance Program and enhanced support for water infrastructure in the FY25 budget. A focus on safeguarding utilities also extended to fighting PFAS-related CERCLA liability and promoting cybersecurity resilience.

AMWA's debut of the Legislative Action Center helps members engage directly with policymakers, amplifying our collective voice on critical water policy issues. A public relations campaign also raised awareness of these issues and garnered high engagement rates.

Influence in Regulatory Arenas

AMWA has been a vocal advocate for practical and scientifically sound drinking water regulations. From submitting detailed comments to challenging EPA's PFAS standards in court, the association has worked tirelessly to protect utilities from undue burdens while ensuring public health.

Knowledge Sharing to Empower Utilities

Knowledge sharing remains central to AMWA's mission. The past year featured consecutive record breaking attendance at our annual Water Policy and Executive Management Conferences, 15 webinars, quarterly all-member virtual meetings, and resources like the updated Effective Utility Management Primer. AMWA also awarded water systems and individuals for utility management excellence and launched its biennial INSIGHT utility financial survey.

I encourage you to read the report and note our collective achievements. Your dedication drives our success and shapes this association and the sector.

Sincerely,

Jeff Szabo

AMWA President Chief Executive Officer Suffolk County Water Authority

A D V O C A C Y ITAN NCIE





ADVOCACY

AMWA's policy and advocacy program reached new heights in 2024, with the association maintaining a constant presence in the halls of Congress and before EPA and other regulatory agencies. These efforts contributed to AMWA holding a **record number of meetings** with policymakers, submitting more than a dozen comment letters, and helping member utilities make sense of the legislative and regulatory activity on Capitol Hill and in the Biden Administration.



POLICY BY-THE-NUMBERS

17

bills endorsed in House & Senate (since start of 118th Congress) 92

members in meetings with regulators at EPA, DHS, and CEQ

10

meetings with House and Senate members 14

letters sent to
Congress on pending
legislation



LEGISLATIVE ACTION CENTER

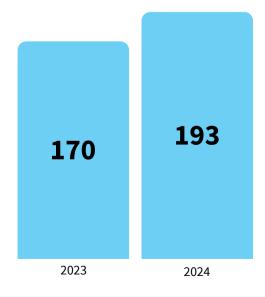
In September, AMWA launched a new Legislative Action Center to make it easier for member utilities to follow developments on Capitol Hill and make their voices heard to their elected officials. This web-based resource, available exclusively to AMWA members, features synopses of the association's top legislative policy issues, updates on the status of major water-related legislation, and templates to email elected officials on critical water policy topics.

Through the Legislative Action Center, member utilities can access some summaries of AMWA's top legislative policy priorities, such as holding polluters responsible for PFAS pollution, extending low-income water assistance programs, and increasing investment in water infrastructure. Members can also review AMWA's positions on associated legislation. For each topic, the system includes an index of major legislation that has been introduced on Capitol Hill, along with a list of cosponsors, the status of the legislation, and a link to the bill text.

If members wish to contact their lawmakers on any of these topics, the Legislative Action Center provides a fully customizable letter template and a mechanism to craft arguments to federal elected officials suitable for their systems.

The Legislative Action Center is the first time that AMWA has integrated an electronic grassroots advocacy tool into its website. The association expects it to get heavy use throughout 2025 as the new Congress ramps up with its water policy priorities.

CONGRESSIONAL MEETINGS



In 2024, AMWA participated in **193** meetings with congressional staff, leading to a

13%

increase compared to 2023.

Make your voice heard!

Explore AMWA's policy priorities, review key water policy legislation, and use our simple electronic forms to send communications to your federal elected officials.

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Bills

Votes

Legislative Priorities

Learn about AMWA's top 2025 policy priorities below. Click "Take Action" to send customizable emails to your representatives and senators on these topics.

Hold polluters accountable for PFAS cleanup



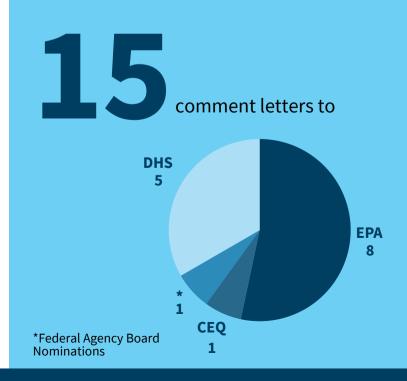
Congress must pass legislation to ensure that drinking water and wastewater systems that properly dispose of water treatment byproducts containing PFAS can not be held liable for site cleanups under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) -- thus ensuring this responsibility remains with the actual polluters who introduced PFAS into the environment in the first place.

REGULATORY STATISTICS

AMWA held

42

meetings with Biden Administration agencies and officials.











LEGISLATIVE OUTREACH

AMWA provided expert witness testimony at a January House of Representatives hearing on **critical infrastructure cybersecurity** and endorsed the "**Water Risk and Resilience Organization Act**" to help water systems achieve baseline cyber preparedness standards. Throughout the year AMWA continued to build support for legislation to hold polluters accountable for cleaning up **PFAS contamination**, reauthorizing water affordability assistance for low-income households, and for reducing red tape faced by communities working to fully replace lead service lines.

REGULATORY LEADERSHIP

The association frequently collected feedback from its members on proposed regulations, which then informed AMWA's comments to federal agencies. In 2024, the association provided robust and detailed comments on several proposed rules, including the Lead and Copper Rule Improvements and the Water System Restructuring Assessment Rule from EPA, and DHS' Cyber Incident Reporting for Critical Infrastructure (CIRCIA) Reporting Requirements. AMWA staff also met face-to-face with EPA officials to share members' in-depth perspectives on these topics.

SUSTAINABILITY & RESILIENCE

Throughout 2024, AMWA continued to provide its member utilities with information and guidance necessary to prioritize and implement best practices for sustainability and resilience in their management and operations. AMWA staff participated in four sector working groups focused on these topics, such as the development of **Environmental, Social, and Governance** guidance for water systems and navigating the intersection between climate and financial resilience. AMWA's Sustainability Committee also convened regularly to hear from panels, speakers, and each other on topics of mutual interest. Finally, the association worked to leverage its strategic partnership with the **Water Utility Climate Alliance (WUCA)** to continue to develop and share best practices in climate adaptation science and implementation with the sector.



> ADVOCACY OUTREACH CAMPAIGN

In July, AMWA partnered with Banner Public Affairs to launch a web-based outreach campaign to enlist voters to write to Congress to support the association's top water policy priorities.

Its goal was twofold: to increase the public's awareness of these water policy issues and demonstrate to key lawmakers that their constituents support congressional action consistent with AMWA's advocacy on these topics. After a four-week run, the campaign yielded impressive numbers, including the following impressions:

2,661,366

in New York

1,208,972

in the United States Congress

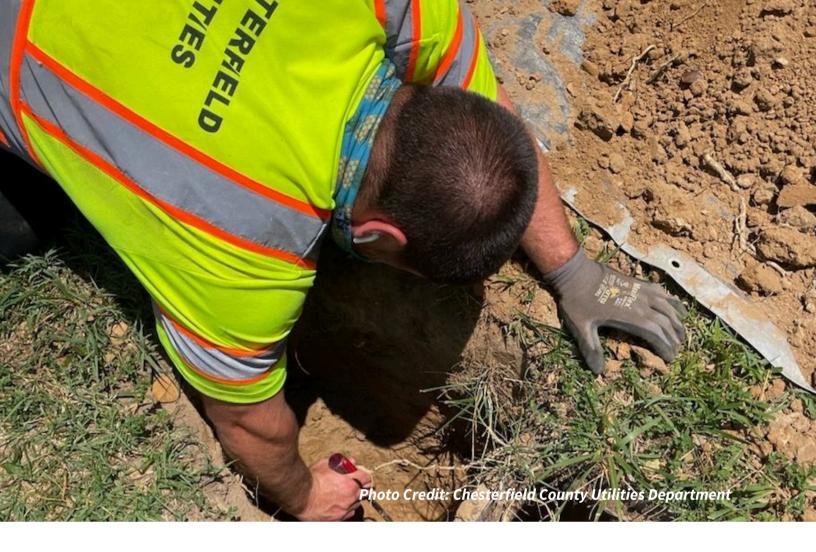
1,098,863

in Washington State









LEAD AND COPPER RULE IMPROVEMENTS

The development of EPA's latest revisions to the **Lead and Copper Rule** were a constant focus of AMWA's attention over the course of 2024. In February, AMWA filed a detailed 128-page comment letter with EPA, providing section-by-section reactions and feedback on the proposed rule, and suggestions for how the final rule could best meet the needs of the public and the water utility community.

AMWA continued to track the issue as the Biden Administration formulated the final rule. In August, AMWA staff accompanied representatives from the New York City Department of Environmental Protection, the Northern Kentucky Water District, DC Water, and Columbus Department of Public Utilities to meet with White House Office of Management and Budget officials and LCRI rule managers from EPA, where additional perspectives on the proposed rule were shared.

When EPA released the final LCRI in October, AMWA quickly analyzed the rule and identified key differences between the proposed and final versions. This information was distilled into a summary document available exclusively to AMWA members that broke down all major provisions of the rule. As 2024 ended, AMWA continued to collect perspectives on the regulation from utility members and intends to engage with EPA on the agency's plans for implementation.

ADVANCING WATER SECTOR SUSTAINABILITY AND CLIMATE CHANGE RESILIENCE THROUGH STRATEGIC PARTNERSHIPS

In 2024, AMWA advanced best practices in sustainability and resilience through regular convening of its Sustainability Committee, maintenance of its partnership with the Water Utility Climate Alliance (WUCA), and involvement with various sector-wide resilience working groups.

Of key importance, AMWA continued to uphold its standing contract with WUCA, an alliance of twelve of the nation's largest drinking water utilities committed to providing leadership and collaboration on climate change issues affecting the country's water agencies. Of note, AMWA helped new staff leadership oversee and share results from six funded projects focused on climate resilience, such as developing guidance on the latest climate modeling and incorporating **equity** into **climate adaptation**. AMWA also expanded its efforts to help the Alliance establish strategic outreach and partnership across the federal enterprise and water sector, providing insights to both NOAA and FEMA on resilience strategies, and sharing WUCA resources with partners in other water sector nonprofits and associations.

Under an additional contract partnership with WUCA, AMWA also worked in 2024 on developing guidance on how public drinking water utilities can benefit from the clean energy investment incentives created through the **Inflation Reduction Act**. The project will culminate in 2025 in the dissemination of guidance on eligible projects and how to claim credits, at least one utility case study, and an informational webinar for the AMWA and WUCA communities.

hroughout 2024 AMWA provided important perspectives on the needs and best practices of large publicly-owned drinking water utilities by serving on various working groups that aimed to foster sustainability and resilience across the water sector:



A Water Research Foundation (WRF) project advisory committee (PAC) effort on developing an Environmental, Social, and Governance framework for water utilities;



Monitoring EPA's efforts from its Climate Finance Working Group;



A leadership and business case for climate adaptation project led by Xylem and McKinsey; and



A working group, led by the Alliance for Water Efficiency and the Pacific Institute, focused on developing updated guidance and strategies for balancing decreasing water demand with financial resilience.

KNOWLEDGE SHARI N G



WEBINARS

AMWA expanded its knowledge-sharing initiatives in 2024 through a dynamic lineup of webinars, providing members with valuable insights into water sector trends, regulatory changes, and innovative solutions.

With over **400** attendees, the **CDM Smith** and AMWA co-sponsored **"Breaking Down PFAS: Complying with the New PFAS Regulations"** examined the PFAS Final Rule on the heels of its release. Fairfax Water, Orange County Water District, and Town of Cary in North Carolina staff highlighted issues to consider before implementation and provided best practices for communicating with the public about the emerging contaminant.

"Practical Applications of INSIGHT in Utilities" showcased the value of AMWA's exclusive member utility financial database and dashboard. Minneapolis Water Treatment and Distribution Services staff shared an in-depth case study on using INSIGHT data to enhance budgeting, analyze data, communicate with constituents, and promote operational efficiencies. Raftelis also provided an overview of updates to the 2024 INSIGHT survey. Both presentations demonstrated how INSIGHT equips members with actionable data to drive informed decision-making.

Structural Technologies and the **Design-Build Institute of America** hosted "**Design-Build Delivery: Water Industry Perspective**" with AMWA to provide municipal and utility leaders with valuable insights into design-build delivery for water projects. Featuring sector experts, the session explored how design-build delivery impacts asset management for immediate and long-term needs, shared best practices, and addressed challenges in implementation.

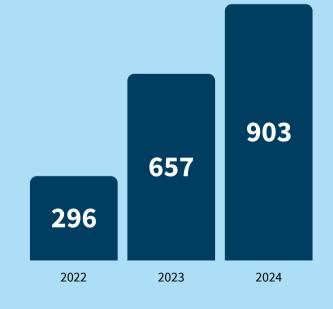
View all past broadcasts at www.AMWA.net/webinars.

WEBINAR ATTENDEES

In 2024, AMWA more than doubled the number of webinars since 2022, garnering over

900+

attendees.





MEMBERSHIP ACCOMPLISHMENTS

Building on a successful membership retention and recruitment year in 2023, AMWA advánced its 2024 plan to sustain momentum. AMWA intentionally invested time and effort into understanding and delivering on its members' core value proposition, yielding a

95% retention rate

and welcoming

6 new utility members and 10 new subscriber members:

- American Flow Control
- Aquasight
- Kiewit CorporationM.E. Simpson Co.
- Oncourse Home Solutions
- Ramboll
- SL Environmental Law Group
- Uni-Bell PVC Pipe Association
- Upstream Tech
- Water Collaborative **Delivery Association**



3 Arlington Water Utilities

4 Albany Department of Water & **Water Supply**



6 Palm Beach County Water **Utilities Department**



ENGAGEMENT

With the implementation of AMWA's strategic plan, the association has increased engagement by executing the following tactics, among others:

- Implemented quarterly briefings to inform members of association progress on key priorities.
- Restructured AMWA's committees to facilitate participation and create a pipeline for future association leaders. Addressed specific member needs to
- demonstrate value better.
- Expanded utility rosters, allowing more system-wide attendance at AMWA
- Featured member success stories monthly in the Water Utility Executive newsletter.
- Showcased member, subscriber, and staff thought leadership on panels, during interviews, and in articles.
- Visited utility member facilities to learn more about their water system operations.
- Executed six member-to-member inquiries to allow members to connect on topics.



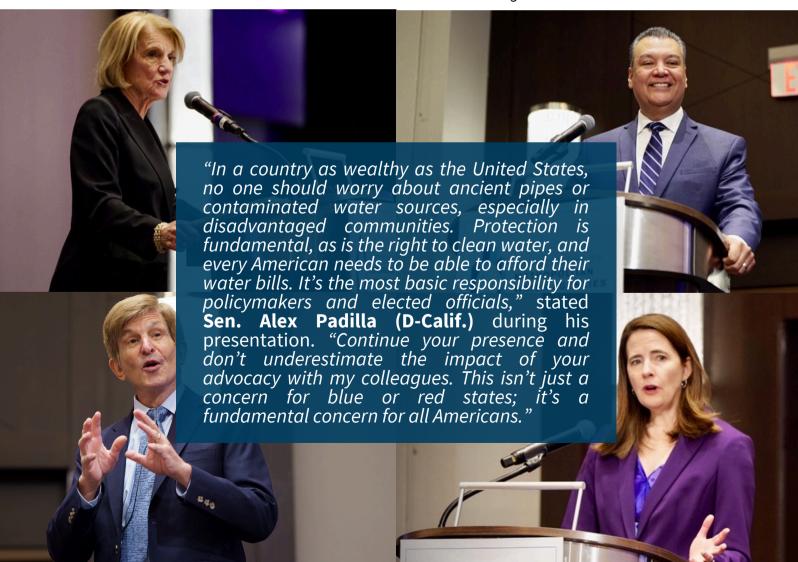
AMWA's 2024 Water Policy Conference, the **most well-attended to date**, brought water executives together to explore legislative and regulatory issues, emphasizing the need for greater investment in infrastructure, community engagement, and storytelling to communicate the value of water and advance equitable solutions.

Highlights included:

- A memorable keynote address from renowned journalist Norah O'Donnell;
- Climate action and lead service line panels:
- A communications strategy presentation; and A stellar networking reception at the Botanic Garden.

AMWA's first-of-its-kind Environmental Justice (EJ) and Equity Roundtable, hosted by AMWA member DC Water, explored the approaches, strategies, and questions regarding EJ, including collaborating with local governments and officials, improving customer relations through utility programs, and leveraging water services to improve outcomes for disadvantaged communities.

(From L-R) Sen. Shelley Moore Capito (R-W,Va.), Sen. Alex Padilla (D-Calif.), Professor Allan Lichtman, and EPA Office of Ground Water and Drinking Water Director Jennifer McLain

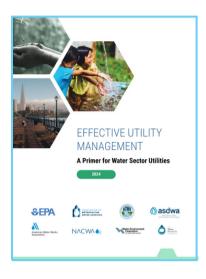




EFFECTIVE UTILITY MANAGEMENT

AMWA, in partnership with EPA and other water organizations, released an updated version of the *Effective Utility Management: A Primer for Water Sector Utilities* in August 2024. Built on the **Ten Attributes of an Effectively Managed Utility (EUM)** and **Five Keys to Management Success**, this modernization equips water utilities with a framework to tackle challenges like aging infrastructure, evolving technology, rising costs, and regulatory requirements. Updates reflect shifts in the water workforce, environmental conditions, and organizational culture.

To further explore implementation of the EUM framework, AMWA featured a conference panel that included Holly Rosenthal of Phoenix Water Services Department, Kenneth Waldroup of Cape Fear Public Utility Authority, Anna Bryan-Borja of Austin Water, and Aditya Ramamurthy of Kennedy Jenks. The presenters discussed how to leverage EUM strategies to enhance customer engagement, satisfaction, and organizational performance.



USING NEW PERSPECTIVES TO ILLUMINATE AFFORDABILITY ISSUES WHEN BUILDING RATE CASES

Since 2001, Black & Veatch has assessed water and wastewater rates among the 50 largest cities in the country. In a white paper, based on the publication and written for AMWA members, Senior Managing Director Ann Bui highlighted the **affordability challenges** utilities face when building rate cases to fund critical **water infrastructure investments**. With aging systems, rising operational costs, and complex regulatory demands driving rate increases, Bui advocates for alternative metrics, such as industry-specific inflation indices and EPA affordability targets, to better justify these adjustments.

Her insights underscore the importance of showcasing the exceptional value of water services, delivered at less than a penny per gallon, to gain public and stakeholder support.



2024 WATER & WASTEWATER LEADERSHIP CENTER

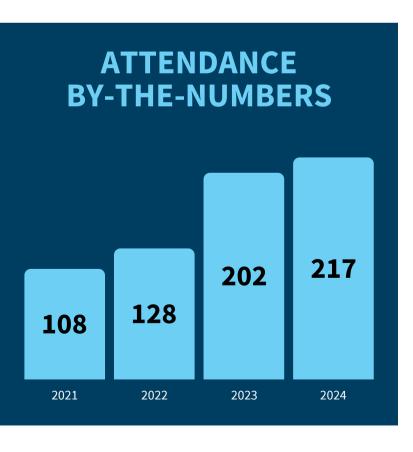
The 2024 Water & Wastewater Leadership Center, an intensive 10-day executive program, convened at the UNC Chapel Hill Kenan-Flagler Business School in May to rave reviews.

APPLICABLE TO MY WORK 4.8	RECOMMENDED TO PEERS	4.8
	APPLICABLE TO MY WORK	4.8

EXCELLENT LEARNING ENVIRONMENT



EXECUTIVE MANAGEMENT CONFERENCE



AMWA's 2024 Executive Management Conference (EMC) in vibrant Miami, Florida, set a new record for attendance, bringing together over 200 water executives from across the country, October 20-23. With engaging presentations on topics such as permitting and affordability, dynamic panel discussions on best practices in utility management, and unparalleled networking opportunities, the conference showcased innovative stratégies and solutions for the sector's most pressing challenges. The energy and collaboration attendees reinforced AMWA's among commitment to information exchange.

This was my first time attending AMWA's EMC, and I thoroughly enjoyed the experience. The conference provided valuable insights, and I connected with some amazing people. Heather Younger, the keynote speaker, delivered a highly motivational speech to kick off the event.

—Adam Roberson, Water Supply Supervisor, Huntsville Utilities





AMWA 2024 award winners



AMWA celebrated **12** public drinking water systems with its traditional awards and **35 utilities** with 25 or more years of membership with the association during its 2024 Executive Management Conference in Miami, Florida.

While the association applauds all of the award-winning systems for their commitment to utility management excellence, one utility stood out in particular. As the sole winner of AMWA's 2024 Environmental Justice (EJ) and Equity Utility Management Award and a second-time winner of the association's Sustainable Water Utility Management Award, Knoxville Utilities Board (KUB) set a powerful example of innovation commitment. Anchored by strong EJ pillars, KUB demonstrated a commitment to community engagement through robust partnerships. Alongside its focus on effective outreach, the utility prioritizes employee satisfaction, development, and retention by building a diverse workforce reflective of its service area to ensure equitable and sustainable service delivery. Through KUB's advanced Water Quality Laboratory, the system conducts over 100,000 tests annually and exceeds regulatory requirements to ensure excellent water quality.

In addition, AMWA honored **Jim Lochhead**, former head of Denver Water, with the **2024 President's Award** for his commitment and participation in AMWA as a board and committee member, and for visionary leadership in the water sector, including his contributions to climate resilience, water sustainability, and watershed protections.



ENVIRONMENTAL JUSTICE AND EQUITY AWARD WINNER

• Knoxville Utilities Board





SUSTAINABLE WATER UTILITY MANAGEMENT AWARD WINNERS

- Albuquerque Bernalillo County Water Utility Authority
 • Chesterfield County Utilities
- Greenville Water
- Knoxville Utilities Board
- Palm Beach County Water Utilities **Department**
- Phoenix Water Services Department
- WaterOne



GOLD AWARD FOR EXCEPTIONAL UTILITY PERFORMANCE AWARD WINNERS

- City of Thornton Infrastructure **Department**
- Des Moines Water Works
- Fayetteville Public Works Commission
- Huntsville Utilities
- Pittsburgh Water & Sewer Authority





AMWA had another strong financial showing in 2024. Association investments, record attendance at both the 2024 Water Policy and Executive Management Conferences, sponsorships, and high membership renewal rates, have kept AMWA in a strong financial position. The association ended the year with total assets up by nearly \$100,000 compared to 2023.

Expenditures on programs decreased slightly in 2024, while the association's investments and cash reserves remain nearly double its expenditures. This financial stability provides sufficient resources to address any potential emergencies or major economic challenges.

AMWA's financial resilience is a result of unwavering member support. The association remains committed to maximizing the returns on its members' investments through increased advocacy efforts and robust programs for its member utilities.

AS OF DECEMBER 31, 2024, AMWA'S FINANCIAL STANDING:

Disclaimer: The figures below are provided by management and are subject to auditor review.

TOTAL CASH	\$1,346,784
TOTAL INVESTMENTS	\$3,669,472
TOTAL ASSETS	\$5, 404, 352
TOTAL LIABILITIES	\$2, 208, 707
TOTAL NET ASSETS	\$3, 195, 645
TOTAL OPERATING REVENUE	\$2,995,540
TOTAL OPERATING EXPENDITURES	\$2,501,569
NET OPERATING REVENUE OVER OPERATING EXPENDITURES	\$52,728



> 2024 BOARD OF DIRECTORS

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Jeff Szabo Suffolk County Water Authority

PAST PRESIDENT



John Entsminger Las Vegas Valley Water District

VICE PRESIDENT



Calvin Farr Prince William Water

TREASURER



Lindsey Rechtin Northern Kentucky Water District

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Chris Browning Oklahoma City Water **Utilities Trust**



Julie Anderson Denver Water



Verna Arnette Beaufort-Jasper Water and Sewer Authority



Cathy Bailey Greater Cincinnati Water Works



Tad Bohannon Central Arkansas Water



Jeff Brown Onondaga County Water Authority



Edward Campbell Portland Water Bureau



Shane Chapman Metropolitan Water District of Southern California



Alex Chen Seattle Public Utilities



Randy E. Hayman Philadelphia Water Department



Matthew Jalbert Northern Region Trinity River **Authority of Texas**



David Johnson Las Vegas Valley Water District



Ghassan Korban New Orleans Sewerage & Water Board



Yann Le Gouellec Newport News Waterworks



Angela Licata New York City Department of **Environmental Protection**



Rachel Murphy Contra Costa Water District



Will Pickering Pittsburgh Water



Shaun Pietig WaterOne



Holly Rosenthal Phoenix Water Services Department



Director Emeritus John P. Sullivan, Jr. Boston Water and Sewer Commission



Todd Swingle Toho Water Authority



Kenneth Waldroup Cape Fear Public Utility Authority





Tom Dobbins

Chief Executive Officer

Antoinette Barber

Director, Communications and Utility Management Programs

Wingel Caburian

Marketing and Events Coordinator

Eugenia Cadena

Senior Manager, Office Administration and Conferences

Jessica Evans

Senior Manager, Government Affairs and Sustainability Policy

Kaline Gabriel

Manager, Regulatory and Scientific Affairs

Dan Hartnett

Chief Policy Officer

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Organizational Assistant

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Government Affairs Associate

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Director, Membership Programs

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