



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,

As the association best prepared to meet the unique needs of the largest drinking water systems in the nation, the Association of Metropolitan Water Agencies achieved significant milestones in 2023, and it is my honor as the AMWA President to share its 2023 Annual Report with you.

The association's crowning achievement last year was its 2023-2025 Strategic Plan development, approved by the Board of Directors in October. Informed by valuable insights from its member-needs survey, this plan, with the established pillars of **Advocacy** and **Knowledge Sharing**, will serve as the foundation for AMWA initiatives over the next two years.

AMWA's legislative initiatives gained traction thanks to bills introduced and cosponsors secured. AMWA led the formation of a coalition of water sector associations and hired a lobbying firm to advance the **Low-Income Household Water Assistance Program**. Collaborating with the group, AMWA is working on ongoing strategies to build support for permanent federal assistance for low-income water ratepayers. Increased meetings on Capitol Hill and heightened grassroots lobbying contacts have bolstered AMWA's impact further.

Submitting over 30 comment letters to EPA, AMWA ramped up its **PFAS** efforts on multiple fronts with the central message of ensuring polluters, and not water systems or ratepayers, are held accountable for stopping PFAS pollution at the source.

The success of AMWA's events, including a record-breaking **Executive Management Conference** and an engaging Water Policy Conference, highlights the strength of the association's Knowledge Sharing services. In addition, virtual town hall meetings on PFAS settlements, webinars on the INSIGHT utility financial information survey, quarterly membership meetings, and other events underscored the association's commitment to keeping members informed and engaged.

Another highlight is the institution of the AMWA annual awards program, recognizing the contributions of its 21 founding members and launching its first Environmental Justice and Equity Award to honor member utilities that commit to advancing equity and justice in their communities.

I encourage you to read through the accomplishments in the report, and I thank you for your continued leadership in and support of this association as we collectively provide high-quality and affordable water services.

Sincerely,

John Entsminger

AMWA President

General Manager

Las Vegas Valley Water District

John J. Ents

STRATEGIC PLAN SUMMARY

2023 marked a significant period for the leaders and members of the association as they evaluated the organization and charted a course for its future through the creation of a strategic plan. The process commenced with the most comprehensive member-needs survey the association had undertaken in many years. Overall, members highly value the association's work across all the various programs and services it offers.

The task before the Strategic Planning Committee and the Board was to grow and adapt these programs for the future. To achieve this, AMWA's strategic planning consultants created a comprehensive environmental scan, examining the trends impacting the water sector in the short- and long-term and using the insights gained from AWWA's Water 2050 documents.

Over two meetings, the Committee and the Board reaffirmed the organization's mission to be the voice of large water utilities. They affirmed the two pillars of the organization — advocating on behalf of members before Congress and federal agencies and providing a platform for members to share knowledge and learn from each other. Knowledge sharing includes AMWA's popular conferences and webinars, INSIGHT database and dashboard, Member-to-Member surveys, newsletters, and awards.

The strategic plan envisions investing more resources into our advocacy and public relations programs. For knowledge sharing, the plan calls for creating communities of members in various roles found within the senior staff of member utilities, allowing these staff to share knowledge and best practices with their colleagues around the country. It also highlights the importance of our subscriber members and their contributions to AMWA utility members and the sector. Finally, the plan calls for the association to update its technology platform to serve its membership better.

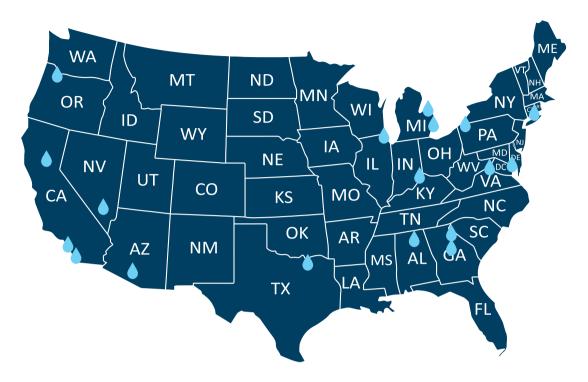
The association's dedication to growing its membership and providing outstanding service by hiring and retaining top association management talent remains an ongoing goal going forward, as it has since its inception over 40 years ago.

The 2023-2025 AMWA Strategic Plan two-page snapshot is available to view at amwa.net.



Toronto, Ontario, Canada, pictured below, site of one of two AMWA strategic planning committee meetings

WHERE DID AMWA STAFF GO?



ALABAMA

• Birmingham — AWWA Water 2050

ARIZONA

• Tucson — One Water Summit

CALIFORNIA

- Sacramento AWWA/WEF Utility Management Conference
- San Diego Executive Management Conference and San Diego Public Utilities (Site Visit)

GEORGIA

- Atlanta ASAE 2023 Annual Meeting and EXPO
- Buford RESOLVE Cohort at the Water Tower

ILLINOIS

• Chicago — PFAS Legal Roundtable

KENTUCKY

• Louisville — NACWA Summer Conference

MICHIGAN

- Detroit Detroit Water and Sewerage Department (Site Visit)
- Detroit Great Lakes Water Authority (Site Visit)

NEVADA

 Las Vegas — PFAS Symposium and WQA Conference

NEW YORK

Oakdale — Suffolk County Water Authority (Site Visit)

OREGON

 Portland — Water Utility Climate Alliance (WUCA) Spring Staff Meeting

PENNSYLVANIA

• Erie — Erie Water Works (Site Visit)

TEXAS

• Dallas — Water Quality Technology Conference

VIRGINIA

 Arlington — Sustainability Water Infrastructure Management (SWIM) Conference

WASHINGTON D.C.

- DC Water (Site Visit)
- ASAE Membership Conference

CANADA

 Toronto, ON — AMWA Board and Strategic Planning Meeting at AWWA ACE











POLICY LEADERSHIP

In 2023, AMWA continued to expand its advocacy operations, hiring additional staff to maintain a regular presence in the halls of Congress, commissioning an outside analysis of EPA's cost-benefit analysis for its proposed PFAS National Primary Drinking Water Regulations (NPDWR), and advocating for funding for water utility resilience via comments to federal agencies about implementing Inflation Reduction Act programs. These initiatives contributed to a banner year for AMWA's policy making efforts.



Randy Hayman (center), Commissioner of Philadelphia Water Department, with Sen. Tom Carper (D-Del.) (left) and Sen. Shelley Moore Capito (R-W.Va.) (right)

Legislative Advocacy

AMWA was at the forefront of congressional debates on water affordability assistance, PFAS cleanup liability, and water infrastructure financing. The association worked with congressional leaders to support the introduction of key bills like the "Financing Lead out of Water Act," the "Water Systems PFAS Liability Protection Act," and the "Water System Threat Preparedness and Resilience Act," and provided expert witnesses who testified at three different congressional hearings throughout the year.



Erica Brown, AMWA Chief Policy and Strategy Officer, at
AMWA/NACWA/WRF PFAS Communications Workshop

Regulatory Advocacy

In comments and meetings with staff from federal agencies and the White House, AMWA continually stressed the need for the federal government to do more to keep pollutants like PFAS out of source waters and the environment and hold chemical producers and manufacturers financially accountable for chemical pollution. AMWA regularly met with both appointed and career staff at federal agencies to emphasize the importance of science-based, implementable rulemaking.



Jamie Piziali, EPA Municipal Ombudsman, at AMWA's 2023 Water Policy Conference

Relationships to Reinforce Resilience

AMWA staff prioritized establishing and sustaining relationships with federal partners this year. Staff frequently held conversations with federal agencies to explain the needs and concerns of water utilities and the threats they face: climate change, workforce limitations, supply chain constraints, and balancing rising costs with affordability concerns for underserved communities. Staff continued to build working relationships with both federal regulatory and scientific agencies to provide perspectives on the scientific and data services water utilities need to inform their operations and future planning.

LEGISLATIVE ADVOCACY

Participated in 170+ meetings with congressional staff

including 46 meetings where an AMWA member utility was present.

Provided a witness for 3 congressional hearings

on water policy topics like infrastructure investment, **Bipartisan Infrastructure Law** oversight, and low-income water affordability.

Wrote 20+ letters or statements to Congress

on topics ranging from PFAS CERCLA liability to water affordability to infrastructure investment.

Formally endorsed 10 bills

introduced in the House or Senate, including proposals developed in conjunction with AMWA such as the **FLOW Act** and **Water Systems PFAS Liability Protection Act**.

WATER AFFORDABILITY ASSISTANCE

During 2023, AMWA ramped up its advocacy to extend the Low-Income Household Water Assistance Program (LIHWAP), which Congress established during the COVID-19 pandemic to help qualifying households restore and maintain access to drinking water and wastewater services. While LIHWAP was created as a temporary program, AMWA worked throughout the year to build support for a permanent federal funding for low-income water ratepayer assistance including:

 Collaborating with our water sector colleagues on the Low-Income Water Customer Assistance Program Assessment, a report for policymakers that identified the national low-income water assistance need and outlined several policy options;

- Organizing a letter to Congress, ultimately signed by more than 150 water sector, environmental, and public interest groups, to request continued funding for LIHWAP at least through the 2024 fiscal year;
- Writing a letter to the editor that was published in the Washington Post urging the creation of a permanent low-income water assistance program; and
- Facilitating the testimony of Santa Cruz
 Municipal Utilities at a May Senate committee
 hearing on water affordability issues.

In the fall, AMWA provided feedback to Sen. Alex Padilla (D-Calif.) as he drafted legislation to provide for the continued operation of LIHWAP. AMWA offered key input on the draft legislation to ensure it continued to build on the progress of the existing program, and the association looked forward to the formal introduction of the bill in 2024.

Held over

20 meetings

with federal agency representatives from across the federal enterprise, including EPA Office of Water, HHS, CEQ, Office of Management and Budget, and NOAA.

Nominated

8 AMWA members

to key federal advisory councils.

City of Santa Cruz Water Director Rosemary Menard testifying on Capitol Hill about water affordability





PFAS panel (right to left: Jason Dadakis, John Kmiec, Brian Steglitz, and Eva Steinle-Darling) at AMWA's 2023 Executive Management Conference in San Diego, California

PFAS

AMWA worked to address PFAS on multiple fronts, including commenting on federal actions taken under the Safe Drinking Water Act (SDWA), Toxic Substance Control Act (TSCA), Comprehensive Environmental Remediation and Liability Act (CERCLA), and the Clean Air Act (CAA) throughout 2023. AMWA's central messaging on PFAS focused on holding polluters financially accountable and stopping PFAS pollution at the source.

- AMWA submitted a 164-page comment letter
 package to EPA on its proposed PFAS NPDWR.
 The letter comprised nearly 40 pages of AMWA
 comments and a commissioned analysis of
 EPA's cost-benefit analysis, previous
 comments, and examples of estimated
 timelines and costs for PFAS treatment from
 three AMWA members.
- AMWA, in a comment letter, cautioned EPA
 against designating any additional PFAS as
 hazardous substances under CERCLA. AMWA
 argued that there are many uncertainties that
 have not been addressed in response to the
 agency's initial proposed designation of PFOA
 and PFOS.

 AMWA joined other water sector groups in advocating for the use of authorities under TSCA to increase PFAS manufacture record keeping and reporting, preventing "inactive PFAS" from being produced, and other actions to prevent PFAS from entering source waters.

Submitted a total of

33 comment letters

to the following agencies:

- EPA (23)
- White House Offices (4)
- NOAA (2)
- FEMA (1)
- IRS (1)
- Reclamation (1)
- USGS (1)

ENVIRONMENTAL JUSTICE

In 2023, AMWA furthered its strategy of holistically highlighting equity considerations in its advocacy and federal engagement through comment letters on proposed regulations, federal strategies, and legislative efforts.

- In comment letters and engagement meetings, AMWA demonstrated how federal regulatory actions such as the PFAS NPDWR would impact vulnerable communities served by large water utilities.
- Through conversations with federal officials, AMWA highlighted how gaps in federal infrastructure and resilience funding programs leave out vulnerable communities served by large water utilities and proposed solutions.
- AMWA's advocacy for a permanent low-income water assistance program builds on the recognition that rising water infrastructure costs harm low-income customers the most.

Photos courtesy of — Clockwise from bottom left: Dallas Water Utilities, Valley Water, Norfolk Department of Utilities, Pittsburgh Water and Sewer Authority, and WSSC Water





















WATER POLICY CONFERENCE

Water executives from across the country traveled to the nation's capital in March for AMWA's Water Policy Conference, a forum for utilities to discuss the full range of legislative and regulatory issues facing the water sector, while engaging in best-in-class networking opportunities.

The conference highlights included:



JONATHAN MARTIN

Political journalist and author **Jonathan Martin** discussed the prospects for policymaking in the politically divided 118th Congress and shared excerpts from his book on the 2020 election, *This Will Not Pass: Trump, Biden, and the Battle for America's Future.*



MANNY TEODORO

Professor and author **Manny Teodoro** provided insights on how public water systems can ensure their customers have faith in the quality of their drinking water, as explained in his book, *The Profits of Distrust: Citizen Consumers, Drinking Water, and the Crisis of Confidence in American Government.*



RADHIKA FOX

Remarks from EPA Assistant Administrator for Water Radhika Fox, Rep. Paul Tonko, Rep. Dan Kildee, and Sen. Ed Markey offered insights into their respective water policy agendas for 2023.

"AMWA meetings are a unique opportunity to exchange ideas and lessons learned with colleagues at other large utilities. The political and regulatory presentations and Q&A helped identify areas of mutual interest and concern where we can work together to pursue improved public policy and communications from regulators."

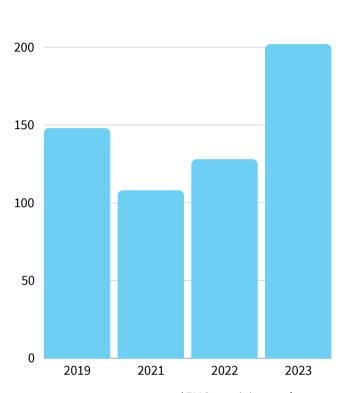
Jamie Bain Hedges, General Manager, Fairfax Water



EXECUTIVE MANAGEMENT CONFERENCE

AMWA's Executive Management Conference (EMC) in San Diego, California, shattered previous attendance records, hosting **over 200** water sector leaders for a power-packed program that addressed the specific needs, responsibilities, and outlooks of drinking water executives. The EMC highlights included:

- Providing perspectives on ways water CEOs have facilitated and navigated obstacles at their utilities and shared guidance with their peers;
- Handling regulatory requirements, including replacing lead service lines and responding to PFAS;
- Using communications tools and innovative technology to prepare for system needs; and
- Sharing experiences on the most pressing utility management issues, including affordability and utility financing structures, communication of the value of water with stakeholders, and the reality of regulatory and financial constraints with policymakers.



*EMC participants by year



250

WEBINARS

AMWA webinars explore fresh insights into water utility management practices, allowing members and subscribers to stay abreast of the latest trends and navigate the dynamic landscape of regulatory and legislative changes affecting the water sector. This year, AMWA's webinars, including the highlighted examples below, reached **650+** attendees.



PFAS TOWN HALL

Virtual town hall meetings on PFAS settlements showcased the association's commitment to keeping members informed by providing timely information. Members engaged with law firm representatives to ask pointed questions and had an open membership discussion regarding their settlement considerations. The attendance at our first town hall exceeded 140 participants.



QUARTERLY ALL-MEMBERSHIP MEETINGS

AMWA's quarterly virtual roundtable included member discussions on top-of-mind advocacy topics, the association's work in the regulatory and legislative fields, utility management innovations, and previews of AMWA events. Member and subscriber registration steadily grew, with the fourth quarter meeting having over **130** attendees.



CDM SMITH: HOW TO BUILD A DIGITAL-FIRST RESILIENCY APPROACH

Along with Trinnex, a digital subsidiary of CDM Smith, AMWA hosted the "How to Build a Digital-First Resilience Approach to Drive Compliance and Achieve Your Goals" webinar. Featuring utility leaders from Charlotte Water and Northern Kentucky Water District, the webinar explored strategies for integrating existing data investments and internal knowledge with digital solutions to enable more informed infrastructure decisions.



Additionally, AMWA's Sustainability Committee hosted **8** webinars, bringing in subject matter experts to provide perspectives on topics such as climate change, resilience, and others.

INSIGHT

One of AMWA's most valuable management tools for members, INSIGHT, provides useful financial information to assist drinking water systems in financial planning and communicating with constituents on fiscal issues.

In early 2023, AMWA published the analysis and trends of its eighth biennial INSIGHT survey and made the updated database and dashboard available to **88** participants, allowing these AMWA members to access comparative data from peer utilities.

The association removed barriers to accessing INSIGHT by providing credentials to members' financial staff, sharing utility stories of use, and better highlighting survey data.



A 100% 2022 INSIGHT submission rate

from AMWA's Board of Directors.

Over 90 participants attended the webinar

in February on the survey results and trends by AMWA and Raftelis. This number more than doubled previous survey participation.

Over 50% of survey respondents (or 46 utilities)

participated in an April webinar demonstrating how utilities can use data in the dashboard to track customer rates over time, see how inflation may impact water systems, and compare their revenue to peer utilities.

Published and shared 4 articles

on the specific uses of INSIGHT over the year.

ENGAGEMENT HIGHLIGHTS









In 2023, AMWA's notable accomplishments include:

- Over 96% of AMWA members renewed.
- Over 93% member satisfaction with AMWA conferences, with the Executive Management Conference achieving a 57% attendance increase since 2019.
- The association launched new social media presence via Instagram and Facebook, while LinkedIn increased 55% in followers and 34% in unique visitors.
- Over 150 press placements, with The Washington Post featuring AMWA's Chief Advocacy Officer Dan Hartnett opinion piece on water affordability.
- Over 10 articles from The New York Times, National Public Radio, The Washington Post, and others featuring the association as an important voice on EPA's Lead and Copper Rule Improvements.



NEW MEMBER UTILITIES

- Alderwood Water & Wastewater District

- Utilities
 Pasco County Utilities
 Upper Trinity Regional Water District
 Wilkinsburg-Penn Joint Water Authority
 Zone 7 Water Agency



NEW SUBSCRIBERS











"I want to compliment AMWA for its member engagement. I've certainly noticed the increased activity and effort to engage, educate, and provide interaction — so well done AMWA team!"

Kenneth Waldroup, Executive Director, Cape Fear Public Utility Authority

UTILITY MANAGEMENT

AWARDS



(From L-R) John Entsminger, David Persinger, John P. Sullivan, Jr., Jim Mueller, Anselmo Collins, Angela Licata, John Kmiec, Edward Campbell, Yvonne Forrest, and Gabriel Solmer

In addition to the **11** public drinking water systems receiving AMWA's top utility management awards, the association also honored its **21 Founding Members**, water systems who have been with the association since its inception in 1981, at the 2023 Executive Management Conference in San Diego, California.

These utilities have been an integral part of AMWA's mission to ensure that every community has access to clean and safe drinking water.

The association also created its new Environmental Justice and Equity Utility Management Award to recognize AMWA member utilities that have advanced environmental equity and justice in their communities, awarding 5 utilities with the inaugural honor.

Rosemary Menard, pictured below, received the 2023 AMWA **President's Award** for her extraordinary contributions to the association and the water sector.



UTILITY MANAGEMENT

AWARDS



Environmental Justice & Equity Award winners

- Dallas Water Utilities
- Norfolk Department of Utilities
- Pittsburgh Water and Sewer Authority
- Valley Water
- WSSC Water

Sustainable Water Utility Management Award winners

- Atlanta Department of Watershed Management
- Beaver Water District
- Birmingham Water Works
- Contra Costa Water District
- Portland Water District





Platinum Award for Utility
Excellence Award winner

• Ann Arbor Water Utilities

Gold Award for Exceptional Utility Performance Award winners

- Howard County Department of Public Bureau of Utilities
- Passaic Valley Water Commission
- Toho Water Authority
- Upper Trinity Regional Water District

UTILITY MANAGEMENT

EFFECTIVE UTILITY MANAGEMENT

AMWA understands that effective management practices are essential to building sustainable utilities. The following are activities the association took to help utilities implement best practices.

Austin Water and Phoenix Water representatives and AMWA staff participated on an EPA Steering Committee to update the Effective Utility Management: Primer for Water and Wastewater Utilities to help water systems address climate resiliency, DEI, environmental justice, workforce sustainability, and others. Based on a framework of the 10 Attributes of an Effectively Managed Utility and the five Keys to Management Success, The Primer assists utilities in tackling water affordability, aging infrastructure, evolving technology, heightened customer expectations, and increasing regulatory requirements.











KEY PROGRAMS

- A full cohort of the 2023 Water & Wastewater Leadership Center, an executive program, rated the program a highly worthwhile investment, rating it a 4.8 out of 5.
- AMWA staff and members served on the Value of Water (VOW) 2.0 Steering Committee to outline priorities and define successful strategies for the campaign moving forward.
- The execution of 8 member-to-member inquiries on topics ranging from technology to customer service enabled members to tap into the collective expertise of the AMWA community.
- An ongoing partnership with EPA to promote the agency's webinar series helped members address the challenges of recruiting, training, and retaining a resilient and diverse water workforce.

2023 FINANCIAL STATEMENT

Under the leadership of the Finance Committee, AMWA had a strong year financially. Taking advantage of higher interest rates, the association moved money from checking accounts into money market accounts and Treasury securities to maximize returns safely. This move, combined with the highest membership recruitment and renewal rates in many years, has put AMWA in a robust financial standing.

The association ended the year with total assets up by over \$100,000 compared to 2022. Revenues increased by almost \$300,000, allowing expenditures to rise by over \$400,000 while maintaining a surplus of \$124,000. Increased expenditures supported the Executive Management Conference and Water Policy Conference, the strategic plan, and advocacy efforts, especially for LIHWAP.

Despite the increased expenditures on programs, the association's investments and cash reserves remain nearly double its expenditures. This healthy financial position ensures ample resources are available to mitigate potential emergencies or significant economic events.

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

As of December 31, 2023, AMWA's financial standing:

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

Total cash: \$1,391,687 Total investments: \$3,083,903 Total assets: \$4,980,993 Total liabilities: \$1,838,071 Total net assets: \$3,142,922 Total operating \$2,756,524 revenue: Total operating \$2,632,336 expenditures: Net operating revenue over \$124,188 operating

expenditures:

AMWA 2023 BOARD OF DIRECTORS

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John Entsminger *Las Vegas Valley Water District*

VICE PRESIDENT



Yvonne Forrest *Houston Water*

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Julie Anderson *Denver Water*



Mike Armstrong *WaterOne*



Verna Arnette Beaufort-Jasper Water and Sewer Authority



Tad Bohannon *Central Arkansas Water*



Jeff Brown Onondaga County Water Authority



Chris Browning *Oklahoma City Water Utilities Trust*



Edward Campbell *Portland Water Bureau*



Shane Chapman Metropolitan Water District of Southern California



Andrea ChengChicago Department of Water
Management



Scott Dewhirst *Tacoma Water*



Randy E. Hayman *Philadelphia Water Department*



Ghassan Korban *New Orleans Sewerage & Water Board*



Yann Le Gouellec *Newport News Waterworks*



Angela Licata New York City Department of Environmental Protection



Lindsey RechtinNorthern Kentucky Water
District



Holly RosenthalPhoenix Water Services
Department



Brian SteglitzAnn Arbor Water Utilities



John P. Sullivan, Jr. *Boston Water and Sewer Commission*



Todd Swingle *Toho Water*



Timothy Thomure *Tucson Water*



Paul Vojtek *Erie Water Works*



AMWA STAFF

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Erica Brown

Chief Policy and Strategy Officer

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Eugenia Cadena

Senior Manager, Office Administration and Conferences

Tim Devenney

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Jessica Evans

Manager, Government Affairs and Sustainability Policy

Dan Hartnett

Chief Advocacy Officer

Hayden MacLachlan

Organizational Assistant

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Bebe Schaefer

Legislative Associate

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