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Birmingham Water Works Continues the Work of In-Depth Strategic Plan with Indications of Improvement

Birmingham, AL. (May 6, 2024) — Birmingham Water Works' (BWW) continual growth as one of the Southeast's largest water utilities remains dependent upon progressive change and improvement, and we are actively implementing suggested recommendations and formulating strategic initiatives based upon recent internal and external surveys. We take seriously our commitment to our five-county service area.

Our large-scale internal assessments provided groundwork for major structural changes to facilitate positive outcomes in our operational capabilities, and further reviews from our ratepayers and consumer advocate agencies like J.D. Power continue to bolster our plans to be announced in the coming months. J.D. Power recently released its 2024 U.S. Water Utility Residential Customer Satisfaction Study.

We were encouraged by year-over-year improvements in communications, quality and reliability, and infrastructure, and look forward to rolling out more customer-focused initiatives based upon this recent feedback. We go to great lengths to ensure that we consistently score high on overall water quality and look forward to continuous improvement in our service capabilities for our customers.

On the contrary, the survey suggests areas of opportunities for BWW in customer service, billing and payments, and conservation.

"While we are motivated by the increase in performance in key areas indicated in this year's study, we will continue to work on the areas where the survey results show that we could improve," says BWW General Manager Michael Johnson. "Our overall strategic plan addresses these key areas in which we are working as a team to enhance."

BWW recently engaged with J.D. Power to gain access to detailed data that will provide feedback to aid in developing strategies to further enhance the service provided to its nearly 770,000 customers.

Last month, for the fifth consecutive year, BWW was awarded the Government Finance Officers Association (GFOA) Award for its commitment of the governing body and staff to meeting the highest principles of governmental budgeting. This distinguished award speaks to Birmingham Water Works' diligence in maintaining a sound, financially viable organization; this is a key attribute of the utility's five-year strategic plan.

About Birmingham Water Works:

Founded in 1951, Birmingham Water Works (BWW) serves nearly 770,000 people in Jefferson, Shelby, Blount, St. Clair, and Walker counties. The BWWB operates four filtration plants, a certified testing laboratory and has more than 4,000 miles of pipe in its distribution network and remains one of the nation's leading water providers.

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