American Water Newsroom

From Insight to Impact: American Water Shares Expertise at J.D. Power Utility Conference

Camden, N.J. – Sept 10, 2025 – American Water (NYSE: AWK), the largest regulated water and wastewater utility company in the U.S., showcased its customer experience leadership at the 2025 J.D. Power Utility Client Conference, held September 10 – 11 in Denver, Colorado.

Lauren Slepian, Director, Customer Strategy, Innovation and Performance at American Water, spoke on the company's approach to transforming the customer experience through strategy, journey mapping and data-driven improvements.

Kristin Bianco, Regional Manager, Major Accounts at American Water shared how the company partners with the J.D. Power Key Account Research Program to help transform customer relationships, drive advocacy and deliver measurable results.

"Understanding customer sentiment and turning it into real change exemplifies American Water's commitment to our customers, with a clear focus on service and meaningful performance," said Matthew Prine, VP, Chief Customer Officer, American Water.

As part of the conference's focus on using insights to elevate performance and satisfaction, American Water shared how it integrates customer feedback, J.D. Power benchmarking and performance analytics to guide decision-making, drive transformation and build trust across its service footprint.

"Customer expectations and needs are evolving, and so are we," said Slepian. "By sharing American Water's strategy at the J.D. Power Utility Client Conference, we're helping shape how the industry listens to customers, responds to their concerns and delivers experiences that truly meet their needs."

With regulated operations spanning 14 states, American Water invests in customer experience, digital transformation and performance benchmarking to align its strategy with evolving customer needs. Participation in the J.D. Power Utility Client Conference reflects the company's commitment to shared learning, peer collaboration and putting the communities they serve at the center of everything its mission.

For more information about the 2025 J.D. Power Utility Client Conference, visit https://hub.jdpower.com/utility-client-conference.

About American Water
American Water (NYSE: AWK) is the largest regulated water and wastewater utility company in the United States. With a history dating back to 1886, We Keep Life Flowing® by providing safe, clean, reliable and affordable drinking water and wastewater services to more than 14 million people with regulated operations in 14 states and on 18 military installations. American Water's 6,700 talented professionals leverage their significant expertise and the company's national size and scale to achieve excellent outcomes for the benefit of customers, employees, investors and other stakeholders.

For more information, visit amwater.com and join American Water on LinkedIn, Facebook, X and Instagram.

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