

## Innovation and Resiliency are Keys to the Future

CMUA members are shaping the future of the water and power industries. We're innovative trendsetters, forward-looking and progressive, and environmentally responsible. CMUA member water agencies are paving the way forward while being accountable to their customers and local communities.



### AFFORDABILITY

**33%** A majority of customers are concerned about costs and keeping rates low for water service, and one-third of water customers say affordability is extremely important.



### RESILIENCY

Customers are concerned about the resiliency of their local water supply.

**67%** of CMUA water agencies say their customers are extremely interested in strong resiliency.



### SUSTAINABILITY

CMUA water agencies are taking action to reduce water loss.

**80%**  
are repairing and replacing pipes

**60%**  
are implementing leak detection surveys

**60%**  
are installing Automated Metering Infrastructure (AMI)



### INNOVATION AND THE FUTURE

CMUA water agencies are planning for and responding to the impacts of climate change.

**80%**  
are investing in new infrastructure, in addition to operating and maintaining existing infrastructure at a high level

**40%**  
are developing new water supplies