

**Boston Water and  
Sewer Commission**

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**FOR IMMEDIATE RELEASE**

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**Boston Water and Sewer Commission Ranks First in Customer Satisfaction**

*J.D. Power Releases 2018 Water Utility Residential Satisfaction Study*

**Boston, Mass.**, May 10, 2018— The [Boston Water and Sewer Commission](#) (BWSC) was ranked highest in customer satisfaction in the Northeast by [J.D. Power](#) in their 2018 Water Utility Residential Customer Satisfaction Study released this week. BWSC tied its first-place ranking with Monroe County Water Authority in Rochester New York.

The study measures satisfaction among residential customers of 88 water utilities, delivering water to a population of at least 400,000 people and is reported in four geographic regions: Midwest, Northeast, South and West. Overall satisfaction is measured by examining attributes within six factors (listed in order of importance): delivery; price; conservation; billing and payment; communications; and customer service.

“I’m proud that the Boston Water and Sewer Commission has received the first-place ranking in the J.D. Power 2018 Water Utility Residential Satisfaction Study,” said Mayor Martin J. Walsh. “Our commission puts in countless hours ensuring that we are providing the best service to all of our residents across our community and I am excited that their hard work is being acknowledged.”

“Our motto is ‘Customer Service is our number one priority’,” said Henry F. Vitale, executive director of BWSC. “It has been an exciting week at the Boston Water and Sewer Commission; we are grateful for the acknowledgment of our customers. I am proud of our employees’ dedication to the people who live, work, and visit the City of Boston.”

The top ranking by J.D. Power marks the third honor this week for BWSC. On Tuesday, BWSC received honors from the MassDEP, winning the 2018 Public Water System Award for *Outstanding Performance in 2017* for drinking water and the *Systems Taking Action to Reduce Lead* (STAR L) award, in collaboration with Boston Public Schools.

BWSC recently won the *Water Cup* at “New England’s Best Drinking Water Taste Test” competition held by the New England Water Works Association. In June, Boston will compete for the American Water Works Association’s “Best of the Best” annual drinking water competition.

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Boston is home to New England's oldest and largest water, sewer and stormwater systems, which are owned, maintained and operated by the Boston Water and Sewer Commission (BWSC). Established in 1977, BWSC provides potable water and sewer services to more than one million people per day. BWSC is also the leading organizer of *We Are All Connected*, a campaign to raise public awareness about the importance of protecting and preserving Boston’s waterways. For more information please visit: [www.bwsc.org](http://www.bwsc.org).