

President's **Perspective**

Thoughts, ideas and perspectives from Larry L. Bingaman, President and CEO

Greetings from the Silent Service

April 2016

I don't think anyone wakes up one day and says, "I want to work for a water company." I didn't. In my career, I have worked for an international oil company and a defense contractor. At the time, I thought no other business could be as exciting as the one in which I was involved. But I was wrong.

I worked at another water company in Connecticut before I joined RWA in 2009. At both companies, I have found the work is exciting, ever changing, and challenging. It's rewarding to know I'm involved in supplying a vital need and providing a valuable public service, giving back to the communities we serve.

The water industry has been called the silent service. The water mains are buried underground, and the only time most people think about how convenient it is to turn on the faucet in your house and have water come out is when it doesn't. But it takes a lot of people and a lot of hard work to bring enough clean, safe water to the 430,000 people in the Regional Water Authority's water district. I work with highly-qualified water supply professionals who are dedicated to providing the highest quality product and service with the higher purpose of protecting and advancing our communities.

Employees are involved in every step of the process water takes from the source to your tap: foresters, environmental planners, water quality technicians, treatment plant operators, chemists and microbiologists in the lab, construction workers, and distribution system operators. And those are only some of the people involved. There are a whole host of others who work in the office, planning, mapping, interacting with customers, keeping the computers running, and more. All of my fellow employees recognize that the core of our mission is protecting public health and safety and take pride in doing their part to make that happen.

I plan to post a new blog every month or so. I'd like to keep you up to date with things that are happening in the water industry and what those changes mean for you, the pride we take in providing life-sustaining water to our consumers and how that motivates us to do an even better job, and some of the things we do to improve the wellbeing and health of the communities in which we live and work. If you have a topic you think would be of interest for a future blog, please email me at lbingaman@rwa-ter.com.