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Aqua America Appoints New Director of Quality for Customer Operations

BRYN MAWR, Pa.--(BUSINESS WIRE)-- Aqua America, Inc. (NYSE: WTR) has promoted Olivia Hawkins as its new director of quality for customer operations. Hawkins replaces Tom Cox, whom Aqua promoted to vice president of customer operations in December of last year.

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Hawkins will be responsible for quality assurance and oversight for Aqua's administrative support groups, information-system coordination, business processes, and call center operations.

Hawkins was previously a business-process analyst responsible for aligning, simplifying and documenting work methods within Aqua's customer operations to improve productivity and efficiency. Since joining Aqua in 2002, Hawkins has served as service order specialist, national billing trainer and national account maintenance supervisor for customer operations.

Hawkins holds a Bachelor of Science in business management from Wilmington University and a business analyst certificate from the University of Delaware.

Olivia Hawkins is Aqua America's director of quality for customer operations. (Photo: Business Wire)

experience," said Cox. "Her broad range of operational knowledge will help us continue to deliver to Aqua's high standards of customer services."

"Olivia has a deep understanding of how business processes affect the customer

Aqua America is one of the largest U.S.-based, publicly traded water utilities and serves nearly 3 million people in Pennsylvania, Ohio, North Carolina, Illinois, Texas, New Jersey, Indiana and Virginia. Aqua America is listed on the New York Stock Exchange under the ticker symbol WTR. Visit AquaAmerica.com for more information.

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