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Aqua America Promotes Cox to Vice President, Customer Operations

BRYN MAWR, Pa.--(BUSINESS WIRE)-- Aqua America, Inc. (NYSE: WTR) today announced the appointment of Thomas M. Cox as vice president of customer operations. Cox, who held the position on an interim basis, was promoted from his previous position as director of quality, customer operations.

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One of Aqua's guiding principles is that the customer is at the center of the daily efforts of all employees. This customer-centric approach makes the vice president of customer operations a key position in the organization.

As vice president, Cox will lead a department of more than 150 employees and be responsible for the company's call center and billing operations, and customer information system data management throughout the company's eight-state operation.

"Tom understands that our customer service acts as the face of our company and has demonstrated a relentless pursuit of quality service," said Aqua's Chief Financial Officer David P. Smeltzer to whom Cox currently reports. "Tom will use his recent experience in customer service to ensure that we provide excellent service while acting as a strong advocate for our customers."

Tom Cox has been named vice president of customer operations for Aqua America.
(Photo: Business Wire)

positions at IKEA where he was responsible for customer relations, quality and competence development, and the implementation of a new customer relationship management system for the company's North America operations.

Prior to joining Aqua in 2014, Cox spent 15 years in various management leadership

Cox has a B.A. in psychology from the State University of New York and an M.B.A. with a concentration in international business from Arcadia University.

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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