

ACWA
Association of California Water Agencies

ACWA Member Survey 2025

Key Findings of a Survey Conducted October 6-November 18, 2025

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320-1240

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Sample Notes

- ACWA staff produced a list of 1,057 individuals with varying degrees of engagement with the Agency, who had either an email address, a phone number, or both registered with ACWA.
 - 1,024 had email addresses
 - 1,038 had phone numbers
- ACWA were able to add the following information to the sample file:
 - Agency size
 - Region
 - Role at water agency
 - Active role with ACWA: ACWA board; region board; and committee member
- The final sample of interviews was statistically adjusted (i.e., weighted) slightly to reflect the overall proportions of the provided sample.

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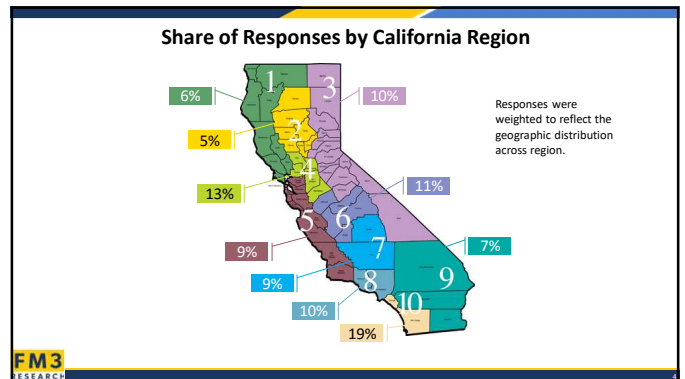
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Survey Methodology

Dates	October 6-November 18, 2025
Survey Type	Dual-mode Member Survey
Research Population	ACWA Members
Total Interviews	178
Contact Methods	Telephone Calls Email Invitations
Data Collection Modes	Telephone Interviews Online Interviews
Past Surveys	2005, 2012 (n=122), 2019 (n=135) & 2022 (n=143)

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Perceptions of Value of ACWA Membership

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More than seven in ten believe they are receiving excellent or good value for their agency's membership.

How would you rate the overall value you receive for your agency's investment in membership? Is it...?

Rating	Percentage
Excellent value	29%
Good value	44%
Excellent/Good Value	73%
Just OK	21%
Poor value	3%
Very poor value	2%
Total Poor Value	5%
Don't know	1%

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Members remain overwhelmingly satisfied with ACWA's performance in serving their agency's needs.

How satisfied are you with ACWA's overall performance in serving the needs of your agency? Are you ... ?

Satisfaction Level	2022 (%)	2025 (%)
Very satisfied	47%	49%
Somewhat satisfied	42%	42%
Total Satisfied	89%	91%
Somewhat dissatisfied	9%	6%
Very dissatisfied	0%	3%
Total Dissatisfied	9%	9%
Don't know	2%	NA

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Advocacy and legislative representation is the most common reason agencies are members.

In your own words, why is your agency a member of ACWA? (Open-ended)

Reason	Percentage
Advocacy/legislative representation/water rights	43%
Networking and relationship-building	35%
Insurance and JPIA services	31%
Training and professional development	14%
Information sharing and industry updates	10%
General value of membership/reputation	8%
Support for member agencies and resources	5%
Conferences, events, and annual meetings	3%
No answer/Unclear	5%

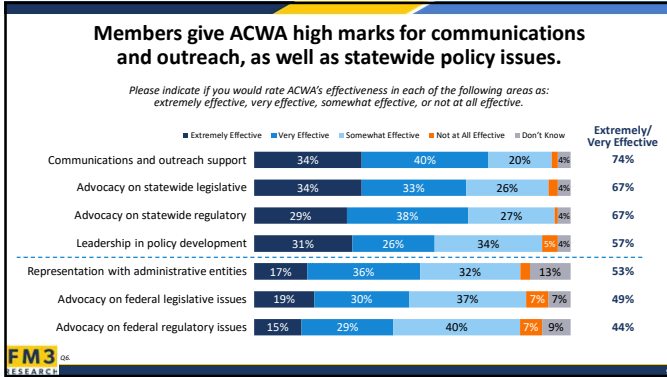
Networking, legislative representation, committee.

JPIA eligibility and access to legislative advocacy and information.

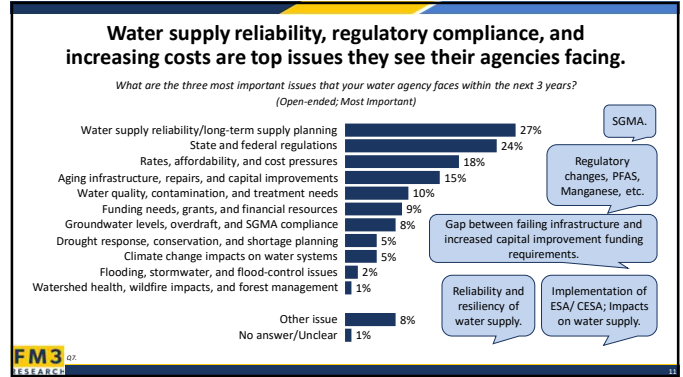
We are a small agency and don't have the budget or staff for lobbying, ACWA does that for us. We are also a member of the ACWA/JPIA which is very valuable.

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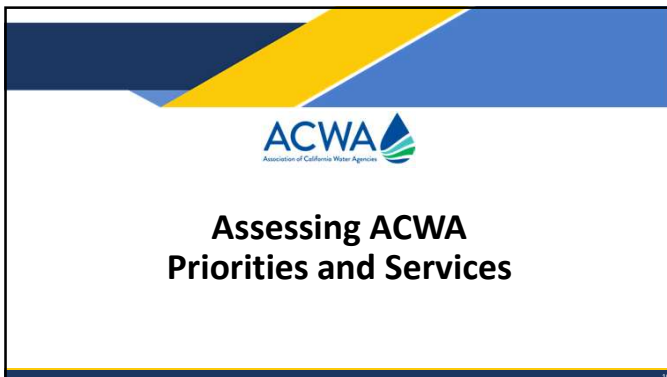
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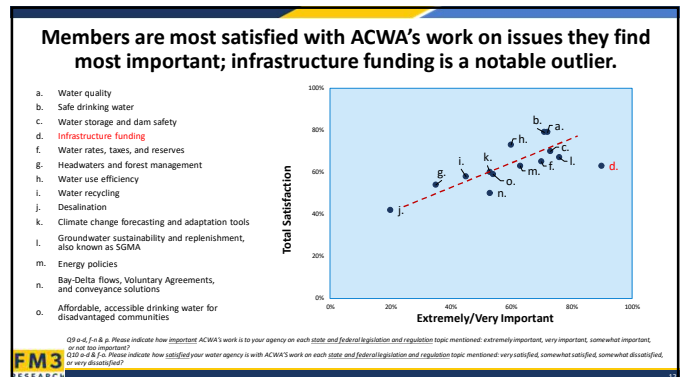
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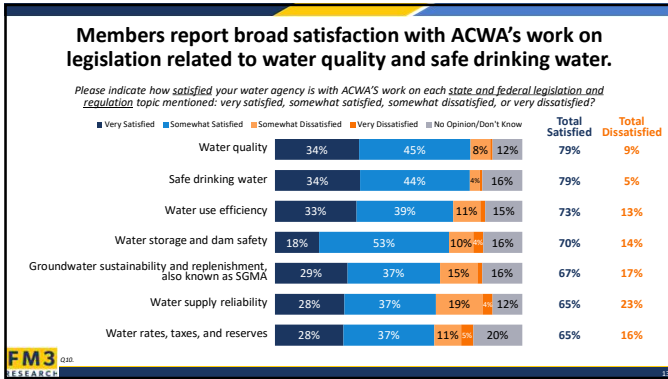
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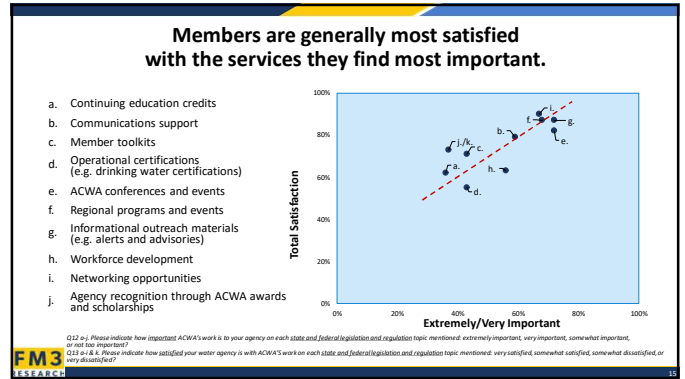
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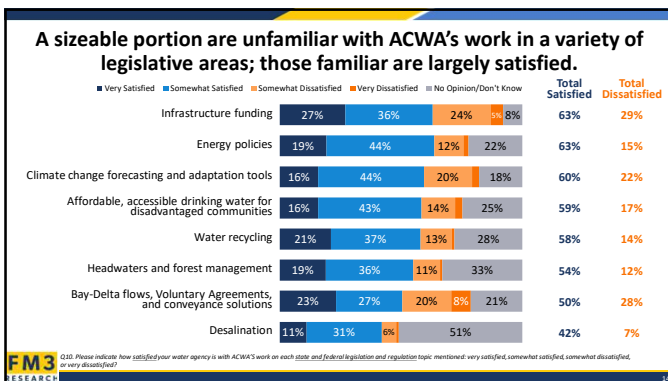
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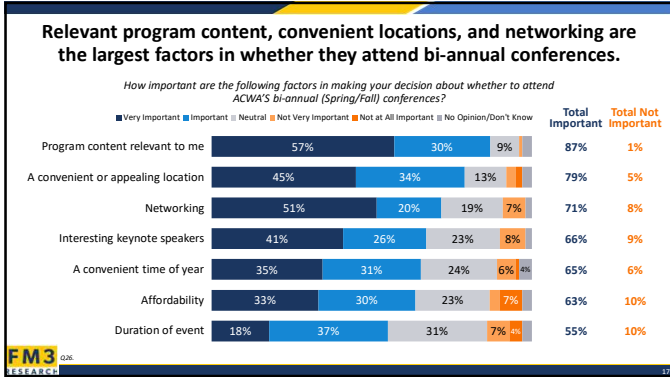
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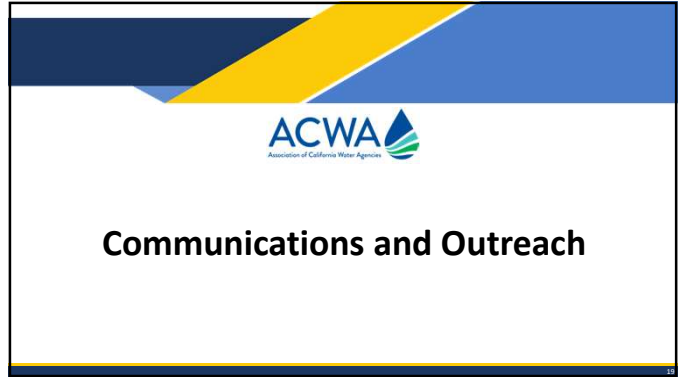
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ACWA Membership Programs and Services

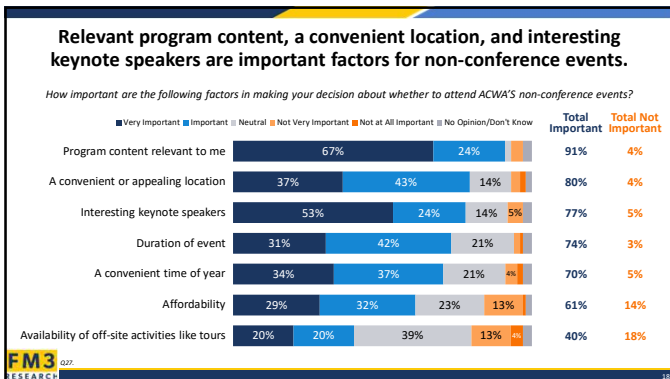
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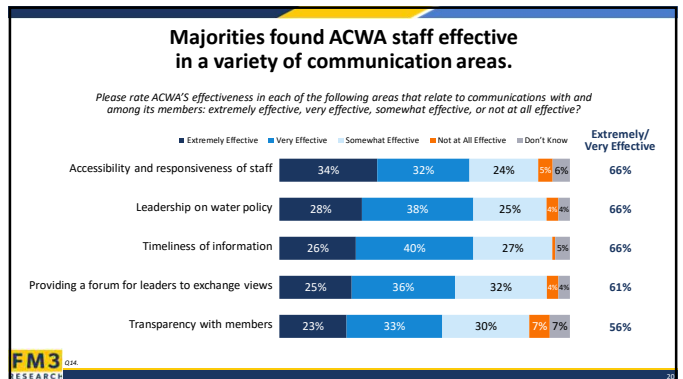
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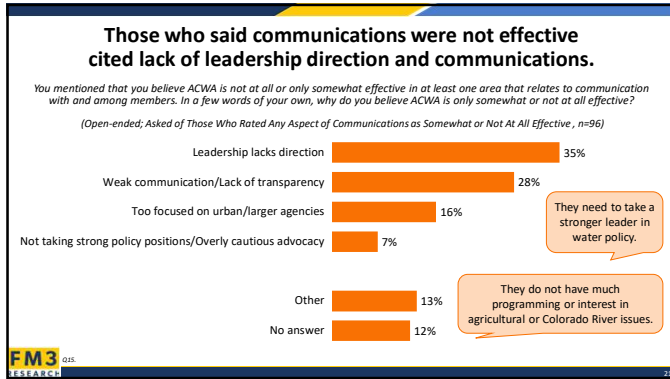
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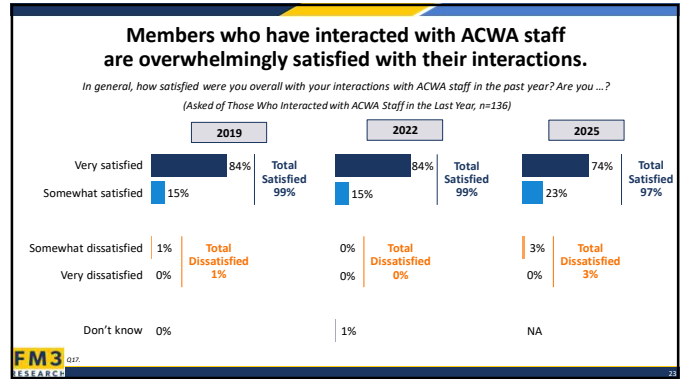
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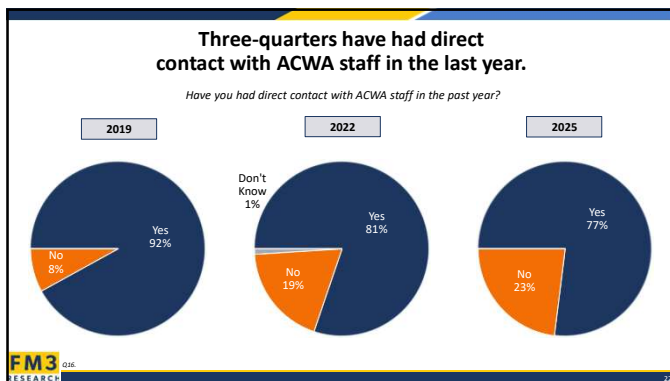
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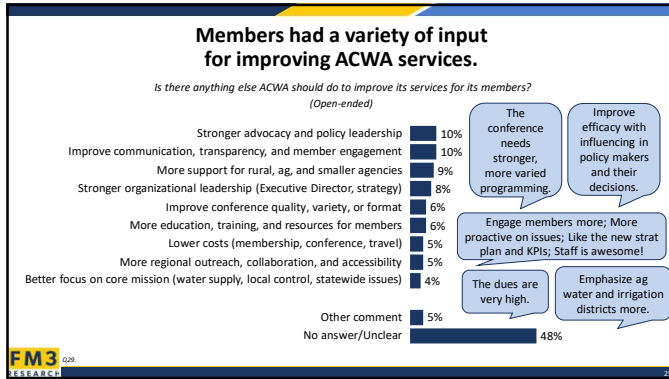


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Final Thoughts

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ACWA Priorities and Services

- Members continue to be broadly satisfied with ACWA and see their ACWA memberships as providing good value.
- Legislative advocacy, networking opportunities, and insurance and JPIA services and are most popular reasons for being part of ACWA.
- They are broadly satisfied with ACWA's statewide policy advocacy, but there is growing dissatisfaction with its federal advocacy.
- Members highly value ACWA's work on infrastructure funding, water rights, and SGMA, as well as its conferences, events, and outreach.
- They are especially satisfied ACWA's regulatory work water quality, safe drinking water, and efficient water use.

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Takeaways

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Membership Programs and Engagement

- Interest in events is driven by having relevant content, a convenient location, and networking opportunities.
- Policy-focused program content is of most usefulness to members.
- Members are overwhelmingly satisfied with their interactions with staff.
- ACWA communications remain highly useful to members, with Outreach alerts and advisories, as well as annual legislation summaries being of most value.
- ACWA News' digital readership has increased since 2022.

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Items for Potential Focus

- Water supply reliability, regulatory compliance, and increasing costs are members' top anticipated issues in the next three years.
- There is a growing desire for firmer policy direction and stances from ACWA leadership, as well as more transparency in communications.
- A handful of members from smaller and agricultural agencies report not receiving relevant support for their areas of work.
- Members report lower satisfaction with work on infrastructure funding and water supply reliability than in 2022.



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Curt Below
Curt@FM3research.com

Miranda Everitt
Miranda@FM3research.com

Denny Han
Denny@FM3research.com

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