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Kearns Improvement District Receives National Communications Award for "We Care" Approach

KEARNS, Utah — Kearns Improvement District (KID) has received national recognition from the American Water Works Association (AWWA), earning the **2026 Public Communications Achievement Award** for organizations serving between 5,000 and 25,000 service connections.

The award recognizes KID's authentic "**We Care**" approach to communication—an initiative that has transformed how the District connects with employees, customers, community members, and stakeholders.

In presenting the award, AWWA noted that unlike many communications programs supported by outside consultants or significant marketing budgets, KID's efforts were developed as a grassroots initiative driven by the District's own employees and leadership. The result is a communications strategy centered on building trust, strengthening relationships, and demonstrating genuine care through every interaction.

"Our communications philosophy is simple," said F. Greg Anderson, P.E., General Manager of Kearns Improvement District. "We believe that when people know you genuinely care about them, trust follows. This recognition validates the culture we've worked hard to build and the promise we make every day to our customers, employees, and community."

Since adopting its "We Care" philosophy, KID has expanded community engagement through transparent communication, educational outreach, social media, public events, employee engagement initiatives, and partnerships with local organizations. Every effort is guided by one organizational promise: **That our customers, our employees, and our community KNOW THAT WE CARE!**

While attending the AWWA Annual Conference and Exposition (ACE) in Washington, D.C., KID representatives also met with the offices of Senator John Curtis and Representative Burgess Owens. Accompanied by the District's ambassadors, Promise and Care, the team discussed issues affecting the Kearns community and highlighted the challenges facing water and wastewater utilities, including infrastructure investment, regulatory requirements, water conservation, and the long-term sustainability of public utility services.

These meetings provided an opportunity to advocate for policies that support reliable and affordable water and sewer services while sharing the unique needs of the communities KID serves.

"This award represents much more than effective communication," Anderson added. "It reflects our employees' commitment to service, our Board's vision, and our community's trust. We are honored to receive this recognition and remain dedicated to ensuring every customer knows that we care."

Receiving this national award reinforces KID's commitment to innovation, transparency, and meaningful community engagement while continuing to provide safe, reliable drinking water and wastewater services to the residents of Kearns.

For more information about this award, please contact me: ganderson@KIDWater4UT.gov

F. Greg Anderson.

F. Greg Anderson, P.E. – General Manager/CEO
Kearns Improvement District