

2026 Municipal Authority Community Engagement Awards

Presented annually to PMAA member authorities who use good management practices, innovative approaches to challenges, and a comprehensive approach to community engagement to demonstrate the value of their authority.

Electronic Communications

Electronic materials such as social media campaigns, websites, webinars, e-newsletters, etc.

Winner – Washington-East Washington Joint Authority

Project: New website design grounded in research and key user needs. Features include a modern visual identity alongside structured, rewritten content that improves search visibility and makes complex topics easier to understand while fostering ongoing engagement, transparency, and community trust.

Community Events

Community programs or events such as festivals, educational events, other special events, etc.

Winner – Lehigh County Authority

Project: Expanded community engagement for lead service line replacement through presence at community events with an approach focused on education, transparency, and real-time problem-solving resulting in greater confidence among customers and reinforced trust in Lehigh County Authority's commitment to public health.

Partnerships

Efforts conducted in coordination with local, state or national groups or associations, or programs or events with government entities, local legislators or other public audiences.

Winner – Multi-Authority Internship Program (North Wales Water Authority, North Penn Water Authority, Montgomery Township Municipal Sewer Authority, Chalfont-New Britain Township Sewer Authority, Northampton Bucks County Municipal Authority, and Warminster Municipal Authority)

Project: Collaborative regional workforce development initiative to introduce students and young professionals to meaningful public utility careers while building a sustainable workforce pipeline for the future.

Electronic/Print Communications

Electronic materials such as social media campaigns, websites, webinars, e-newsletters, etc. (Printed materials such as annual reports, brochures, calendars, posters, bill stuffers, newsletters, magazines, editorials or feature articles, or white papers.)

Winner – Cumberland Township Authority

Project: A coordinated engagement strategy built on two core tools: a quarterly print newsletter (also available online) delivering structured content on system education, projects, billing, conservation efforts, and community highlights, and, a consistently updated website designed to help customers and the broader community better understand operational priorities, project updates, and complex wastewater topics through clear, accessible, and engaging content that resonated with their community.

Best In Show

Engagements that cross multiple categories and stand out as the best example of a comprehensive community engagement initiative.

Winner – Erie Water Works

Project: TAP814, refillable drinking water fountains in public spaces, is a community-wide initiative to raise awareness about the benefits of tap water and promote the use of refillable water bottles to avoid the environmental and health consequences of bottled water.