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New VP Oversees Aqua Customer Experience

Parisi brings customer service, integrations leadership to key position

BRYN MAWR, Pa.--(BUSINESS WIRE)-- Aqua America is kicking off October's National Customer Service Week a little early this year with the appointment of Georgetta Parisi as its new vice president of customer operations, according to Susan Haindl, senior vice president and chief administrative officer.

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Parisi, who reports to Haindl, is responsible for heading up the company's multiple customer operations functions including the call center; state coordination, quality and process improvement; billing, cash applications and collections; and rates and analytics organizations.

"Georgetta will be a tremendous leader for Aqua's customer operations," said Haindl. "She has a unique combination of experience with customer operations, integrations and human resources that will elevate our customer service efforts, and will further support our outstanding Aqua customer operations team."

Prior to joining Aqua, Parisi served in several customer service roles at Iron Mountain, most recently as vice president of customer integration. In that position, she provided strategic leadership and oversight of communications, onboarding and integration of large acquisitions, most recently leading the integration of Recall with Iron Mountain. She has also held senior human resources and operations roles at CertainTeed Corporation and The BISYS group, where she sat on global integration and acquisition integration teams.

Parisi holds a bachelor's degree in finance and economics from Fairleigh Dickinson University and an MBA from LaSalle 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, or follow Aqua on

Georgetta Parisi is Aqua America's vice president of customer operations. (Photo: Business Wire)

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