

# Charles V. Firlotte

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Charles “Chuck” Firlotte is President and Chief Executive Officer of Aquarion Company, the seventh largest investor-owned water utility in the USA, serving three northeastern states of Connecticut, Massachusetts, and New Hampshire. Chuck has lived and worked in his native Canada, the U.S., and the United Kingdom, and has had extensive exposure to environmental issues in China, having served on the Board of a Beijing-based equipment technology supplier to the clean and waste water industry in that country. He is past president of the National Association of Water Companies, based in Washington, D.C. In 2011 he was featured in the book titled “Leadership in the Age of Crisis” by David Levick (with Charles Slack and forward by Steve Forbes). In a chapter quoting Firlotte with “The world belongs to those who show up,” the authors illustrate his visionary work in dealing with and influencing political and legislative leadership toward building and sustaining world class water systems.

Under his leadership, Aquarion Company has led all regulated utilities in the State of Connecticut in customer service for five successive years, and in late 2011 Hearst Newspapers identified Aquarion as number two in “Top Places to Work.” He also led Aquarion in achieving the Connecticut Quality Improvement Award, the state equivalent of the prestigious national Baldrige award for excellence in efficiency and service delivery.

Known for his visionary and strategic skills, Chuck is a frequent speaker on the role of technology as a key enabler of operational efficiency and on the critical need for infrastructure investment in the U.S. and Canada. He has also served in a leadership capacity on a number of not-for-profit boards, including the Connecticut Business and Industry Association (CBIA), the Bridgeport Regional Business Council, and the National Association of Corporate Directors.