



## GREENFIELD WATER UTILITY

451 Meek Street  
Greenfield, Indiana 46140  
[www.greenfieldin.org](http://www.greenfieldin.org)  
Phone: (317) 477-4350

14 April 2026

Mayor Guy Titus  
Board of Works and Public Safety  
10 South State St.  
Greenfield, IN 46140

Re: INAWWA Bonna Burns Award Presentation

Mr. Mayor and Board members,

At the annual Indiana Section American Water Works Association, members of the section are presented with awards to recognize the dedication and hard work that is at the heart of providing safe reliable drinking water for the public. For this year's award "for achieving the highest professional standards in preparing and maintaining systematic financial records for a water and/or wastewater utility and consistently meeting the administrative reporting requirements of the Indiana Utility Regulatory Commission and State Board of Accounts."

I am proud to say that Emily Ewing for her outstanding commitment to customer service, administrative expertise and dedication to community was selected by the INAWWA Section for the 2026 Bonna Burns Award

To present Mrs. Ewing with her award, Monique Riggs who is the Executive Director for INAWWA and Awards Committee Chair Jeff Cunningham and INAWWA Chair Chris Johnsen.

Please join me in congratulating Mrs. Ewing on this achievement.

Respectfully,

A handwritten signature in black ink, appearing to read "Charles Gill".

Charles Gill  
Manager  
Water Utility

cc: Jane Webb, Utility Coordinator  
Mitch Ripley, Human Resources

*451 Meek Street: Greenfield, Indiana 46140  
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23 January 2026

Awards Committee  
INAWWA

Re: 2026 Bonna Burns Award

I would like to nominate Mrs. Emily Ewing for the 2026 Bonna Burns Award. Emily has been with Greenfield Water Utility for 7 years and is a critical member of the administration team for the Utility. She is the primary face and voice of information for our ratepayers, internal customers, and the utility team. Mrs. Ewing prides herself on providing professional and effective customer service for all residents of our water service territory. Her ability to help customers diagnose water leaks, address billing concerns, and provide the best solutions for customer inquiries in often challenging situations is above and beyond what is required of her each day.

In addition to her administrative duties that include outstanding customer service, she serves as an advocate for the utility operators with our internal wellness team. This includes training to identify stresses and challenges with the mental health of our operators and the ability to provide the best possible resources to help keep our employees in the best possible mindset to approach their jobs safely each day. Mrs. Ewing also handles our work management system and directs work order tasks to personnel that allows the Utility to be able to respond to customer needs very quickly. Additionally, she processes customer invoices for our bulk water program while assisting me to manage the utility annual budget expenditures.

Mrs. Ewing has been and continues to be a critical team member in our lead and copper service line inventory process. Through an understanding of the needs and requirements of a nearly constantly evolving regulation, she took on the challenge as working partner with our GIS and field personnel to update service line records, that for large portions of the City, were unknown to the Utility. Thanks to her efforts in concert with our customer billing team, we were able to organize and submit our inventory ahead of the deadline date. She was also the key person in preparing and sending the service line material notification letters out to our residents well ahead of the required deadline. And as a final highlight of her excellent service to the community of Greenfield, she designed and directed the creation of our award-winning Parade of Lights and our Community Trunk or Treat outreach entries.

She takes great pride in her work and exemplifies what it means to be an outstanding customer service professional, and this is why I feel that she should be recognized as a Bonna Burns Awardee.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Charles Gill".

Charles Gill  
Manager  
Water Utility

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