

Central States Water Resources Promotes Aaron Silas to Vice President, Customer Experience and Regulatory Operations

Expanded leadership role reflects the company's focus on aligning regulatory strategy, customer service and operational execution

ST. LOUIS, MO, UNITED STATES, August 24, 2026 /EINPresswire.com/ -- [Central States Water](#)

[Resources](#) (CSWR), 10th largest investor-owned water and wastewater utility in the United States and largest owner and operator of domestic wastewater treatment systems, today announced the promotion of Aaron Silas to Vice President, Customer Experience and Regulatory Operations. The promotion recognizes his leadership and contributions as the company continues to grow and evolve.

“

Aaron has really evolved as a leader alongside CSWR,” Cox said. “He understands where we’ve been, where we’re going and what it takes to keep improving as we serve more customers and communities.”

Josiah Cox, President and Founder of CSWR

Since joining CSWR in 2019, Silas has held roles of increasing responsibility across business analysis, regulatory operations, strategic communications and customer experience. He has helped lead regulatory

efforts supporting CSWR's expansion into new states and jurisdictions while advancing systems and processes that strengthen operational efficiency and customer service.

“Aaron understands how regulatory strategy, operations and customer experience intersect,” said Josiah Cox, President and Founder of CSWR. “His leadership has helped us build the teams, systems and processes we need to operate more efficiently, scale responsibly and better serve our customers.”

Most recently, Silas oversaw the creation of CSWR's Work Order Team, in-house, and the upgrade of its customer service call center, strengthening coordination between customers, customer field service, and field operations. These initiatives are helping CSWR increase efficiency, support continued growth and ultimately improve every interaction customers have with the company.

“I’m grateful for the opportunity to continue leading this work and for the teams behind it,” said

Silas. “I’m proud of what we’ve built together and excited about what we can accomplish next.”

Silas earned a Master of Business Administration from Southern Illinois University Edwardsville and has represented CSWR in industry panel discussions on utility acquisitions, infrastructure investment and emerging water technologies.

“Aaron has really evolved as a leader alongside CSWR,” Cox added. “He understands where we’ve been, where we’re going and what it takes to keep improving as we serve more customers and communities.”

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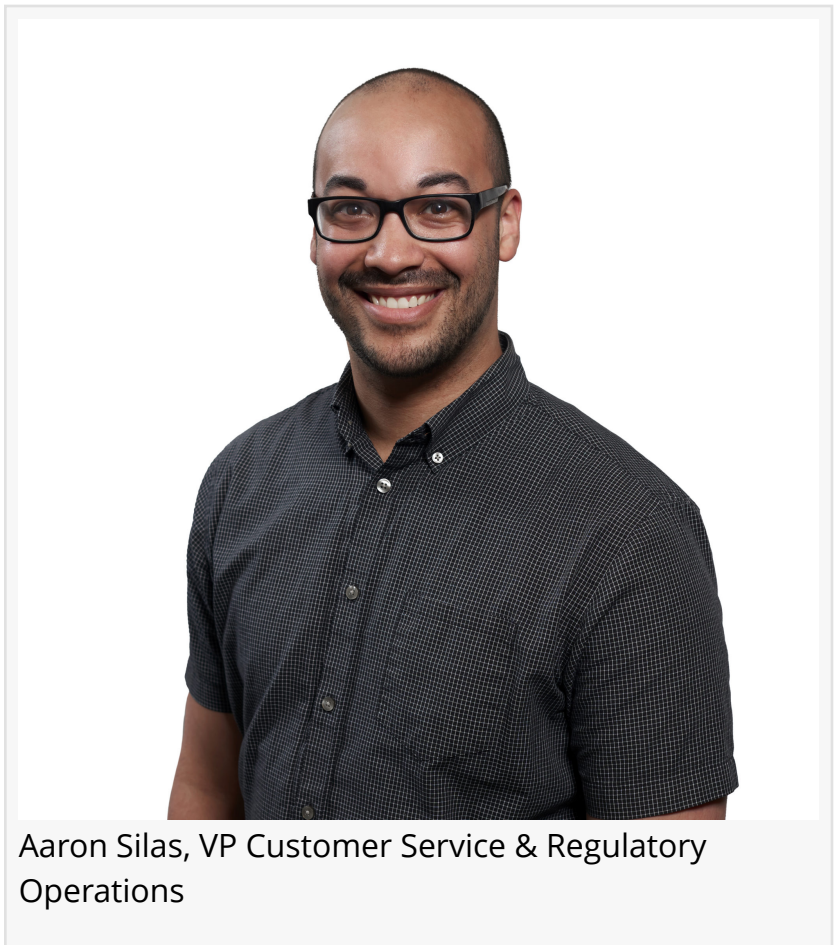
Founded in 2014, Central States Water Resources (CSWR) is one of the fastest-growing investor-owned water and wastewater utilities in the United States. The company acquires, owns, and operates water and wastewater systems, providing the capital investment, operational expertise, and long-term stewardship needed to revitalize essential infrastructure in communities across the country.

Today, CSWR owns and operates more than 1,000 regulated systems serving nearly 500,000 customers across Arizona, Arkansas, Florida, Kentucky, Louisiana, Mississippi, Missouri, North Carolina, South Carolina, Tennessee, and Texas. The company ranks as the 10th largest investor-owned water and wastewater utility in the United States, the nation’s largest owner and operator of domestic wastewater treatment systems and has been the industry’s most active acquirer since 2019, completing more acquisitions than the next five investor-owned utilities combined.

Through disciplined investment, operational excellence, technological innovation, and strong regulatory partnerships, CSWR is building resilient water and wastewater systems that protect public health, safeguard the environment, and create long-term value for the communities it serves.

Learn more at CentralStatesWaterResources.com

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