


How to Read Your Bill

We recently introduced a redesigned, easy-to-read bill. Below is a guide to the bill's new features.



1 Service To:

Aqua Illinois, Inc.
762 W. Lancaster Avenue
Bryn Mawr, PA 19010-3489

3 Toll Free: **877.987.2782**
Fax: **866.780.8292**
www.aquaamerica.com

2 Account Number
00000000 0000000
VERMILION (DANVILLE #71F10)
1240400 PWSID # IL1835120

Questions about your water service?... Contact us before the due date.

Bill Date **May 08, 2015** Total Amount Due **\$ 71.55** Current Charges Due Date **June 01, 2015**

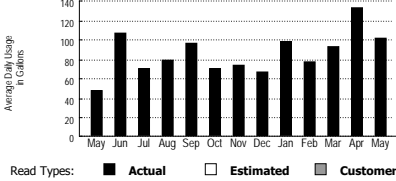
4 **Meter Data**

Meter	Size	Billing Period	Days	Read Type	Meter Readings	Usage	Units
00059216	1"	05/05/15	29	Actual	95100	400	Cubic Feet
		04/06/15		Actual	94700		
Average Daily Usage = 13 Cubic Feet		Total Days: 29		Total Usage:		400	Cubic Feet
1 CF equals 7.4805 gallons							

5 **Billing Detail**

Amount Owed from Last Bill	\$ 76.69
Total Payments Received	76.69
Remaining Balance	0.00
Customer Charge	33.15
2,992 gallons @ \$0.0065394 per gallon	19.57
Total Water Charges	52.72
Fire Protection Charge	15.35
Infrastructure Surcharge	3.41
Icc Tax	0.07
Amount Due	\$ 71.55

6 **Water Usage History**



Read Types: ■ Actual □ Estimated ▒ Customer

7 **Message Center** (see reverse side for other information)

- Would you like to quickly and easily learn important information about your water? Please let us know how you want to be contacted via our new automated notification system by clicking on the WaterSmart Alerts button at www.aquaamerica.com.
- The due date refers to current charges and any deferred payment amount only. If you do not pay your bill on time, your service could be subject to interruption. To ensure proper credit, please remember to provide your full 16-digit account number when paying your bill.

Keep top portion for your records. Return this portion with your payment.

AQUA Water Bill
Aqua Illinois, Inc.
762 W. Lancaster Avenue • Bryn Mawr, PA 19010-3489

PLEASE DO NOT REMIT PAYMENT TO THE ABOVE ADDRESS

Cyc=24D5 1up=1585830 Seq=44914

Account Number - Please print on your check
00000000 0000000

Amount Due **\$ 71.55** Current Charges Due Date **June 01, 2015**

Amount Enclosed

\$.

Please make check payable to
Aqua IL
MAIL TO ADDRESS ON BACK OF THIS STUB

0014692171063884000000071558

- 1. Service address** - The property for which the water service has been provided.
- 2. Account number** - This is a new account number that identifies your billing and your service account with the water company. Additionally, your new account number will allow you to access automated account information when calling customer service. If you are currently making payments through an online banking service it is important that you update your account information to ensure no delay in processing your payment information.
- 3. How to reach us** - Customer service mailing address, phone and fax numbers and e-mail address.
- 4. Usage data** - Includes your water meter's identification number and size, the dates of your billing period and the amount of water that was metered during the billing period.
- 5. Bill calculation** - Shows minimum charge/minimum allowance, usage calculation, any applicable surcharges and total charges for the current billing period. The minimum charge is not a new or additional charge. The amount was previously included in your "first block" charge.
- 6. Water use history chart** - Provides a 13-month usage history for customers who are billed monthly or bi-monthly, and a 15-month chart for customers who are billed quarterly.
- 7. Message center** - Provides important information about your service.
- 8. Payment coupon** - Return this portion with your bill payment.
- 9. Due date** - Date your payment is due.

Important Customer Information

Toll Free: 877.987.2782 Fax: 866.780.8292

After Hour Emergency Number: Toll Free: 877.987.2782

www.aquaamerica.com

Office Information:
Aqua ILLINOIS, INC.

Kankakee Office
1000 S. Schuyler Avenue
Kankakee, IL 60901

Vermilion Office
322 N. Gilbert Street
Danville, Illinois 61832

Lake County Office
316 S. Main Street
Wauconda, IL 60084

Aqua Illinois is an Aqua America (NYSE:WTR). For more information, visit our website at: www.aquaininois.com

Please notify our office immediately upon change of occupancy, ownership or mailing address, as the customer is responsible for all charges until we are notified.

Applicable rates, rules and regulations under which service is furnished are on file at the office address listed above. Copies may be obtained upon request.

We welcome the opportunity to work with you and attempt to resolve any concern that you may have. If you are not satisfied with our response to your inquiry, you have the option of contacting the **Illinois Commerce Commission**. More information concerning Commission rules and your rights is available by contacting the Illinois Commerce Commission Consumer Services Division at:

Web site: www.icc.illinois.gov
E-mail: consumers@icc.illinois.gov
Phone: 800.524.0795 or TTY: 800-858-9277
Mail: Illinois Commerce Commission
527 E. Capitol Ave.
Springfield, IL 62701

The property owner must keep the meter or remote device accessible for reading and inspection at all times. If we are unable to gain access to read the meter or remote device, the bill will be estimated for the billing period.

All water passing through the meter will be charged to the customer whether used, wasted or lost by leakage. Any meter damage through negligence of the customer will be repaired at the customer's expense.

The Customer Service Charge is charged every billing period and is based on the size of the meter. It recognizes two factors. First, that all customers place a potential demand on a water system that the utility must be ready to supply even if that customer is not using water now, or is intermittently using it.

Production, treatment and distribution capacities must be available to satisfy that potential demand. The second factor is to recognize that at least some of a utility's costs are going to occur regardless of the volume of water that is sold.

When an actual meter read cannot be made, an estimated reading is used for billing purposes. This estimate is based on your historical usage patterns. Any discrepancy with actual usage will be corrected with the next actual reading.

Residential sewer charges are based on metered water consumption in those cases where Aqua also bills the customer for water usage. Where Aqua does not bill the customer water usage, the residential bill will be applied on a flat rate basis. Commercial and Industrial sewer charges will also be based on metered water consumption, except in cases where the customer has installed a separate sewer effluent meter as approved by Aqua.

Aqua Illinois reserves the right to request a deposit from an applicant applying for water service. The amount of the deposit shall not be in excess of 1/3 of the estimated annual charges for service computed at the net rate for that class of service.

Public Fire Protection Charge - includes the costs to the utility for (1) the fire department's use of the utility's water distribution system, (2) the fire hydrants, their installation and maintenance, and (3) the cost of water used for fire protection service.

Payment Options
Aqua Illinois accepts the following payment options:
*PAY BY MAIL to: Aqua Illinois, Inc.
PO Box 1229
Newark, NJ 07101-1229

*PAY BY PHONE at 1-866-269-2906 24/7 for a fee to the customer.
*For a listing of local Western Union payment agencies, please visit us on our website www.aquaamerica.com

Free Payment Options
* ZIPCHECK- (Preferred) Automatic withdrawal of amount due from your bank account on the due date. For additional convenience sign up for WaterSmart e-Billing to receive your bill electronically.

*WaterSmart e-Billing: Switch to paperless billing today. Enjoy the convenience of viewing and paying your bill online. Visit us at www.aquaamerica.com to sign up today!

Service Termination
As a tenant in the State of Illinois if your utility service is terminated because the owner of the property failed to make payment for services rendered you have the right to seek legal counseling on options to have the services restored. You may call Prairie State Legal Services at the Illinois locations listed below:

Kankakee County
Telephone: (815) 935-2750

Will County
Telephone: (815) 727-5123

Lake County
Telephone: (847) 662-6925
TDD: (847) 662-4441

Dekalb County
Telephone: (630) 232-9415

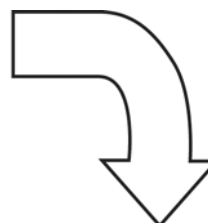
Boone County
Telephone: (815) 965-2902

Knox County
Telephone: (309)-343-2141

Return this portion with your payment. Keep top portion for your records.

Change of Name/Address

Insert this stub so that the name "Aqua Illinois" shows through the window of the payment envelope



Save a stamp.
Sign up for ebilling today!
www.aquaamerica.com

Aqua Illinois, Inc.
PO BOX 1229
NEWARK, NJ 07101-1229

