



## Illinois Application for Service Process

### Definition of Terms:

A **customer** is a person or business receiving utility service or transferring utility service of the same rate class and service type from one location to another.

An **applicant** is a person or business seeking to establish utility service as a new customer.

Customers and applicants must notify Aqua when they move in or out of a property. Aqua requests customers to give four days' notice. However, Aqua makes every effort to provide service to meet a customer's needs.

### Methods:

Call 877.987.2782 to speak with a customer service representative about starting service. You can also e-mail the required information to [CustServReply@AquaAmerica.com](mailto:CustServReply@AquaAmerica.com) or fax it to 866.780.8292.

### Information Required:

- A. Name(s) of person(s) responsible for the service or name of business and responsible contact person
- B. Two forms of identification. Please see the "Identification" section below for acceptable forms of identification.
- C. Tax identification number (commercial accounts only)
- D. The name of the authorized person (if the customer chooses, someone other than the customer who is authorized to speak with Aqua about the account)
- E. Whether the customer or applicant is buying or renting the home or business
- F. The date when responsibility for the service begins (settlement date or lease date)
- G. Service address
- H. Mailing address (if different than the service address)
- I. Contact phone number
- J. Preferred method of contact for emergencies: (optional)
  - Emergency phone number
  - Emergency text number
  - Emergency e-mail address



## Identification:

Aqua may require up to two forms of identification.

The first form of identification must be one of the following government-issued photo IDs:

- A state issued identification (e.g., a driver's license or state identification card)
- U.S. or foreign government issued passport
- Consular identification documents

The second form of identification may be any one of the following:

- A second government-issued photo ID
- Social security number
- Driver's license number
- Birth certificate
- Immigration and/or naturalization documents
- Student identification
- Banking information
- Employment records
- Government benefits/compensation records
- Tax ID Number
- Articles of incorporation
- Business license

## Requirements:

All information provided must be accurate and verifiable. Current Aqua residential and commercial customers of water or wastewater service must identify and pay any past-due bills according to the guidelines below before they can receive service at a new location.

A new customer or applicant might be required to provide lease or settlement papers or a current tax bill.

A customer who discontinues service and re-establishes service **at the same location** within six months of the date of service termination will be billed customer charges and public fire protection charges for the period of time during which service was discontinued. (ILL.C.C. No. 49, Section No. 1)

Someone 18 years of age or older must be at the property when Aqua turns on the water.

Aqua does not require a deposit for water or wastewater service at the time of a move-in.



**Timelines for Activation:**

Aqua will approve or deny a request for service within two business days and will notify the customer or applicant if service is denied. Aqua will provide service at the earliest possible date, but no more than four calendar days after the application is approved, unless the customer or applicant requests a later date.

If, through no fault of the customer, activation of the service is delayed for two or more calendar days beyond the agreed-upon activation date, Aqua will issue a credit to the customer's account equal to the monthly customer charge prorated by the number of days delayed, except for lack of access; damage or unsafe conditions at the property; or for unforeseen circumstances.