




With every drop comes a promise.


At Aqua Illinois, water quality and customer service are our highest priorities. Since acquiring the system in 2013, Aqua has invested approximately \$4.7 million in infrastructure and other water quality improvements — that’s approximately \$2,500 per household.

To pay for these improvements, Aqua has filed with the Illinois Commerce Commission (ICC) for a rate increase. If this rate is granted in full as filed, an average combined monthly residential water and wastewater bill (4,500 gallons) would increase by \$20.05, (\$0.67 per day) to \$140.97, including fire protection charges.

The following chart provides examples of typical household monthly water and wastewater usage and anticipated rate increases for Candlewick Lake customers.




Current				Proposed			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
1000	\$30.17	\$44.33	\$74.50	\$42.96	\$40.90	\$83.86	\$9.36	\$0.31	\$2.80	\$0.084
1300	\$31.73	\$46.75	\$78.48	\$45.48	\$43.28	\$88.76	\$10.28	\$0.34	\$2.96	\$0.068
2000	\$35.36	\$52.39	\$87.75	\$51.34	\$48.84	\$100.18	\$12.43	\$0.41	\$3.34	\$0.050



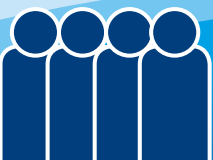
**Couple\***

Current				Proposed			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
2600	\$38.48	\$57.23	\$95.71	\$56.37	\$53.60	\$109.97	\$14.26	\$0.48	\$3.67	\$0.042
3000	\$40.56	\$60.46	\$101.02	\$59.72	\$56.78	\$116.50	\$15.48	\$0.52	\$3.88	\$0.039



**Family of Three\***

Current				Proposed			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
3900	\$45.24	\$67.72	\$112.96	\$67.26	\$63.92	\$131.18	\$18.22	\$0.61	\$4.37	\$0.034
4000	\$45.76	\$68.52	\$114.28	\$68.10	\$64.71	\$132.81	\$18.53	\$0.62	\$4.43	\$0.033
4500	\$48.36	\$72.56	\$120.92	\$72.29	\$68.68	\$140.97	\$20.05	\$0.67	\$4.70	\$0.031



**Family of Four\***

Current				Proposed			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
5000	\$50.96	\$76.59	\$127.55	\$76.48	\$72.65	\$149.13	\$21.58	\$0.72	\$4.97	\$0.030
5200	\$52.00	\$78.20	\$130.20	\$78.15	\$74.24	\$152.39	\$22.19	\$0.74	\$5.08	\$0.029

\* Based on 3.5 Population Equivalency per residential unit and an average of 4,500 gallons per residential unit with a 3/4" meter.  = typical usage

### For Our Wastewater Customers

Aqua is proposing a new method of calculating seasonal usage that will alleviate customers from paying wastewater charges for water that is used outside, eliminating the need for a separate meter.

# AQUA<sup>SM</sup>

## We're invested in you.

All system improvements will directly contribute to increased reliability and enhanced process improvements for water treatment and quality. Examples include:

### Water

- Replacement of deteriorated and undersized water mains to improve water quality, reliability, and pressure, and upgrade fire protection service.
- Fire protection improvements, including replacement of existing and addition of new fire hydrants to improve fire protection and ISO ratings, which could potentially lower homeowners insurance.
- Replacement of customer service lines from the water main to the property line to ensure reliability.
- Replacement and upgrade of old water meters with new radio frequency meters to ensure efficient and accurate bills based on actual usage instead of those based on estimates.
- Improvement of well pumps and equipment to increase reliability and sustainability.

### Wastewater

- Wastewater Treatment Facility improvements to increase redundancy and prevent service interruptions.
- Lift Station improvements to improve overall efficiency, reliability and compliance with IEPA standards, reduce issues caused by a power outage and improve response time.
- Overall systems improvements to improve reliability.
- Infiltration and Inflow reduction projects to identify and efficiently repair wastewater mains.
- Replacement and repair of damaged and leaking manholes.

*Aqua began as a small, family-oriented company and we have never forgotten those roots. Our employees care deeply about the people and communities we serve — every drop comes with a promise of quality and reliability.*



Sign up for **WaterSmart Alerts**, an automated customer notification program designed for quick, reliable communication about your water quality and service in case of a disruption.



Aqua's management and staff are always here to assist you.

If you have any questions, please contact Aqua Customer Service at 877.987.2782 or visit [AquaAmerica.com](http://AquaAmerica.com).