



With every drop comes a promise.

At Aqua Illinois, water quality and customer service are our highest priorities. Since 2013, Aqua has invested approximately \$1.6 million in infrastructure and other water quality improvements — that’s approximately \$12,600 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 monthly residential water bill (4,500 gallons) would increase by \$31.73, (\$1.06 per day) to \$72.29, including public fire protection charges.

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

Single Occupied Unit*



Current		Proposed Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water					
1000	\$22.37	\$42.96	\$20.59	\$0.69	\$1.43	\$0.043
1300	\$23.94	\$45.48	\$21.54	\$0.72	\$1.52	\$0.035
2000	\$27.57	\$51.34	\$23.77	\$0.79	\$1.71	\$0.026

Couple*



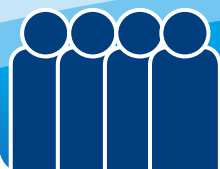
Current		Proposed Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water					
2600	\$30.69	\$56.37	\$25.68	\$0.86	\$1.88	\$0.022
3000	\$32.77	\$59.72	\$26.95	\$0.90	\$1.99	\$0.020

Family of Three*



Current		Proposed Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water					
3900	\$37.45	\$67.26	\$29.81	\$0.99	\$2.24	\$0.017
4000	\$37.97	\$68.10	\$30.13	\$1.00	\$2.27	\$0.017
4500	\$40.56	\$72.29	\$31.73	\$1.06	\$2.41	\$0.016

Family of Four*



Current		Proposed Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water					
5000	\$43.16	\$76.48	\$33.32	\$1.11	\$2.55	\$0.015
5200	\$44.21	\$78.15	\$33.94	\$1.13	\$2.61	\$0.015

* 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



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:

- ◆ Replacement of deteriorated and undersized water mains to improve water quality, reliability and pressure, and to increase fire protection service.
- ◆ Replacement of fire hydrants to improve maintenance capabilities.
- ◆ Replacement of customer service lines from the water main to the property line to ensure reliability.
- ◆ Replacement and upgrade of water meters with new radio frequency devices to ensure efficient and accurate bills based on actual usage instead of those based on estimates.
- ◆ Improvements to the well treatment facility and well pumps to increase reliability and sustainability.

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.