



With every drop comes a promise.

At Aqua Illinois, water quality and customer service are our highest priorities. Since 2011, Aqua has invested approximately \$3.5 million in infrastructure and other water quality improvements — that’s approximately \$4,700 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 \$16.77, (\$0.56 per day) to \$164.02, including fire protection charges.

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

Single Occupied Unit*



Gallons	Current			Proposed			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Water	Waste-water	Combined	Water	Waste-water	Combined				
1000	\$58.38	\$40.30	\$98.68	\$66.02	\$40.90	\$106.92	\$8.24	\$0.27	\$3.56	\$0.107
1300	\$60.34	\$42.50	\$102.84	\$68.53	\$43.28	\$111.81	\$8.97	\$0.30	\$3.73	\$0.086
2000	\$64.93	\$47.63	\$112.56	\$74.39	\$48.84	\$123.23	\$10.67	\$0.36	\$4.11	\$0.062

Couple*



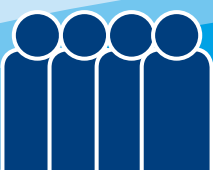
Gallons	Current			Proposed			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Water	Waste-water	Combined	Water	Waste-water	Combined				
2600	\$68.85	\$52.03	\$120.88	\$79.42	\$53.60	\$133.02	\$12.14	\$0.40	\$4.43	\$0.051
3000	\$71.47	\$54.96	\$126.43	\$82.77	\$56.78	\$139.55	\$13.12	\$0.44	\$4.65	\$0.047

Family of Three*



Gallons	Current			Proposed			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Water	Waste-water	Combined	Water	Waste-water	Combined				
3900	\$77.36	\$61.56	\$138.92	\$90.31	\$63.92	\$154.23	\$15.31	\$0.51	\$5.14	\$0.040
4000	\$78.02	\$62.30	\$140.32	\$91.15	\$64.71	\$155.86	\$15.54	\$0.52	\$5.20	\$0.039
4500	\$81.29	\$65.96	\$147.25	\$95.34	\$68.68	\$164.02	\$16.77	\$0.56	\$5.47	\$0.036

Family of Four*



Gallons	Current			Proposed			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Water	Waste-water	Combined	Water	Waste-water	Combined				
5000	\$84.57	\$69.63	\$154.20	\$99.53	\$72.65	\$172.18	\$17.98	\$0.60	\$5.74	\$0.034
5200	\$85.87	\$71.10	\$156.97	\$101.21	\$74.24	\$175.45	\$18.48	\$0.62	\$5.85	\$0.034

* Based on 3.5 Population Equivalency per residential unit and an average of 4,500 gallons per residential unit with a 1" 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.

AQUASM

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 fire hydrants to increase fire protection services.
- Well treatment improvements to increase reliability and sustainability.
- Supervisory Control and Data Acquisition (SCADA) improvement to provide treatment control and real time information.
- Other fire protection investments to improve service and ISO ratings, which could potentially lower homeowners insurance.
- The replacement and upgrade of water meters, including the addition of new radio frequency devices to ensure reliability and to determine actual usage versus estimated readings.

Wastewater

- Wastewater Treatment Facility improvements to increase redundancy and prevent service interruptions, and enhancements to the building and grounds.
- Lift Stations 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, including collection system enhancements, addition of vehicles and other equipment to improve reliability.

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.