



With every drop comes a promise.

At Aqua Illinois, water quality and customer service are our highest priorities. Since 2013, Aqua has invested over \$560,000 in infrastructure and other water quality improvements — that’s approximately \$1,200 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 \$22.50, (\$0.75 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 Ivanhoe customers.

Single Occupied Unit*



Current				Proposed			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
1000	\$52.64	\$40.30	\$92.94	\$66.02	\$40.90	\$106.92	\$13.98	\$0.47	\$3.56	\$0.107
1300	\$54.60	\$42.50	\$97.10	\$68.53	\$43.28	\$111.81	\$14.71	\$0.49	\$3.73	\$0.086
2000	\$59.19	\$47.63	\$106.82	\$74.39	\$48.84	\$123.23	\$16.41	\$0.55	\$4.11	\$0.062

Couple*



Current				Proposed			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
2600	\$63.11	\$52.03	\$115.14	\$79.42	\$53.60	\$133.02	\$17.88	\$0.60	\$4.43	\$0.051
3000	\$65.74	\$54.96	\$120.70	\$82.77	\$56.78	\$139.55	\$18.85	\$0.63	\$4.65	\$0.047

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	\$71.62	\$61.56	\$133.18	\$90.31	\$63.92	\$154.23	\$21.05	\$0.70	\$5.14	\$0.040
4000	\$72.28	\$62.30	\$134.58	\$91.15	\$64.71	\$155.86	\$21.28	\$0.71	\$5.20	\$0.039
4500	\$75.56	\$65.96	\$141.52	\$95.34	\$68.68	\$164.02	\$22.50	\$0.75	\$5.47	\$0.036

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	\$78.83	\$69.63	\$148.46	\$99.53	\$72.65	\$172.18	\$23.72	\$0.79	\$5.74	\$0.034
5200	\$80.13	\$71.10	\$151.23	\$101.21	\$74.24	\$175.45	\$24.22	\$0.81	\$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

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

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 to improve reliability and reduce service interruptions.

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.