



With every drop comes a promise.

At Aqua Illinois, water quality and customer service are our highest priorities. Since 2013, Aqua has invested approximately \$2.8 million in infrastructure and other water quality improvements — that’s approximately \$2,100 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 \$12.22, (\$0.41 per day) to \$60.76, including fire protection charges.

According to the International Bottled Water Association, the average wholesale cost of domestic non-sparkling bottled water is \$1.20 per gallon, while the average cost of Aqua drinking water is \$0.01 per gallon, based on meter size.

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

Single Occupied Unit*



Current		Proposed Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water					
1000	\$23.45	\$31.43	\$7.98	\$0.27	\$1.05	\$0.031
1300	\$25.60	\$33.94	\$8.34	\$0.28	\$1.13	\$0.026
2000	\$30.62	\$39.81	\$9.19	\$0.31	\$1.33	\$0.020

Couple*



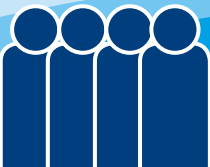
Current		Proposed Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water					
2600	\$34.92	\$44.84	\$9.92	\$0.33	\$1.49	\$0.017
3000	\$37.79	\$48.19	\$10.40	\$0.35	\$1.61	\$0.016

Family of Three*



Current		Proposed Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water					
3900	\$44.23	\$55.73	\$11.50	\$0.38	\$1.86	\$0.014
4000	\$44.95	\$56.57	\$11.62	\$0.39	\$1.89	\$0.014
4500	\$48.54	\$60.76	\$12.22	\$0.41	\$2.03	\$0.014

Family of Four*



Current		Proposed Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water					
5000	\$52.12	\$64.94	\$12.82	\$0.43	\$2.16	\$0.013
5200	\$53.55	\$66.62	\$13.07	\$0.44	\$2.22	\$0.013

* Based on 3.5 Population Equivalency per residential unit and an average of 4,500 gallons per residential unit with a 5/8" meter. = typical usage

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:

- Replacement of deteriorated and undersized water mains to improve water quality, reliability and pressure, and increase fire protection service.
- Grid reinforcements to provide added system pressure and better fire flows, and eliminate bottlenecks that limit water flow.
- Replacement of fire hydrants to increase fire protection service.
- 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 McHenry Shores water treatment facility to improve water quality.
- Field equipment upgrades to improve customer service.

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.