



With every drop comes a promise.

At Aqua Illinois, water quality and customer service are our highest priorities. Since 2013, Aqua has invested approximately \$275,000 in infrastructure and other water quality improvements — that’s approximately \$1,600 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 \$54.08, (\$1.80 per day) to \$72.29.

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

Single Occupied Unit*



Current		Proposed Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water					
1000	\$10.74	\$42.96	\$32.22	\$1.07	\$1.43	\$0.043
1300	\$11.38	\$45.48	\$34.10	\$1.14	\$1.52	\$0.035
2000	\$12.87	\$51.34	\$38.47	\$1.28	\$1.71	\$0.026

Couple*



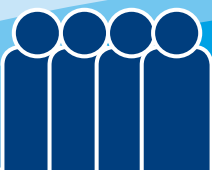
Current		Proposed Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water					
2600	\$14.15	\$56.37	\$42.22	\$1.41	\$1.88	\$0.022
3000	\$15.00	\$59.72	\$44.72	\$1.49	\$1.99	\$0.020

Family of Three*



Current		Proposed Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water					
3900	\$16.93	\$67.26	\$50.33	\$1.68	\$2.24	\$0.017
4000	\$17.14	\$68.10	\$50.96	\$1.70	\$2.27	\$0.017
4500	\$18.21	\$72.29	\$54.08	\$1.80	\$2.41	\$0.016

Family of Four*



Current		Proposed Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water					
5000	\$19.27	\$76.48	\$57.21	\$1.91	\$2.55	\$0.015
5200	\$19.70	\$78.15	\$58.45	\$1.95	\$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

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 water mains to improve water quality, reliability, and pressure.
- 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 of aged water meters, including the addition of new radio frequency devices to ensure reliability and to determine actual usage versus estimated readings.

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.