



With every drop comes a promise.


At Aqua Illinois, water quality and customer service are our highest priorities. Since 2013, Aqua has invested approximately \$740,000 in infrastructure and other water quality improvements — that’s approximately \$1,000 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 for Oak Run customers, an average monthly residential water bill (4,500 gallons) would decrease by \$0.71, (\$0.02 per day) to \$60.76, including public 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 impacts for Oak Run customers.

**Single Occupied Unit\***




Current		Proposed Water	Monthly Impact	Per Day Impact	Total \$ Per Day	Price Per Gallon
Gallons	Water					
1000	\$36.39	\$31.43	-\$4.96	-\$0.17	\$1.05	\$0.031
1300	\$38.54	\$33.94	-\$4.60	-\$0.15	\$1.13	\$0.026
2000	\$43.55	\$39.81	-\$3.74	-\$0.12	\$1.33	\$0.020

**Couple\***



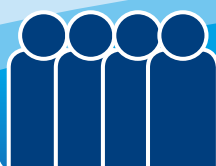
Current		Proposed Water	Monthly Impact	Per Day Impact	Total \$ Per Day	Price Per Gallon
Gallons	Water					
2600	\$47.85	\$44.84	-\$3.01	-\$0.10	\$1.49	\$0.017
3000	\$50.72	\$48.19	-\$2.53	-\$0.08	\$1.61	\$0.016

**Family of Three\***



Current		Proposed Water	Monthly Impact	Per Day Impact	Total \$ Per Day	Price Per Gallon
Gallons	Water					
3900	\$57.17	\$55.73	-\$1.44	-\$0.05	\$1.86	\$0.014
4000	\$57.89	\$56.57	-\$1.32	-\$0.04	\$1.89	\$0.014
4500	\$61.47	\$60.76	-\$0.71	-\$0.02	\$2.03	\$0.014

**Family of Four\***



Current		Proposed Water	Monthly Impact	Per Day Impact	Total \$ Per Day	Price Per Gallon
Gallons	Water					
5000	\$65.06	\$64.94	-\$0.12	\$0.00	\$2.16	\$0.013
5200	\$66.48	\$66.62	\$0.14	\$0.00	\$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



## 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 current and addition of new fire hydrants to increase fire protection service.
- ◆ Other investments in fire protection improvements to help our fire departments improve ISO ratings, which could potentially lower homeowners insurance.
- ◆ Replacement of customer service lines from the water main to the property line to ensure reliability.
- ◆ Updated water meters and reading equipment to provide customer usage information and help identify internal leaks and when they may have occurred.
- ◆ Water storage tank enhancements to improve water quality and aesthetics.
- ◆ Automatic hydrant flushing additions to improve water quality.

*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](http://AquaAmerica.com).