



With every drop comes a promise.

At Aqua Illinois, water quality and customer service are our highest priorities. Over the past five years, Aqua has extensively explored alternatives to address hard water and iron discoloration concerns within our Will County service area.

As a result, residents of Will County will soon benefit from the installation of a new pipeline designed to address hard water and iron discoloration concerns within the district.

The new pipeline will:

- Reduce iron in the water by 90%
- Reduce hardness by nearly 70%
- Increase water capacity that will support economic development opportunities and job growth

To pay for this and other improvements, Aqua has filed with the Illinois Commerce Commission (ICC) for a rate increase.

The following chart provides examples of typical household monthly water and wastewater usage and anticipated rate increases for Will County 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	\$22.47	\$39.36	\$61.83	\$31.43	\$40.90	\$72.33	\$10.50	\$0.35	\$2.41	\$0.072
1300	\$23.61	\$40.68	\$64.29	\$33.94	\$43.28	\$77.22	\$12.93	\$0.43	\$2.57	\$0.059
2000	\$26.26	\$43.75	\$70.01	\$39.81	\$48.84	\$88.65	\$18.64	\$0.62	\$2.96	\$0.044

Couple*



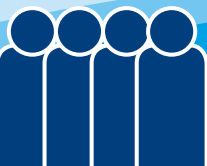
Current				Proposed			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
2600	\$28.54	\$46.39	\$74.93	\$44.84	\$53.60	\$98.44	\$23.51	\$0.78	\$3.28	\$0.038
3000	\$30.05	\$48.15	\$78.20	\$48.19	\$56.78	\$104.97	\$26.77	\$0.89	\$3.50	\$0.035

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	\$33.46	\$52.11	\$85.57	\$55.73	\$63.92	\$119.65	\$34.08	\$1.14	\$3.99	\$0.031
4000	\$33.84	\$52.55	\$86.39	\$56.57	\$64.71	\$121.28	\$34.89	\$1.16	\$4.04	\$0.030
4500	\$35.74	\$54.75	\$90.49	\$60.76	\$68.68	\$129.44	\$38.95	\$1.30	\$4.31	\$0.029

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	\$37.64	\$56.94	\$94.58	\$64.94	\$72.65	\$137.59	\$43.01	\$1.43	\$4.59	\$0.028
5200	\$38.39	\$57.82	\$96.21	\$66.62	\$74.24	\$140.86	\$44.65	\$1.49	\$4.70	\$0.027

* 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

For Our Wastewater Customers

Aqua is proposing a method of calculating seasonal usage that will alleviate customers from paying wastewater charges for water that is used outside. This will also eliminate the need for a separate meter. If approved, summer wastewater usage charges would be based on the average water usage in winter months – a period in which outdoor watering activities are minimized.

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:

- Wastewater Treatment Facility upgrades to ensure compliance with IEPA standards.
- Infiltration and inflow reduction projects to reduce treatment costs and eliminate systems back-ups, including manhole repairs and replacements, smoke testing, closed-circuit televising (CCTV), and inspections to identify and repair wastewater mains.
- Lift station improvements to improve the overall efficiency and reliability of the wastewater system.
- Improvements for water quality, reliability, and pressure and to upgrade fire protection services and eliminate bottlenecks that limit water flow.
- Investments in fire protection resources improvements to help our fire departments in the event of an emergency.
- Replacement of service lines from the water main to the property line, aged water meters, and addition of new radio frequency devices to ensure reliability and accurate bills based on actual usage instead of those based on estimated readings.
- Improvements to the Kankakee water treatment plant to improve reliability and provide redundancy.

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.