



With every drop comes a promise.

At Aqua Illinois, water quality and customer service are our highest priorities. Since 2013, Aqua has invested nearly \$2.8 million in infrastructure and other water quality improvements — that’s approximately \$2,660 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 \$0.30, (\$0.01 per day) to \$129.44, including fire protection charges.

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

Single Occupied Unit*



Current				Proposed			Monthly Impact	Per Day Impact	Total \$ Per Day	Price Per Gallon
Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
1000	\$31.49	\$44.33	\$75.82	\$31.43	\$40.90	\$72.33	-\$3.49	-\$0.12	\$2.41	\$0.072
1300	\$33.64	\$46.75	\$80.39	\$33.94	\$43.28	\$77.22	-\$3.17	-\$0.11	\$2.57	\$0.059
2000	\$38.66	\$52.39	\$91.05	\$39.81	\$48.84	\$88.65	-\$2.40	-\$0.08	\$2.96	\$0.044

Couple*



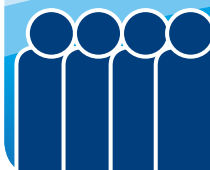
Current				Proposed			Monthly Impact	Per Day Impact	Total \$ Per Day	Price Per Gallon
Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
2600	\$42.96	\$57.23	\$100.19	\$44.84	\$53.60	\$98.44	-\$1.75	-\$0.06	\$3.28	\$0.038
3000	\$45.83	\$60.46	\$106.29	\$48.19	\$56.78	\$104.97	-\$1.32	-\$0.04	\$3.50	\$0.035

Family of Three*



Current				Proposed			Monthly Impact	Per Day Impact	Total \$ Per Day	Price Per Gallon
Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
3900	\$52.27	\$67.72	\$119.99	\$55.73	\$63.92	\$119.65	-\$0.34	-\$0.01	\$3.99	\$0.031
4000	\$53.00	\$68.52	\$121.52	\$56.57	\$64.71	\$121.28	-\$0.24	-\$0.01	\$4.04	\$0.030
4500	\$56.58	\$72.56	\$129.14	\$60.76	\$68.68	\$129.44	\$0.30	\$0.01	\$4.31	\$0.029

Family of Four*



Current				Proposed			Monthly Impact	Per Day Impact	Total \$ Per Day	Price Per Gallon
Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
5000	\$60.16	\$76.59	\$136.75	\$64.94	\$72.65	\$137.59	\$0.84	\$0.03	\$4.59	\$0.028
5200	\$61.59	\$78.20	\$139.79	\$66.62	\$74.24	\$140.86	\$1.07	\$0.04	\$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 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

- Replacement of deteriorated and undersized water mains to improve water quality, reliability, and pressure and to increase fire protection service.
- Replacement of fire hydrants to improve fire protection and ISO ratings, which could potentially lower homeowners insurance.
- Well treatment improvements to increase reliability and sustainability.
- Replacement of service lines from the water main to the property line to ensure reliability and prevent service interruptions.
- Replacement of aged water meters, including the addition of new radio frequency devices to ensure reliability and to determine actual usage versus estimated readings.

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.
- Infiltration and Inflow reduction projects to identify and efficiently repair wastewater mains.
- Wastewater main replacements and repair and/or replacement of damaged and leaking manholes.

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.