







With every drop comes a promise.


At Aqua Illinois, water quality and customer service are our highest priorities. Since 2012, Aqua has invested approximately \$4.2 million in infrastructure and other water quality improvements — that’s approximately \$3,700 per household.

On March 7, 2018, the Illinois Commerce Commission (ICC) approved a new rate schedule for Aqua water and wastewater customers in Lake County effective March 16, 2018, that includes a reduction in rates to reflect the *Tax Cuts and Jobs Act of 2017*. As approved by the ICC, an average monthly residential water and wastewater bill (4,500 gallons), including public fire protection charges, would increase by \$9.41 (\$0.31 per day) to \$156.66.

The following chart provides examples of typical household monthly water and wastewater usage rate increases for Lake County customers.

Single Occupied Unit*	Current				New			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
	1000	\$58.38	\$40.30	\$98.68	\$65.22	\$40.06	\$105.28	\$6.60	\$0.22	\$3.51	\$0.105
	1300	\$60.34	\$42.50	\$102.84	\$67.49	\$42.19	\$109.68	\$6.84	\$0.23	\$3.66	\$0.084
	2000	\$64.93	\$47.63	\$112.56	\$72.79	\$47.16	\$119.95	\$7.39	\$0.25	\$4.00	\$0.060
Couple*	Current				New			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
	2600	\$68.85	\$52.03	\$120.88	\$77.34	\$51.42	\$128.76	\$7.88	\$0.26	\$4.29	\$0.050
	3000	\$71.47	\$54.96	\$126.43	\$80.37	\$54.26	\$134.63	\$8.20	\$0.27	\$4.49	\$0.045
Family of Three*	Current				New			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
	3900	\$77.36	\$61.56	\$138.92	\$87.19	\$60.66	\$147.85	\$8.93	\$0.30	\$4.93	\$0.038
	4000	\$78.02	\$62.30	\$140.32	\$87.95	\$61.37	\$149.32	\$9.00	\$0.30	\$4.98	\$0.037
	4500	\$81.29	\$65.96	\$147.25	\$91.74	\$64.92	\$156.66	\$9.41	\$0.31	\$5.22	\$0.035
Family of Four*	Current				New			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
	5000	\$84.57	\$69.63	\$154.20	\$95.53	\$68.47	\$164.00	\$9.80	\$0.33	\$5.47	\$0.033
	5200	\$85.87	\$71.10	\$156.97	\$97.04	\$69.89	\$166.93	\$9.96	\$0.33	\$5.56	\$0.032

* Based on 3.5 Population Equivalency per residential unit and an average of 4,500 gallons per residential unit with a 1" meter

 = typical usage

For Our Wastewater Customers

The ICC also approved a method of calculating seasonal usage that alleviates Lake County 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 directly contribute to increased reliability and enhanced process improvements for water treatment and quality. Examples include:

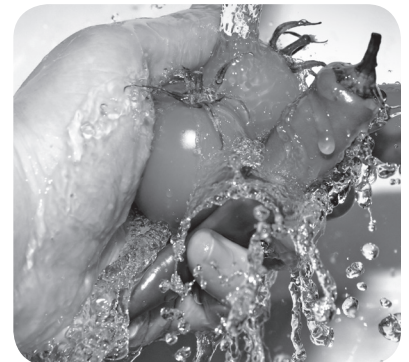
Water

- Replacement of fire hydrants to increase fire protection services.
- Well treatment improvements to increase reliability and sustainability.
- Supervisory Control and Data Acquisition (SCADA) improvement to provide treatment control and real time information.
- Other fire protection investments to improve service and ISO ratings, which could potentially lower homeowners insurance.
- The replacement and upgrade of 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.
- Overall systems improvements, including collection system enhancements, addition of vehicles and other equipment to improve reliability.

Aqua began as a small, community-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.