



With every drop comes a promise.

At Aqua Illinois, water quality and customer service are our highest priorities. Since 2012, Aqua has invested approximately \$4.7 million in infrastructure and other water quality improvements — that’s approximately \$2,500 per household.

On March 7, 2018, the Illinois Commerce Commission (ICC) approved a new rate schedule for Aqua water and wastewater customers in the Candlewick Lake community 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 \$12.68 (\$0.42 per day) to \$133.60.

The following chart provides examples of typical household monthly water and wastewater usage rate increases for Candlewick Lake 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	\$30.17	\$44.33	\$74.50	\$42.16	\$40.06	\$82.22	\$7.72	\$0.26	\$2.74	\$0.082
1300	\$31.73	\$46.75	\$78.48	\$44.44	\$42.19	\$86.63	\$8.15	\$0.27	\$2.89	\$0.067
2000	\$35.36	\$52.39	\$87.75	\$49.74	\$47.16	\$96.90	\$9.15	\$0.31	\$3.23	\$0.048

Couple*



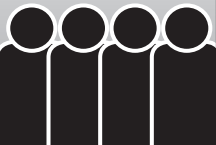
Current				New			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
2600	\$38.48	\$57.23	\$95.71	\$54.29	\$51.42	\$105.71	\$10.00	\$0.33	\$3.52	\$0.041
3000	\$40.56	\$60.46	\$101.02	\$57.32	\$54.26	\$111.58	\$10.56	\$0.35	\$3.72	\$0.037

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	\$45.24	\$67.72	\$112.96	\$64.14	\$60.66	\$124.80	\$11.84	\$0.39	\$4.16	\$0.032
4000	\$45.76	\$68.52	\$114.28	\$64.89	\$61.37	\$126.26	\$11.98	\$0.40	\$4.21	\$0.032
4500	\$48.36	\$72.56	\$120.92	\$68.68	\$64.92	\$133.60	\$12.68	\$0.42	\$4.45	\$0.030

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	\$50.96	\$76.59	\$127.55	\$72.47	\$68.47	\$140.94	\$13.39	\$0.45	\$4.70	\$0.028
5200	\$52.00	\$78.20	\$130.20	\$73.99	\$69.89	\$143.88	\$13.68	\$0.46	\$4.80	\$0.028

* 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

For Our Wastewater Customers

The ICC also approved a method of calculating seasonal usage that alleviates Candlewick Lake 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 deteriorated and undersized water mains to improve water quality, reliability, and pressure, and upgrade fire protection service.
- Fire protection improvements, including replacement of existing and addition of new fire hydrants to improve fire protection and ISO ratings, which could potentially lower homeowners insurance.
- Replacement of customer service lines from the water main to the property line to ensure reliability.
- Replacement and upgrade of old water meters with new radio frequency meters to ensure efficient and accurate bills based on actual usage instead of those based on estimates.
- Improvement of well pumps and equipment to increase reliability and sustainability.

Wastewater

- Wastewater Treatment Facility improvements to increase redundancy and prevent service interruptions.
- Lift Station 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 to improve reliability.
- Infiltration and Inflow reduction projects to identify and efficiently repair wastewater mains.
- Replacement and repair of damaged and leaking manholes.

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.