



AQUASM With every drop comes a promise.


At Aqua Illinois, water quality and customer service are our highest priorities. Since 2012, Aqua has invested approximately \$1.6 million in infrastructure and other water quality improvements — that’s approximately \$12,600 per household.

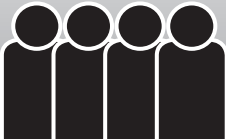
On March 7, 2018, the Illinois Commerce Commission (ICC) approved a new rate schedule for Aqua water customers in the Fairhaven community effective March 16, 2018, that includes a reduction in rates to reflect the *Tax Cuts and Jobs Act of 2017*. As approved by the ICC, an average monthly residential water bill (4,500 gallons), including public fire protection charges, would increase by \$28.12 (\$0.94 per day) to \$68.68.

The following chart provides examples of typical household monthly water usage rate increases for Fairhaven customers.

Single Occupied Unit*	Current		New Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	1000	\$22.37	\$42.16	\$19.79	\$0.66	\$1.41	\$0.042
	1300	\$23.94	\$44.44	\$20.50	\$0.68	\$1.48	\$0.034
	2000	\$27.57	\$49.74	\$22.17	\$0.74	\$1.66	\$0.025

Couple*	Current		New Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	2600	\$30.69	\$54.29	\$23.60	\$0.79	\$1.81	\$0.021
	3000	\$32.77	\$57.32	\$24.55	\$0.82	\$1.91	\$0.019

Family of Three*	Current		New Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	3900	\$37.45	\$64.14	\$26.69	\$0.89	\$2.14	\$0.016
	4000	\$37.97	\$64.89	\$26.92	\$0.90	\$2.16	\$0.016
	4500	\$40.56	\$68.68	\$28.12	\$0.94	\$2.29	\$0.015

Family of Four*	Current		New Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	5000	\$43.16	\$72.47	\$29.31	\$0.98	\$2.42	\$0.014
	5200	\$44.21	\$73.99	\$29.78	\$0.99	\$2.47	\$0.014

* 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

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We're invested in you.

All system improvements directly contribute to increased reliability and enhanced process improvements for water treatment and quality. Examples include:

- 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 maintenance capabilities.
- Replacement of customer service lines from the water main to the property line to ensure reliability.
- Replacement and upgrade of water meters with new radio frequency devices to ensure efficient and accurate bills based on actual usage instead of those based on estimates.
- Improvements to the well treatment facility and well pumps to increase reliability and sustainability.

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.