




With every drop comes a promise.

At Aqua Illinois, water quality and customer service are our highest priorities. Since acquiring the system in 2014, Aqua has invested approximately \$2.8 million in infrastructure and other water quality improvements — that’s approximately \$2,100 per household.


On March 7, 2018, the Illinois Commerce Commission (ICC) approved a new rate schedule for Aqua water customers in the McHenry 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 \$8.61 (\$0.29 per day) to \$57.15.

According to the International Bottled Water Association, the average wholesale cost of domestic non-sparkling bottled water is \$1.20 per gallon, while the average cost of Aqua drinking water is \$0.01 per gallon, based on meter size.


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

Single Occupied Unit*	Current		New Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	1000	\$23.45	\$30.63	\$7.18	\$0.24	\$1.02	\$0.031
	1300	\$25.60	\$32.90	\$7.30	\$0.24	\$1.10	\$0.025
	2000	\$30.62	\$38.21	\$7.59	\$0.25	\$1.27	\$0.019


  

Couple*	Current		New Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	2600	\$34.92	\$42.75	\$7.83	\$0.26	\$1.43	\$0.016
	3000	\$37.79	\$45.79	\$8.00	\$0.27	\$1.53	\$0.015


  

Family of Three*	Current		New Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	3900	\$44.23	\$52.61	\$8.38	\$0.28	\$1.75	\$0.013
	4000	\$44.95	\$53.36	\$8.41	\$0.28	\$1.78	\$0.013
	4500	\$48.54	\$57.15	\$8.61	\$0.29	\$1.91	\$0.013

Family of Four*	Current		New Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	5000	\$52.12	\$60.94	\$8.82	\$0.29	\$2.03	\$0.012
	5200	\$53.55	\$62.46	\$8.91	\$0.30	\$2.08	\$0.012

\* 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

# AQUA<sup>SM</sup>

## 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 increase fire protection service.
- Grid reinforcements to provide added system pressure and better fire flows, and eliminate bottlenecks that limit water flow.
- Replacement of fire hydrants to increase fire protection service.
- 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 McHenry Shores water treatment facility to improve water quality.
- Field equipment upgrades to improve customer service.

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](http://AquaAmerica.com).