



AQUASM With every drop comes a promise.


At Aqua Illinois, water quality and customer service are our highest priorities. Since acquiring the system in 2013, Aqua has invested approximately \$275,000 in infrastructure and other water quality improvements — that's approximately \$1,600 per household.


On March 7, 2018, the Illinois Commerce Commission (ICC) approved a new rate schedule for Aqua water customers in the Nordic Woods 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 \$50.47 (\$1.68 per day) to \$68.68.

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

Single Occupied Unit*	Current		New Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	1000	\$10.74	\$42.16	\$31.42	\$1.05	\$1.41	\$0.042
	1300	\$11.38	\$44.44	\$33.06	\$1.10	\$1.48	\$0.034
	2000	\$12.87	\$49.74	\$36.87	\$1.23	\$1.66	\$0.025

Couple*	Current		New Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	2600	\$14.15	\$54.29	\$40.14	\$1.34	\$1.81	\$0.021
	3000	\$15.00	\$57.32	\$42.32	\$1.41	\$1.91	\$0.019

Family of Three*	Current		New Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	3900	\$16.93	\$64.14	\$47.21	\$1.57	\$2.14	\$0.016
	4000	\$17.14	\$64.89	\$47.75	\$1.59	\$2.16	\$0.016
	4500	\$18.21	\$68.68	\$50.47	\$1.68	\$2.29	\$0.015

Family of Four*	Current		New Water	Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	5000	\$19.27	\$72.47	\$53.20	\$1.77	\$2.42	\$0.014
	5200	\$19.70	\$73.99	\$54.29	\$1.81	\$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 water mains to improve water quality, reliability, and pressure.
- 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 of aged water meters, including the addition of new radio frequency devices to ensure reliability and to determine actual usage versus estimated readings.

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.