




With every drop comes a promise.


At Aqua Illinois, water quality and customer service are our highest priorities. Since 2012, Aqua has invested approximately \$740,000 in infrastructure and other water quality improvements — that’s approximately \$1,000 per household.


On March 7, 2018, the Illinois Commerce Commission (ICC) approved a new rate schedule for Aqua water customers in the Oak Run 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 decrease by \$4.32 (\$0.14 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 decreases for Oak Run customers.


Single Occupied Unit*	Current		New Water	Monthly Decrease	Per Day Decrease	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	1000	\$36.39	\$30.63	-\$5.76	-\$0.19	\$1.02	\$0.031
	1300	\$38.54	\$32.90	-\$5.64	-\$0.19	\$1.10	\$0.025
	2000	\$43.55	\$38.21	-\$5.34	-\$0.18	\$1.27	\$0.019

Couple*	Current		New Water	Monthly Decrease	Per Day Decrease	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	2600	\$47.85	\$42.75	-\$5.10	-\$0.17	\$1.43	\$0.016
	3000	\$50.72	\$45.79	-\$4.93	-\$0.16	\$1.53	\$0.015

Family of Three*	Current		New Water	Monthly Decrease	Per Day Decrease	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	3900	\$57.17	\$52.61	-\$4.56	-\$0.15	\$1.75	\$0.013
	4000	\$57.89	\$53.36	-\$4.53	-\$0.15	\$1.78	\$0.013
	4500	\$61.47	\$57.15	-\$4.32	-\$0.14	\$1.91	\$0.013

Family of Four*	Current		New Water	Monthly Decrease	Per Day Decrease	Total \$ Per Day	Price Per Gallon
	Gallons	Water					
	5000	\$65.06	\$60.94	-\$4.12	-\$0.14	\$2.03	\$0.012
	5200	\$66.48	\$62.46	-\$4.02	-\$0.13	\$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

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:

- Replacement of current and addition of new fire hydrants to increase fire protection service.
- Other investments in fire protection improvements to help our fire departments improve ISO ratings, which could potentially lower homeowners insurance.
- Replacement of customer service lines from the water main to the property line to ensure reliability.
- Updated water meters and reading equipment to provide customer usage information and help identify internal leaks and when they may have occurred.
- Water storage tank enhancements to improve water quality and aesthetics.
- Automatic hydrant flushing additions to improve water quality.

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.