




With every drop comes a promise.


At Aqua Illinois, water quality and customer service are our highest priorities. Over the past five years, Aqua extensively explored alternatives to address hard water and iron discoloration concerns within our Will County service area. As a result, the new pipeline is complete, bringing softened and filtered water to your home. This new water has reduced iron by 90% and hardness by 70%.


On March 7, 2018, the Illinois Commerce Commission (ICC) approved a new rate schedule for Aqua water and wastewater customers in the Will County community effective March 16, 2018, that includes a reduction in rates to reflect the *Tax Cuts and Jobs Act of 2017*.

The following chart provides examples of typical household monthly water and wastewater usage rate increases for Will County 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	\$22.47	\$39.36	\$61.83	\$32.21	\$40.06	\$72.27	\$10.44	\$0.35	\$2.41	\$0.072
	1300	\$23.61	\$40.68	\$64.29	\$34.60	\$42.19	\$76.79	\$12.50	\$0.42	\$2.56	\$0.059
	2000	\$26.26	\$43.75	\$70.01	\$40.17	\$47.16	\$87.33	\$17.32	\$0.58	\$2.91	\$0.044

Couple*	Current			New			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon	
	Gallons	Water	Waste-water	Combined	Water	Waste-water					Combined
	2600	\$28.54	\$46.39	\$74.93	\$44.95	\$51.42	\$96.37	\$21.44	\$0.71	\$3.21	\$0.037
	3000	\$30.05	\$48.15	\$78.20	\$48.14	\$54.26	\$102.40	\$24.20	\$0.81	\$3.41	\$0.034

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	\$33.46	\$52.11	\$85.57	\$55.31	\$60.66	\$115.97	\$30.40	\$1.01	\$3.87	\$0.030
	4000	\$33.84	\$52.55	\$86.39	\$56.11	\$61.37	\$117.48	\$31.09	\$1.04	\$3.92	\$0.029
	4500	\$35.74	\$54.75	\$90.49	\$60.09	\$64.92	\$125.01	\$34.52	\$1.15	\$4.17	\$0.028

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	\$37.64	\$56.94	\$94.58	\$64.08	\$68.47	\$132.55	\$37.97	\$1.27	\$4.42	\$0.027
	5200	\$38.39	\$57.82	\$96.21	\$65.67	\$69.89	\$135.56	\$39.35	\$1.31	\$4.52	\$0.026

* 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

For Our Wastewater Customers

The ICC also approved a method of calculating seasonal usage that alleviates Will County 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:

- Wastewater Treatment Facility upgrades to ensure compliance with IEPA standards.
- Infiltration and inflow reduction projects to reduce treatment costs and eliminate systems back-ups, including manhole repairs and replacements, smoke testing, closed-circuit televising (CCTV), and inspections to identify and repair wastewater mains.
- Lift Stations improvements to improve the overall efficiency and reliability of the wastewater system.
- Improvements for water quality, reliability, and pressure and to upgrade fire protection services and eliminate bottlenecks that limit water flow.
- Investments in fire protection resources improvements to help our fire departments in the event of an emergency.
- Replacement of service lines from the water main to the property line, aged water meters, and addition of new radio frequency devices to ensure reliability and accurate bills based on actual usage instead of those based on estimated readings.
- Improvements to the Kankakee water treatment plant to improve reliability and provide redundancy.

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.