





With every drop comes a promise.


At Aqua Illinois, water quality and customer service are our highest priorities. Since 2012, Aqua has invested nearly \$2.8 million in infrastructure and other water quality improvements — that’s approximately \$2,660 per household.


On March 7, 2018, the Illinois Commerce Commission (ICC) approved a new rate schedule for Aqua water and wastewater customers in the Willowbrook Estates 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 and wastewater bill (4,500 gallons), including public fire protection charges, would decrease by \$7.07 (\$0.24 per day) to \$122.07.

The following chart provides examples of typical household monthly water and wastewater usage rate decreases for Willowbrook Estates customers.


Single Occupied Unit*	Current			New			Monthly Decrease	Per Day Decrease	Total \$ Per Day	Price Per Gallon	
	Gallons	Water	Waste-water	Combined	Water	Waste-water					Combined
	1000	\$31.49	\$44.33	\$75.82	\$30.63	\$40.06	\$70.69	-\$5.13	-\$0.17	\$2.36	\$0.071
	1300	\$33.64	\$46.75	\$80.39	\$32.90	\$42.19	\$75.09	-\$5.30	-\$0.18	\$2.50	\$0.058
	2000	\$38.66	\$52.39	\$91.05	\$38.21	\$47.16	\$85.37	-\$5.68	-\$0.19	\$2.85	\$0.043

Couple*	Current			New			Monthly Decrease	Per Day Decrease	Total \$ Per Day	Price Per Gallon	
	Gallons	Water	Waste-water	Combined	Water	Waste-water					Combined
	2600	\$42.96	\$57.23	\$100.19	\$42.75	\$51.42	\$94.17	-\$6.02	-\$0.20	\$3.14	\$0.036
	3000	\$45.83	\$60.46	\$106.29	\$45.79	\$54.26	\$100.05	-\$6.24	-\$0.21	\$3.34	\$0.033

Family of Three*	Current			New			Monthly Decrease	Per Day Decrease	Total \$ Per Day	Price Per Gallon	
	Gallons	Water	Waste-water	Combined	Water	Waste-water					Combined
	3900	\$52.27	\$67.72	\$119.99	\$52.61	\$60.66	\$113.27	-\$6.72	-\$0.22	\$3.78	\$0.029
	4000	\$53.00	\$68.52	\$121.52	\$53.36	\$61.37	\$114.73	-\$6.79	-\$0.23	\$3.82	\$0.029
	4500	\$56.58	\$72.56	\$129.14	\$57.15	\$64.92	\$122.07	-\$7.07	-\$0.24	\$4.07	\$0.027

Family of Four*	Current			New			Monthly Decrease	Per Day Decrease	Total \$ Per Day	Price Per Gallon	
	Gallons	Water	Waste-water	Combined	Water	Waste-water					Combined
	5000	\$60.16	\$76.59	\$136.75	\$60.94	\$68.47	\$129.41	-\$7.34	-\$0.24	\$4.31	\$0.026
	5200	\$61.59	\$78.20	\$139.79	\$62.46	\$69.89	\$132.35	-\$7.44	-\$0.25	\$4.41	\$0.025

* 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 Willowbrook Estates 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:

Water

- 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 fire protection and ISO ratings, which could potentially lower homeowners insurance.
- Well treatment improvements to improve water quality and increase reliability and sustainability.
- Replacement of service lines from the water main to the property line to ensure reliability and prevent service interruptions.
- Replacement of aged water meters, including the addition of new radio frequency devices to ensure reliability and to determine actual usage versus estimated readings.

Wastewater

- Wastewater Treatment Facility improvements to increase redundancy and prevent service interruptions, and enhancements to the building and grounds.
- Lift Stations improvements to improve overall efficiency, reliability and compliance with IEPA standards, reduce issues caused by a power outage and improve response time.
- Infiltration and Inflow reduction projects to identify and efficiently repair wastewater mains.
- Wastewater main replacements and repair and/or replacement of damaged and leaking manholes.

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.