







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 \$285,000—that’s approximately \$3,000 per household.

On March 7, 2018, the Illinois Commerce Commission (ICC) approved a new rate schedule for Aqua water and wastewater customers in the Woodlawn Acres and Westwood Subdivision communities 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 increase by \$91.26 (\$3.04 per day) to \$133.60.

The following chart provides examples of typical household monthly water and wastewater usage rate increases for Woodlawn Acres and Westwood Subdivision 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	\$13.81	\$15.21	\$29.02	\$42.16	\$40.06	\$82.22	\$53.20	\$1.77	\$2.74	\$0.082
	1300	\$14.95	\$15.21	\$30.16	\$44.44	\$42.19	\$86.63	\$56.47	\$1.88	\$2.89	\$0.067
	2000	\$17.62	\$15.21	\$32.83	\$49.74	\$47.16	\$96.90	\$64.07	\$2.14	\$3.23	\$0.048
Couple*	Current				New			Monthly Increase	Per Day Increase	Total \$ Per Day	Price Per Gallon
	Gallons	Water	Waste-water	Combined	Water	Waste-water	Combined				
	2600	\$19.90	\$15.21	\$35.11	\$54.29	\$51.42	\$105.71	\$70.60	\$2.35	\$3.52	\$0.041
	3000	\$21.42	\$15.21	\$36.63	\$57.32	\$54.26	\$111.58	\$74.95	\$2.50	\$3.72	\$0.037
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	\$24.86	\$15.21	\$40.07	\$64.14	\$60.66	\$124.80	\$84.73	\$2.82	\$4.16	\$0.032
	4000	\$25.23	\$15.21	\$40.44	\$64.89	\$61.37	\$126.26	\$85.82	\$2.86	\$4.21	\$0.032
	4500	\$27.13	\$15.21	\$42.34	\$68.68	\$64.92	\$133.60	\$91.26	\$3.04	\$4.45	\$0.030
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	\$29.03	\$15.21	\$44.24	\$72.47	\$68.47	\$140.94	\$96.70	\$3.22	\$4.70	\$0.028
	5200	\$29.79	\$15.21	\$45.00	\$73.99	\$69.89	\$143.88	\$98.88	\$3.30	\$4.80	\$0.028

* 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

For Our Wastewater Customers

The ICC also approved a method of calculating seasonal usage that alleviates Woodlawn Acres and Westwood Subdivision 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 customer service lines from the water main to the property line to ensure reliability.
- Complete replacement of old water meters with new radio frequency meters to ensure efficient and accurate bills based on actual usage instead of those based on estimates.
- Replacement of all piping in well house to increase reliability and sustainability.

Wastewater

- Wastewater Treatment Facility improvements to increase redundancy and prevent service interruptions.
- Lift Station improvements to improve overall efficiency, reliability and compliance with IEPA standards, reduce issues caused by a power outage and improve response time.
- Overall systems improvements to improve reliability.
- Infiltration and Inflow reduction projects to identify and efficiently repair wastewater mains.
- Replacement and repair 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.