

Important Rate Information



On February 10, 2022, Illinois American Water submitted a rate change request to the Illinois Commerce Commission (ICC) following an extensive examination of investments to provide safe and reliable water and wastewater service. The ICC has completed its review and new rates are approved for Illinois American Water's wastewater and water service customers. New rates are effective January 1, 2023. The drivers of these rate changes and the changes in rates are detailed below. This is the first change in base rates since 2017, six years ago.

CRITICAL INVESTMENT

This change in rates is driven primarily by over \$1.1 billion in completed or planned investment – approximately \$948 million in water system improvements and \$204 million in wastewater system improvements – across the state from 2018 through 2023.

Investments include the replacement, lining and installation of approximately 141 miles (more than 744,000 feet) of aging water and wastewater pipelines. Investments also include, among others, upgrading water and wastewater treatment plants, storage tanks, wells, pumping stations, fire hydrants, meters, manholes and more across the state.

NEW RESIDENTIAL RATES

The monthly water service bill for the typical residential customer using 3,500 gallons per month with a 5/8-inch meter will increase between \$3 and \$16 per month, depending on the service area. The typical residential wastewater bill would increase between \$25 and \$36 per month, depending on the service area. Rate changes are outlined on a chart on the next page.

LOW-INCOME DISCOUNT TARIFF

As a part of the new rate design, Illinois American Water requested a Low-Income Discount Rider to lower rates for qualifying low-income customers. This was approved by the ICC. Illinois American Water is working to implement the new low-income program. Qualifying low-income customers will need to apply for the low-income discount. A combined wastewater collection and treatment bill for the typical qualifying residential customer could decrease by about \$13 to \$26 a month, depending on the service area. A typical qualifying residential water service bill could decrease by about \$12 to \$24 a month, depending on the service area.

The discount will not be applied without a customer providing required income information. Information about the program will be communicated to customers when the application process is in place. In addition to this low-income discount, Illinois American Water also offers assistance through the H₂O Help to Others program, payment plans and budget billing. More information is available at illinoisamwater.com.



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WITH LARGE WATER UTILITIES IN THE MIDWEST
THREE YEARS IN A ROW.**

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New Rates Effective January 1, 2023

Following an extensive review, the Illinois Commerce Commission (ICC) issued an order adjusting rates for Illinois American Water. Illinois American Water cannot change base rates without ICC approval. The last change in base rates occurred over six years ago in 2017. Changes in residential rates are outlined below by service area. Industrial, commercial and sale-for-resale customers will see a different adjustment in rates. Illinois American Water will be communicating with these customers. Because customer billing cycles vary, the amounts on a customer's first bill with the new rates may reflect both the previous and new rates. The next bill will fully reflect the new rates. For more information on how the rate change might impact your bill, contact our Customer Service Center at **800-422-2782**. For water conservation tips, visit illinoisamwater.com.

If you receive both water and wastewater service from us and wish to install a separate meter for irrigation to mitigate your wastewater charges, you may request a separate meter for the irrigation service. General service rates will apply to the irrigation meter.

Service Area	Use Level	Monthly Base Charges at Current Rates*	Monthly Base Charges at Approved Rates*	Dollar Increase	Percentage Increase
Central Water (Chicago - Well Water) Residential	Small (2,000 gal/mo)	\$40.49	\$42.75	\$2.26	5.6%
	Medium (3,500 gal/mo)	\$50.36	\$57.26	\$6.89	13.7%
	Large (10,000 gal/mo)	\$93.15	\$120.12	\$26.97	28.9%
Central Water (Chicago - Lake Water) Residential	Small (2,000 gal/mo)	\$35.64	\$35.62	\$(0.02)	0%
	Medium (3,500 gal/mo)	\$41.88	\$44.78	\$2.91	6.9%
	Large (10,000 gal/mo)	\$68.90	\$84.48	\$15.59	22.6%
Chicago Metro Wastewater (Collection & Treatment) Residential	Small (2,000 gal/mo)	\$78.65	\$101.04	\$22.39	28.5%
	Medium (3,500 gal/mo)	\$87.22	\$112.05	\$24.83	28.5%
	Large (10,000 gal/mo)	\$124.37	\$159.76	\$35.39	28.5%
Chicago Metro Wastewater (Collection) Residential	Small (2,000 gal/mo)	\$25.73	\$33.04	\$7.31	28.4%
	Medium (3,500 gal/mo)	\$27.41	\$35.20	\$7.79	28.4%
	Large (10,000 gal/mo)	\$34.68	\$44.56	\$9.88	28.5%

* As noted within the onsert - Monthly Base Charges at Current and Authorized Rates represent base IAWC rates as authorized in Docket No. 22-0210, including fixed and volumetric service charges, fire protection and QIP surcharge (excludes taxes and other pass-through charges such as purchased water/purchased sewage treatment surcharge).

Illinois American Water has several company districts in the Chicago Metro service area. Please see below to identify the service area and service type.

DISTRICT	SERVICE AREA	MUNICIPALITIES	WATER/WASTEWATER SERVICE
Southwest Suburban	Chickasaw	Homer Glen, Homer Glen Township, Lockport, Orland Park Township	Lake water; sewer collection & treatment
	Derby Meadows	Homer Glen	Lake water; sewer collection and sewer collection & treatment
	Sante Fe	Lemont, Woodridge, Romeoville, Bolingbrook	Lake water; sewer collection and sewer collection & treatment
	West Suburban	Bolingbrook	Lake water; sewer collection
	Bolingbrook East/West	Bolingbrook	Lake water only
Alpine Heights	Alpine Heights	Orland Park	Lake water; sewer collection
Chicago Suburban	Chicago Suburban	Mount Prospect, Prospect Heights, Wheeling	Lake water; sewer collection
DuPage	Arrowhead	Wheaton	Lake water only
	Liberty Ridge	Glen Ellyn, Wheaton, Carol Stream, Winfield	Lake water only
	Lombard	Lombard, Villa Park	Lake water only
	Wheaton	Wheaton	Lake water only
	Country Club	Elmhurst	Lake water; sewer collection
	Dupage	Lisle, Lisle Township	Lake water; sewer collection
	Valley View	Glen Ellyn, Lombard	Lake water; sewer collection
Fernway	Fernway	Orland Hills, Orland Park	Lake water; sewer collection
Moreland	Moreland	Chicago, Norwood Park Township	Lake water; sewer collection
Waycinden	Waycinden	Des Plaines, portion of Mount Prospect, Elk Grove, Arlington Heights	Lake water; sewer collection
Chicago Well	Arbury	Frankfort Township, Mokena	Well water; sewer collection & treatment
	Central States	Joliet	Well water; sewer collection & treatment
	Hollis	Sandwich	Well water only
	Marina	Oswego, Montgomery	Well water; sewer collection & treatment
	Midwest Palos	Palos	Well water only
	Nettlecreek	Morris	Well water; sewer collection & treatment
	Ridgecrest	Morris	Well water; sewer collection & treatment
	River Grange	St. Charles	Well water; sewer collection & treatment
	Rollins	Elgin	Well water; sewer collection
	Terra Cotta	Prairie Grove	Well water; sewer collection & treatment
Potter Golf	Potter Golf, Sunset Manor	Glenview (unincorporated)	Sewer collection only
	Forest Estates	Rolling Meadows/Palatine	Sewer collection only