

Illinois American Water's rates are based on the costs of providing water and sewer service as reviewed and approved by the ICC. The need to upgrade water and sewer systems is a national challenge. In 2013, the American Society of Civil Engineers said that an estimated \$1 trillion in capital spending would be needed across the nation over 25 years to replace thousands of miles of pipe, upgrade treatment plants and comply with stricter water quality standards. Illinois American Water is addressing this challenge.

For water conservation tips, visit www.illinoisamwater.com. If you receive both water and sewer service from us and wish to install a separate meter for irrigation to mitigate your sewer charges, you may request a separate meter for the irrigation service. General service rates will apply to the irrigation meter.



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Critical Investment & Your Rates

Ongoing investments are necessary to provide safe drinking water and reliable wastewater service. Chicago Metro District customers help support critical investments through their water and wastewater rates.

Millions Invested in Critical Infrastructure

In January 2016, Illinois American Water requested a change in water and wastewater rates. The request was driven primarily by approximately \$76 million invested in the Chicago Metro service area. Investments included:

- ✓ **Installing and replacing** over 23 miles of water main within our complex water distribution system.
- ✓ **Installing and replacing** fire hydrants, valves, meters and manholes.
- ✓ **Rehabilitating** over 24 miles of sewer mains through replacement or cured-in-place lining.
- ✓ **Upgrading** the Arbury Water Treatment Plant including construction of a new deep well and related ion exchange treatment process.

- ✓ **Constructing** a new wastewater pump station to ensure reliability.
- ✓ **Upgrading** the Santa Fe water reclamation facility to meet new regulatory requirements. The project included two new 750,000-gallon oxidation ditches with mechanical surface aerators. Electrical and control equipment was also updated.

These investments ensure not only reliable service for public health, public safety, fire protection and economic development, but also for safe drinking water and reliable wastewater service for homes and businesses.

New Rates Effective January 1, 2017

Following an 11-month 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 for water service and wastewater treatment occurred over four years ago in 2012. Wastewater collection base rates have not increased since 2003.

The chart below outlines rate changes for residential customers. Because customer billing cycles vary, the amounts on customers' 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 1-800-422-2782.

CUSTOMERS WHO LIVE IN	ESTIMATED BILL CHANGE*
Arlington Heights, Bolingbrook, Des Plaines, Elk Grove, Homer Glen, Homer Township, Lemont, Lockport, Mount Prospect, Norwood Park Township, Orland Hills, Orland Park, Prospect Heights, Romeoville, Wheeling, and Woodridge And receive wastewater collection service or receive wastewater collection & treatment service	Water charge: \$0.54 per month decrease Wastewater charge: \$6.51 per month increase Wastewater charge: \$17.70 per month increase
Carol Stream, Elmhurst, Glen Ellyn, Lisle, Lisle Township, Lombard, Villa Park, Winfield, and Wheaton And receive wastewater collection service	Water charge: \$5.57 per month decrease Wastewater charge: \$6.51 per month increase
Elgin, Frankfort Township, Mokena, Montgomery, Morris, Oswego, Plainfield, Prairie Grove, Sandwich, and St. Charles And receive wastewater collection service or receive wastewater collection & treatment service	Water charge: \$1.26 per month increase Wastewater charge: \$6.51 per month increase Wastewater charge: \$17.70 per month increase
Palos	Water charge: \$3.60 per month increase
Glenview and Rolling Meadows	Wastewater charge: \$6.57 per month increase

* NOTE: Impacts are shown for a residential customer using 4,500 gallons of water per month with a 5/8-inch meter. Rates include fire protection charge and ICC tax.