



ILLINOIS
AMERICAN WATER



Critical Investment & Water Rates

Ongoing investments are necessary to provide safe drinking water. Customers help support critical investments through their water bill.

Millions Invested in Critical Infrastructure

In January 2016, Illinois American Water requested a change in water rates. The request was driven primarily by an approximately \$340 million investment across the state. Investments included:

- ✓ **Installing and replacing** over 127 miles of water main within our complex distribution system.
- ✓ **Installing** thousands of fire hydrants and water meters.
- ✓ **Upgrading** water treatment and storage systems.

These investments ensure not only reliable water service for fire protection and economic development, but also for safe drinking water delivered to 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 occurred over four years ago in 2012.

Effective January 1, 2017, the typical residential customer with a 5/8-inch meter using 4,500 gallons per month is paying about 12 cents more per day or \$3.54 more per month. Industrial, commercial and sale-for-resale customers will see an adjustment in water service rates based on usage. 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.

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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