

HOW TO READ YOUR ILLINOIS AMERICAN WATER BILL

Homer Glen



ILLINOIS AMERICAN WATER



Your Bill

This sample bill describes basic charges that appear on customers' bills in Homer Glen. Your bill may fluctuate based on your meter size and household usage.



For Service To:
 Check this box for address changes and note new address on back.

Account Number	0000-000000000000
Due Date	October 31, 2017
Total Due	\$166.05
If Paid After Due Date	\$168.54 after 10/31/17

Amount Enclosed \$

FIRST NAME LAST NAME
 1234 ANY STREET
 HOMER GLEN, IL 12345

ILLINOIS AMERICAN WATER
 PO BOX 3027
 MILWAUKEE, WI 53201-3027



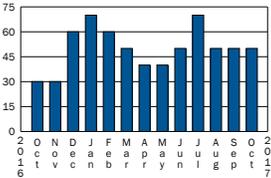
BILLING PERIOD AND METER READINGS

- Billing date: October 6, 2017
- Due Date: **October 31, 2017**
- Billing period: Sep 07 to Oct 05 (29 Days)
- Next reading on or about: Nov 03, 2017
- Customer Type: Residential
- Meter Reading Measurement: 1 unit = 100 gallons of water
- Billing Measurement: 100 gallons (CGL)

Meter No.	123456789N
Size of meter	5/8"
Current Read	195 (Actual)
Previous Read	190 (Actual)
Total water used this billing period	50 units (5,000 gallons)

- Total Water Use Comparison** (in 100 gallons)
- Current billing period 2017: 50.00 CGL
 - Same billing period 2016: 30.00 CGL

Billed Use Graph (100 gallons)



BILLING SUMMARY

For Service To: 1234 ANY STREET
For Account: 0000-000000000000

Prior Balance	
• Balance from last bill	142.10
• Payments as of Sep27. Thank you!	-142.10
Balance Forward	0.00

Current Water Service	
• Water Service Charge	20.00
• Water Usage Charge (\$0.36950000 x 50.00)	18.48
• Supply Charge (\$0.83850000 x 50.00)	41.93
• Total Water Service Related Charges	80.41

Current Wastewater Service	
• Wastewater Treatment Charge	65.20
• Wastewater Use Charge (\$0.00000000 x 10.00)	0.00
• Wastewater Use Charge (\$0.51090000 x 25.83)	13.20
• Total Wastewater Service Related Charges	78.40

Fire Service	
• 5/8" Fire Protection Charge	4.22
• Total Fire Service Related Charges	4.22

Other Charges	
• QIP Surcharge Water (38.48 x 2.32%)	0.89
• QIP Surcharge Sewer (78.40 x 2.50%)	1.96
• Total Other Charges	2.85

Taxes	
• State Recovery Tax	0.17
• Total Taxes	0.17

TOTAL CURRENT CHARGES 166.05

TOTAL AMOUNT DUE \$166.05

Important messages from Illinois American Water

- SEE BACK FOR IMPORTANT INFORMATION ON CONSUMER BILL OF RIGHTS
- Fire Protection Charge: This charge is for the installation and maintenance of public fire hydrants attached to the company's water mains. It also covers the cost of upsizing water mains, production, distribution and storage facilities needed for proper fire flows.
- ***IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/Homer.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 800-422-2782.
- For questions, contact our Customer Service Center. We'll make every effort to resolve your issue, but if you prefer you may speak with a supervisor. If you feel we've not responded to your inquiry, you have the right to request the ICC (800-524-0795 or www.icc.illinois.gov) to review the unresolved dispute.

Customer Service: **1-800-422-2782** M-F 7am to 7pm Emergency: 24/7

www.illinoisamwater.com
 606251766619

- Water Service Charge** – Your water service charge is based on your water meter size. This charge applies each billing period, even when there is no water usage.
- Water Usage Charge** – This is your cost for water usage – the unit cost per thousand gallons or per hundred cubic feet, multiplied by the amount of water used.
- Supply Charge** – Most Homer Glen area customers pay a supply charge, based on the cost of Lake Michigan water purchased from other water suppliers. This is a usage charge that includes a flat rate in some districts.
- Wastewater Treatment Charge** – This is your fixed rate for Illinois American Water to provide reliable wastewater treatment services.
- Wastewater Usage Charge** – This is your cost for Illinois American Water to provide reliable wastewater collection services. In Homer Glen, we provide winter averaging for our customers. *Winter averaging* is calculated by applying an average of your actual usage from November through April to the remaining summer months, May through October.
- Fire Protection Charge** – This charge is for the installation and maintenance of public fire hydrants attached to Illinois American Water's water mains. It also covers the cost of upsizing water mains, production, distribution and storage facilities needed for proper fire flows.
- QIP Surcharge** – The Illinois Quality Infrastructure Program (QIP) surcharge funds company improvements to water pipelines, hydrants and other infrastructure upgrades in some communities. This surcharge is based on water usage.
- State Recovery Tax** – A fee paid to the Illinois Commerce Commission to fund their operation. This fee is based on a percentage of the total water bill.

For more information, please visit us online at www.illinoisamwater.com or call us at 1-800-422-2782.