

PAY YOUR WAY

CHOOSE FROM FIVE CONVENIENT PAYMENT OPTIONS



PAY AUTOMATICALLY (NO STAMPS REQUIRED)

Save time and postage by enrolling in our recurring Auto Pay program, and your bill will be paid automatically on time, every time directly from your checking or savings account on the date it is due. No stamps required. No checks to write. And it's free! To enroll, log on to My Account at **amwater.com/myaccount** or contact our customer service center.



PAY YOUR BILL ONLINE

Visit www.amwater.com/billpay.
Have your account number handy.



PAY BY MAIL

Use the supplied return envelope.
No cash, staples or paper clips, please.



PAY BY PHONE

24/7 at 1-855-748-6066.*
Have your account number handy.



PAY IN PERSON

For a listing of authorized payment locations, call or visit us online at **www.illinoisamwater.com**. Under **Customer Service & Billing**, select **Payment Location Results**.

*Our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. Avoid the transaction fee: There is no charge to pay by e-check through My Account at amwater.com/myaccount.



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NEW CREDITS & CHARGES ON YOUR WATER BILL

Three new line items have been added to customer bills. These include both credits and charges and are identified as the Invested Capital Tax (ICT), Volume Balancing Adjustment (VBA) and Tax Reform Credit. These rates, described below and to the right, will appear as separate line items on customer bills.



TAX REFORM CREDIT

As a result of the Federal Tax Cuts and Jobs Act, Illinois American Water is returning about \$10.8 million to customers between May 2018 and March 2019. After these initial 11 months, the credit amount will be reconciled and adjusted appropriately. Current credit, which is applied to base rates, is shown below by tariff group. Please note Zone 1 represents Alton, Cairo, Champaign, Chicago Metro, Hardin, Interurban (Metro East), Peoria, Pontiac, South Beloit, Sterling, and Streator districts, unless otherwise noted.

Water Service

Zone 1: -4.6636% Lincoln: -3.5189%
Pekin: -3.7780%

Wastewater Service

Chicago Metro: -4.7087%
Piasa: -4.7087%

Farmington water, Fisher wastewater and Grafton wastewater customers will not see an impact to their bills.

INVESTED CAPITAL TAX

The State of Illinois requires a 0.80% tax on the average annual amount of the Company’s invested capital. This charge is applied to both water and wastewater service. Each year, the Invested Capital Tax (ICT) is reconciled or trued-up. If the actual invested capital tax is lower than the rate case estimated amount, customers will receive a credit on their bills. Conversely, if the actual invested capital tax is higher than the rate case estimated amount, customers will be charged a surcharge on their bills. Because of continued investment, increases are required to water and wastewater service as described here:

Water Service

Zone 1: 0.0884% Lincoln: 0.1022%
Pekin: 0.1253%

Wastewater Service

Chicago Metro: 0.1458%
Piasa: 0.1458%

VOLUME BALANCING ADJUSTMENT

The Volume Balancing Adjustment (VBA) recovers the difference between the actual net volumetric revenue billed during the year and the net volumetric revenue approved in the last base rate case. If the actual net volumetric revenue is higher than the rate case approved amount, customers will receive a credit on their bills. Conversely, if the actual net volumetric revenue is lower than the rate case approved amount, customers will be charged a surcharge on their bills. The VBA has resulted in both credits and charges, depending on service area. Please see impact here:

Zone 1: \$0.0027 per 100 gallons (charge)
Pekin: \$0.0235 per 100 gallons (credit)
Lincoln: \$0.0295 per 100 gallons (credit)
Chicago Metro Sewer: \$0.0330 per 100 gallons (charge)

A copy of Illinois American Water’s filing with the ICC may be inspected by any interested party at any business office of the company. Interested parties may intervene in any proceeding conducted by the ICC to consider the proposed change in rates pursuant to 83 Ill. Adm. Code 200.200.

