

Illinois American Water Bill Rate Increases

Staff has received several calls from residents regarding their recent water bills. The bills indicate a new rate, noted as a second line under both the “Basic Service- Use and Supply Charge”. This increase is NOT related to the current pending rate case with Illinois-American Water. Instead, the charge is the result of the annual reconciliation for purchased water, effective February 1, 2008.

Illinois American Water purchases its water supply from one of its sister companies. Each year, the rate for water is set based on two factors: (1) the estimated cost for water for the upcoming year and (2) the amount of over or under recovery of the cost for water for the previous year.

The Illinois Commerce Commission (ICC) has determined that Illinois American Water under recovered its purchased water. As a result, Illinois American Water has been authorized by the ICC to increase the rate for 2008 to recover the under recovery.

When reviewing your February water bill, you will notice the additional lines, with the new rate, pro-rated from February 1, 2008. (The billing period for this bill is January 3 – February 2) The first line is the charge based on the rate before February 1st. The second line is the increase for the month based on the customer’s usage prorated by the number of days, including and after February 1, 2008.

If you have any further questions about your bill or water service, please feel free to contact Illinois American Water’s Customer Service Center. Representatives are available seven days a week, twenty four hours a day, at 1-800-422-2782.