#### WE KEEP LIFE FLOWING™

#### Service Address:

ALI HUSAIN 303 S 5TH ST AT 102 CHAMPAIGN, IL 61820-4301

## THANK YOU FOR BEING OUR CUSTOMER

## **Important Account Messages**

- The Due Date shown on your bill applies to current charges only. However, \$157.21 is past due and is due immediately. To see if other payment options are available, please contact us.
- Your charges contain a change in pricing that was effective on 04/01/23. Please review the Account Detail section of your bill for more information.

For more information, visit www.illinoisamwater.com

# **Statement**

Account No.1025-210047116725

Total Amount Due:	\$228.61
Payment Due By:	May 12, 2023

A portion of your account balance is past due. Please see account messages for more information.

Billing Date: April 18, 2023
Service Period: Mar 15 to Apr 14 (31 Days)
Total Gallons: 4,338

## Account Summary - See page 3 for Account Detail

Prior Billing:		\$157.21
Payments:	-	\$0.00
Balance Forward - Past Due		\$157.21
Fees and Adjustments:	+	\$2.29
Service Related Charges:	+	\$67.12
Taxes:	+	\$1.99
Total Amount Due:		\$228.61

View your account information or pay your bill anytime at: www.amwater.com/MyAccount



Pay by Phone\*: Pay anytime at 1-855-748-6066 \*A convenience fee may apply



**Customer Service**: 1-800-422-2782 M-F 7:00am to 7:00pm – Emergencies 24/7



ILLINOIS AMERICAN WATER PO BOX 6029 CAROL STREAM, IL 60197-6029

6Please return bottom portion with your payment. DO NOT send cash. Retain upper portion for your records.6





WE KEEP LIFE FLOWING

P.O. BOX 91623 RANTOUL, IL 61866-8623

**Service to**: 303 S 5TH ST AT 102 CHAMPAIGN, IL 61820-4301

ALI HUSAIN 303 S 5TH ST AT 102 CHAMPAIGN, IL 61820 Account No. 1025-210047116725

\$231.94

Total Amount Due: \$228.61

Payment Due By: May 12, 2023

If paying after 5/12/23, pay this amount:

Amount \$
Enclosed

ILLINOIS AMERICAN WATER PO BOX 6029 CAROL STREAM, IL 60197-6029

## Messages from Illinois American Water

- \*\*\*IMPORTANT WATER QUALITY MESSAGE: Your annual Water Quality Report can be viewed electronically at www.amwater.com/ccr/Champaign.pdf. If you prefer a paper copy to be sent to you, please contact our Customer Service Center at 800-422-2782.
- Beginning April 1, 2023, the following surcharges and credits will change as a result of the annual reconciliations required by the Illinois Commerce Commission (ICC). Please note, if you do not see these charges on your bill, this notice may not apply to you: Volume Balancing Adjustment (VBA); Temporary Recovery Rider (TRR); Invested Capital Tax (ICT); and Quality Infrastructure Program (QIP) surcharges will be revised to reflect the annual reconciliations. A copy of Illinois-American's filings 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



We use a high-speed notification system to quickly alert customers via phone, text and email when water emergencies occur. Visit My Account at www.amwater.com/myaccount to choose how you want to be notified and enter your contact information.



#### **CUSTOMER SERVICE: 1-800-422-2782**

HOURS: M-F, 7am-7pm • Emergencies: 24/7 TTY/TDD FOR THE HEARING IMPAIRED: 711

(and then reference Customer Service number listed above) ADDRESS TO MAIL PAYMENT: PO BOX 6029, CAROL STREAM, IL 60197-6029

#### **ILLINOIS COMMERCE COMMISSION: BILL OF RIGHTS FOR WATER AND SEWER CUSTOMERS**



Rates: You have the right to -

- Know the rates you must pay for the utility services you receive.
- Be notified by your utility of any proposed change in terms and conditions of service or rates and be notified of the right to request a public forum when the utility proposes a general rate increase.



Billing and Payment: You have the right to -

- Request a deferred payment agreement to pay past due amounts over time if you are unable to pay the bill in full. Residential customers who have not failed to make payments on such plan during the past 12 months are eligible, others may be eligible.
- Credit for overpayment with interest.



Make-up Bills: You have the right to -

- Disclosure by the utility of the date covered by the billing statement when you are billed for services provided prior to the date the bill covers.
- Payment arrangements when past due bills occur after a "make-up" bill (that exceeds a normal bill by 50%) is issued for previously unbilled service. The utility shall review the bill and offer to accept payment over a period of time at least as long as the period over which the excess accrued.



E-mail Address

Disconnection of Service: You have the right to -

Be notified in writing prior to disconnection of service. Such notice shall provide

- (3) how to prevent disconnection (4) utility contact information to inquire or dispute disconnection (5) contact information for the Illinois Commerce Commission (6) how to access information concerning customer rights and responsibilities.
- Disputes Procedures: You have the right to -Request a meter test and be informed of the results.
- Contact the utility with disputes and be informed of the right for a Commission review of unresolved complaints.
- Pursue unresolved disputes with the Illinois Commerce Commission. More information concerning Commission rules and your rights is available by visiting the ICC's website or contacting the ICC's Consumer Services Division, www.icc.illinois.gov

(1) date when service is subject to disconnection (2) reason for disconnection

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.

Toll-Free Hotline: 800-524-0795 800-858-9277 TTY:

Web: icc.illinois.gov/complaints

527 E. Capitol Ave, Springfield, IL 62701 Mail:

\*\* Please do not mail your payment to this address

#### **DEFINITIONS**

QIP: Quality Infrastructure Program VBA: Volume Balancing Adjustment

ICT: Invested Capital Tax

Preferred due date: Customers may request a preferred due date, not to be more than 10 days after the original due date. Call 1-800-422-2782 for details and to see if you qualify.

No customer shall be liable for unbilled or misbilled service after expiration of the applicable period except in instances of tampering with the water meter, wires, pipe or other service equipment.

H20 HELP TO OTHERS PROGRAM - lend a hand  I'm adding a one time contribution of \$  I'd like to add a recurring contribution to each	with my payment.	nderstand this amount will be	added to each bill.
Address Change(s)	Other ways to	pay your bill	
Name	Auto Pay	Online	In Person
Address	Save time and money. Enroll in Auto Pay, and your bill will be paid on	, ,	We have agreements with several authorized
City State Zip Code	time, every time, directly from your bank account on the due date. No	fast and easy. Visit www.amwater.com/MyAccount or pay without registration at www.amwater.com/billpay (fee	payment locations our service areas. Visit our website to find one near you.
( Mobile Number	stamps required!	may apply).	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,

## In Person

le have greements with everal authorized ayment locations in ur service areas. isit our website to nd one near you.

#### **WE KEEP LIFE FLOWING™**

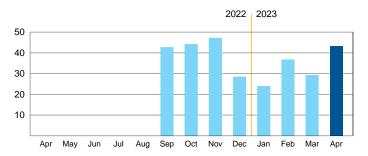
## **Meter Reading and Usage Summary**

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
15249611	10 CF	5/8"	03/15/2023	04/14/2023	2,864 (A)	2,922 (A)	58	43.38	4,338
A = Actual E = Estimate 1 CF = 7.48 gallons 1 Billing Unit = 100 gallons Total Gallons: 4,338									

#### Billed Usage History (graph shown in 100 gallons)

1 4,338 gallons = usage for this period

0 gallons = usage for same period last year



Next Scheduled Read Date: on or about May 16, 2023
Account Type: Residential

Average daily use for this period is: (31 days)

140 gallons

Year to Date Billed Usage: 13,313 gallons

# Account Detail Account No. 1025-210047116725

Service To: 303 S 5TH ST AT 102 CHAMPAIGN, IL 61820-4301

Prior Billing	157.21
Payments	0.00

Balance Forward - Past Due	157.21	
Fees and Adjustments	2.29	
Water Late Payment Charge	2.29	

- Water Late Fayment Onai	yc	2.20
Service Related Charg	es - 03/15/23 to 04/14/23	
Water Service		59.94
Water Service Charge 03/15/23 to 03/31/23 04/01/23 to 04/14/23 Water Usage Charge 03/15/23 to 03/31/23 04/01/23 to 04/14/23	(23.79 x \$0.96708)	9.86 8.12 23.01
64/01/23 to 04/14/23  Fire Service	(19.59 x \$0.96708)	18.95 <b>5.43</b>
Fire Service		5.43
Public Fire Protection Cha 03/15/23 to 03/31/23 04/01/23 to 04/14/23	rge 5/8" (1 x \$5.43) (1 x \$5.43)	2.98 2.45
Other Charges		1.75
QIP Surcharge Water ICT Surcharge Water	(\$29.52 x 2.50%)	0.74
03/15/23 to 03/31/23	(\$35.85 x 0.00%)	0.00
04/01/23 to 04/14/23 VBA Surcharge Water	(\$29.52 x 2.0076%)	0.59
03/15/23 to 03/31/23	(23.79 x \$0.00)	0.00
04/01/23 to 04/14/23	(19.59 x \$0.0345)	0.68
Temporary Recovery Ride	,	-0.26
Total Service Relate		67.12

(Continued on next page)

# **Understanding Your Bill**

The information below defines some of the new terms you may find on your bill:

- Service Related Charges: This section includes charges for services related to water, wastewater and fire protection. If applicable, credits and debits for correction to previously billed charges are itemized in this section.
- Fees and Adjustments: This section provides details related to additional charges or adjustments for the service period referenced. Fees, when applicable, would include items such as service activation and late payment charges.
- Pass Through Charges: Charges in this section, when applicable, are separated from other service related charges to provide visibility into the portion of your bill that is being remitted to other entities. Payment received for these charges does not remain with Illinois American Water. While we may bill and collect for them, the payments received are passed along to municipalities and agencies.
- Billing Units: One billing unit equals 100 gallons of water used. If the meter serving your property measures your water use in cubic feet or a different unit of measure, we convert the usage to gallons to make it easier to understand.
- Average Daily Use: The gallons shown in the water droplet above represent your average daily water use for the current billing period. Tracking the amount of water you use can help you manage your overall water use from month to month.
- Still have questions? We are here to help. Our customer service representatives are available M–F, 7 a.m. to 7 p.m. More information on understanding your bill and charges can also be found on our website. See the link below.

Para obtener asistencia con la traducción de su factura, comuníquese con nuestro Centro de Servicio al Cliente, de lunes a viernes de 7 a.m. a 7 p.m.

For more information about your charges and rates, please visit: <a href="https://amwater.com/ilaw/rates">https://amwater.com/ilaw/rates</a>

## WE KEEP LIFE FLOWING™

<b>Total Amount Due</b>		\$228.61
Total Current Peri	od Charges	71.40
Municipal Tax		1.90
ICC Gross Receipts Ta	ax	0.07
Illinois CC Assessment	t	0.02
Taxes		1.99

## Additional Messages from Illinois American Water

the proposed change in rates pursuant to 83 III. Adm. Code 200.

 Beginning February 1, 2023, the Special Purpose Rider surcharge will change pursuant to the Company's tariffs and the Illinois Commerce Commission's order in Docket No. 20-0309.
 A copy of Illinois-American's filings 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. <This page is intentionally left blank and reserved for future messages>