



Aqua Illinois is here for you.

If you are experiencing financial hardship during the COVID-19 pandemic, Aqua Illinois has expanded policies and assistance plans to support you at this time. Our team stands ready to help you determine a manageable arrangement for your unique needs:

Aqua Aid: Building upon our existing program administered by the Salvation Army, our COVID-19 Bill Payment Assistance Program is providing grants to eligible customers.



Deferred Payment Arrangements: We are offering limited-time DPAs with up to a 24-month term with no down payment, or an 18-month term with a down payment of 10% or less for eligible customers.

We are extending the flexibility customers need to recover financially in the wake of COVID-19. We encourage you to contact Aqua Customer Service today to learn more about your options.

Have a few minutes? Support is three simple steps away.

1. **Call Aqua Customer Service.** Our team is ready to assist you at 877.987.2782.
2. **Tell us about your needs.** We will explore bill payment options together. The Salvation Army may help determine if you qualify for grants.
3. **Don't wait!** Call us soon to take advantage of our limited-time options.

Let's move forward, together.

Aqua Illinois extends our support and compassion during this challenging time. While we find a way to move forward together, our communities can count on us to provide uninterrupted service.