



July 2, 2018

Dear Valued Manteno Customer:

On July 2, 2018, Aqua Illinois became the owner and operator of the Village of Manteno wastewater utility system. Aqua has provided our award winning water service to the Village of Manteno since 2007, and our company has been providing water and wastewater utility service throughout Illinois for more than 130 years. In all, we serve more than 250,000 people in 13 counties throughout the state. Our staff has extensive experience in the water and wastewater utility industry, and we look forward to serving you and your neighbors.

Aqua recognizes the significant impact of utility service to everyday quality of life. We are dedicated to improving, maintaining and operating your wastewater system in a way that meets and exceeds all state environmental regulations and ensures we provide our new customers with high quality and reliable wastewater service in the most cost effective manner. Over the past three years, Aqua has invested approximately \$100 million into the systems we own and operate throughout the state, most of that investment occurring right here in Kankakee County and in the neighborhoods we live.

In coordination with the Village of Manteno, Aqua has agreed to (and the Illinois Commerce Commission has approved) a 10-year rate schedule for Manteno customers. The new rate schedule guarantees new wastewater rates in Manteno will be lower than those already approved by the Village through its ordinance. In fact, through the first five years of Aqua ownership, Manteno residents collectively will pay about \$800,000 less in wastewater charges than they would have under the rates approved and assessed by the Village.

After the initial five year period, savings to Village residents could reach more than \$1 million if rates in the schedule already approved by the Illinois Commerce Commission are carried out for the full 10-year term. During this period, Aqua has committed to investing more than \$7.5 million in wastewater system upgrades to continue the work that the Village already initiated. Other investments are already being planned to improve reliability, ensure adequate capacity for growth, and protect our receiving streams through new and innovative treatment techniques.

In addition to the savings realized on the wastewater bill, and as a direct result of the transaction with Aqua, the Village of Manteno has elected to eliminate garbage/refuse charges for residential customers with the interest gained from the proceeds on the transaction. The combined savings equates to a total reduction in out of pocket expenses for an average Manteno residential customer of more than \$200 annually.

Moving forward, your water and wastewater service will now be displayed on the same bill. You should receive your first bill for wastewater service provided by Aqua in early August 2018. If you have any questions or concerns about your water or wastewater service, please call our customer service center at 877.987.2782 during business hours. Aqua's business hours are 8

a.m. to 5 p.m., Monday through Friday. Emergency, weekend and holiday calls should be directed to the same number, just as you already do for you water service, and Aqua's after-hours assistance will notify our on-call technicians to respond to your needs directly.

We are excited about our new opportunity to provide your wastewater services in addition to water service. We look forward to serving you and our community for years to come.

Sincerely,

Craig Blanchette
President, Aqua Illinois