



Department of Public Works

Peter E. Kolb, P.E.  
Director

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April 15, 2011

Dear Glennshire/Hawthorn Woods Customer,

Lake County just learned that Aqua Illinois is proposing a water rate increase that will significantly impact Glennshire/Hawthorn Woods customers. Aqua Illinois failed to communicate with Lake County about its plans to increase rates over the last several years that we have been working with them to replace your water system. Their disingenuous actions are not congruent with Lake County's values and principles.

As you may be aware, the new Glennshire/Hawthorn Woods Water System is complete. Lake County is responsible for distributing the water to your home, but the water comes from Aqua Illinois, and a portion of your bill payment goes to Aqua Illinois.

Lake County has been completely forthright with customers in regard to this project. Aqua Illinois has not been transparent in their dealings with Lake County, and as a result, we will take aggressive measures to oppose this increase.

We understand that Aqua Illinois has filed a request with the Illinois Commerce Commission (ICC) for a 76% rate increase. Lake County will be filing a petition with the ICC in an effort to prevent, or minimize the impact to customers.

If the Aqua submittal is approved, the Aqua rate would increase from \$2.20 per 1000 gallons to \$3.87 per 1000 gallons, or \$10.00 more per month. The average bi-monthly bill for water usage would increase from \$65.16 to \$85.20.

Lake County has expressed its concerns about this issue to Aqua Illinois, and we will also do so with the ICC. You can also submit comments about the rate increase to the ICC at 527 East Capitol Avenue, Springfield, Illinois, 62701.

We truly apologize for any angst this may have caused. We will continue to keep you informed with respect to any developments on this matter. If you have questions, please contact me or Phil Perna at (847) 377-7500.

Sincerely,

A handwritten signature in black ink that reads "Peter E. Kolb".

Peter E. Kolb, P.E.  
Director, Lake County Public Works