



Aqua Illinois
Water Service Advisory Council Meeting
September 28, 2023

AQUASM

An  Essential Utilities Company

Welcome to the Water Advisory Council

Our mission:

- The Aqua Illinois Water Service Advisory Council aims to provide an open forum to discuss issues of interest including updates to water services and communications.
- The council will exchange ideas to improve the customer experience through feedback from Aqua customers in collaboration with Aqua Illinois staff.

Our goal:

- The goal of the council is to be collaborative and seek solutions to improve the customer experience and to restore confidence and trust in your water service.

Our Agenda

1. Welcome and Introductions
2. Presentation: Aqua Illinois
 - Company overview
 - July 2023 action plan updates
 - Please feel free to ask questions as we proceed.
3. Advisory Council Guidelines Discussion
4. Open Forum and discussion regarding future topics

Aqua Illinois Leadership

David C. Carter
President

Andrew Price
Director of Operations

Tracy Fullen
Engineering Manager

James Bilotta
Director of Corporate Development

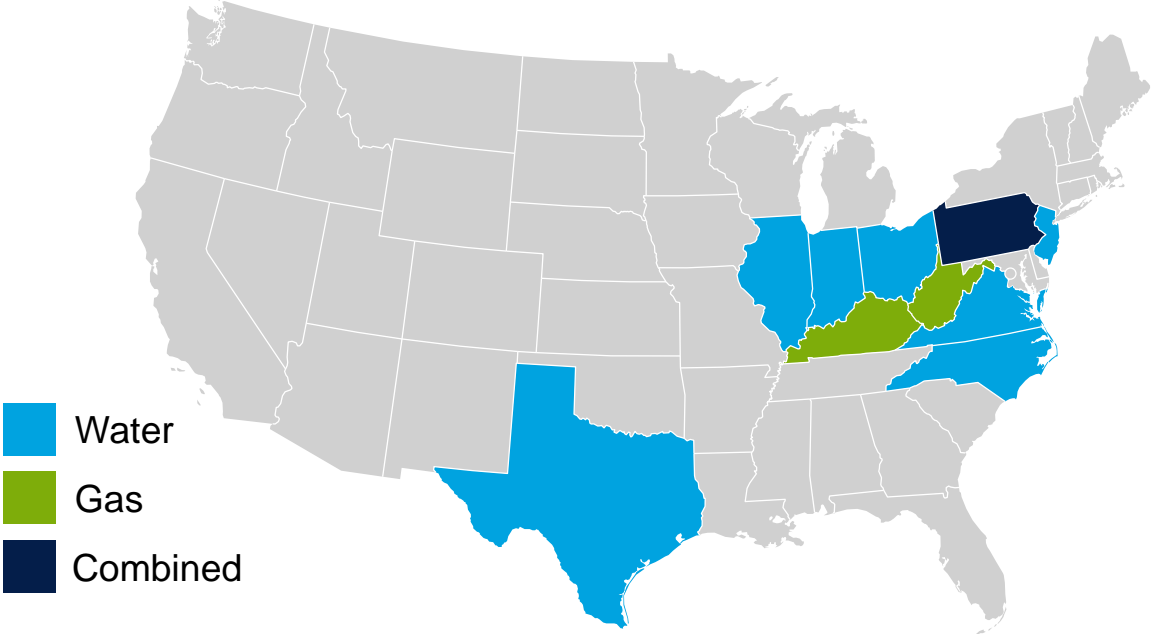
Michelle Buffenbarger
Area Manager

Essential Utilities: Improving the Future

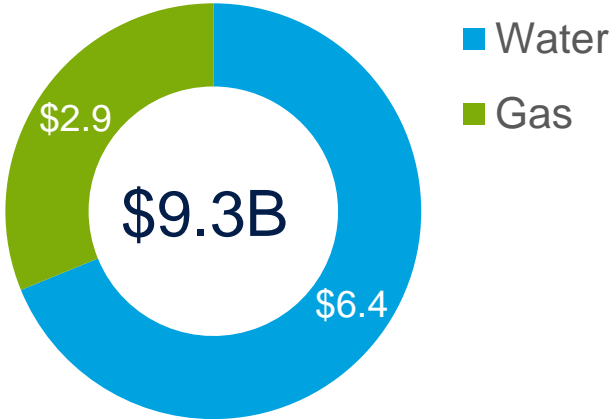
Our Mission:

Protecting and Providing Earth's most Essential Resource

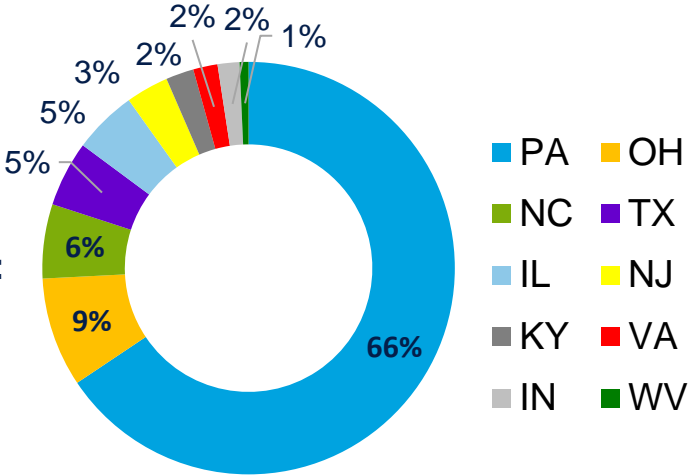
Combined Company Footprint:



2022 Combined Rate Base:



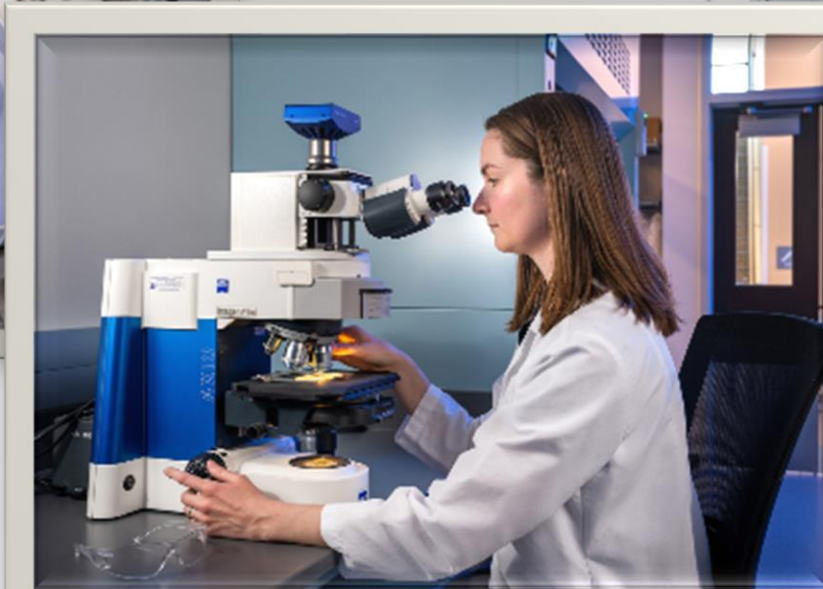
2022 Combined Customers by State⁽¹⁾:



(1) As of 12/31/2022. Due to rounding, percentages not always appear to add up to 100%.

William C. Ross Environmental Laboratory

Essential and Aqua celebrated the official opening of its brand-new William C. Ross Environmental Laboratory in Bryn Mawr with a ribbon cutting in 2022. The \$8 million, 14,700 square-foot lab is the new workplace for Aqua's 20 microbiologists and chemists.



Aqua Illinois Overview

Aqua Illinois today:

- 71 communities in 14 counties
- 23,628 wastewater connections
- 68,833 water connections
- 30 water systems
- 17 wastewater systems
- 96 employees

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ILLINOIS

At A Glance

- 277k PEOPLE SERVED
- 96 EMPLOYEES
- 24k WASTEWATER CONNECTIONS
- 14 COUNTIES
- 1,535 MILES OF MAIN
- 17 WASTEWATER SYSTEMS
- 71 COMMUNITIES SERVED
- 68k WATER CONNECTIONS
- 30 PUBLIC WATER SYSTEMS

Service Area

Boone County	Kane County	Ogle County
Champaign County	Kankakee County	Vermilion County
Cook County	Knox County	Will County
DeKalb County	Lake County	Winnebago County
DuPage County	McHenry County	

Illinois Management Team

- David C. Carter, President
- Andrew Price, Director, Operations
- Jonathan Keim, Area Manager
- Angela Serfani, Area Manager
- Jim Bilotta, Director Corporate Development
- Tracy Fuller, Regional Engineer
- Bobby Estep, Controller

Aqua Illinois History

- Aqua Illinois dates back to 1886 when the City of Kankakee authorized the formation of a public water supply corporation, then known as Kankakee Water Company.
- Kankakee Water Company constructed one of the first water filtration plants in the Midwest, and eventually expanded to other communities in central and northern Illinois.
- The company merged with Aqua (then called Philadelphia Suburban Corporation) in 1999.
- Since 1999, Aqua has completed more than 25 acquisitions in the state.
- Aqua's Northern Customer Service Call Center is located at the Kankakee offices.

Illinois Service Territory



Hawthorn Woods, Kildeer, Lake County Update

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Since we last met in July...

We have made multiple operational improvements:

- Installed a 24-7 monitoring system
- Implemented new SCADA alarms
- Updated our command structure for emergencies and established new criteria for early escalation
- Evaluated other system monitoring technologies to facilitate earlier leak detection
- Started water system expansion that will double capacity. ETA: September 2024 or earlier.
- We are close to completing a significant update to our disruption mapping system and expect it to launch in Q4.

We have also reviewed and updated our customer and key stakeholder communications:

- Met with community leaders including village officials and Sen. McConchie and Rep. Syed
- Provided customers with a credit on their bill and a \$100 gift card
- Updated our quality assurance process for all customer communications
- Outlined more frequent communications with customers, local officials, and first responders during service disruptions
- Established the Water Service Advisory Council

System Monitoring

- Supervisory Control and Data Acquisition (SCADA)
- Improved monitoring 24-7
- Increased alarm sensitivity
- Additional training and testing

Emergency Response

- Bolstered process to firm up training and procedure upgrades
- Added tabletop exercises to test new procedures and communications efforts

Infrastructure Improvements

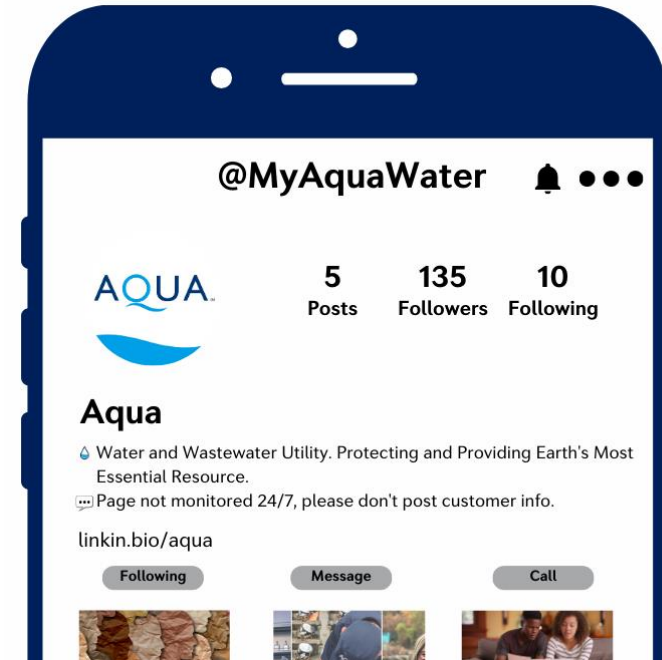
- Irrigation well conversion to drinking water well will increase capacity
- Gilmer Road water and wastewater extensions
- Permit to add additional lagoon wastewater storage – increasing capacity at wastewater plant

Infrastructure & Environmental Inspection

- Pipe condition assessment throughout system
- Main break assessment to determine root cause
- Soil sampling to inspect for potential corrosive elements

Communications

- Reviewed WaterSmart Alert notifications so they are clear, timely, and relevant
- Conducted website audit to improve content and navigation, ensuring important information about your system is accurate, up-to-date, and easy to find
- Updating our emergency communications to improve timeliness and reach all key stakeholders
- Established Advisory Council to connect with our customers and gather feedback
- New disruption mapping tool to provide detailed, real-time updates to launch in Q4. The new tool will allow customers to see the type of disruption and anticipated end-time for the disruption, as well as the specific areas impacted.



Advisory Council Guidelines

Structure:

- The council will be managed and facilitated by Aqua Illinois Leadership
- All members will contribute recommendations for meeting agenda items and topics for discussion.
- Morreale Communications will manage meeting prep and logistics.

Meeting Frequency:

- Meetings will begin monthly September-November 2023, and will transition to every other month or quarterly in 2024.

Membership:

- Open to individuals who are Aqua Illinois employees, customers or residents and village officials of Hawthorn Woods, Kildeer and Lake County Government.
- A public process was made available in which eligible residents could sign up on Aquawater.com to become members.
- The council is encouraged to set membership guidelines and size limits.

Rules of Decorum:

- Please observe professional and respectful discourse at meetings.

Advisory Council Next Steps

- Review/Discuss Advisory Council Guidelines
- Select Aqua informational topics for future meetings
- Confirm next steps and next meeting date for November



Thank You!

