



Aqua Illinois
Water Service Advisory Council Meeting
November 13, 2023

AQUASM

An  Essential Utilities Company

Our Agenda

- **Welcome and Introductions**
- **Advisory Council Guidelines**
- **Updates & Progress Report**
 - **October 31 Service Disruption**
- **Open Forum and Discussion**
- **Next Steps**

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

Lucas Brush
Field Supervisor

Keli Hodges
Customer Care Coordinator

Alan Stark
Environmental Compliance Manager

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.

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 preparation and logistics.

Meeting Frequency:

- Meetings began in September 2023, and will occur every other month or quarterly in 2024.

Membership:

- Open to individuals who are Aqua Illinois employees, customers 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.

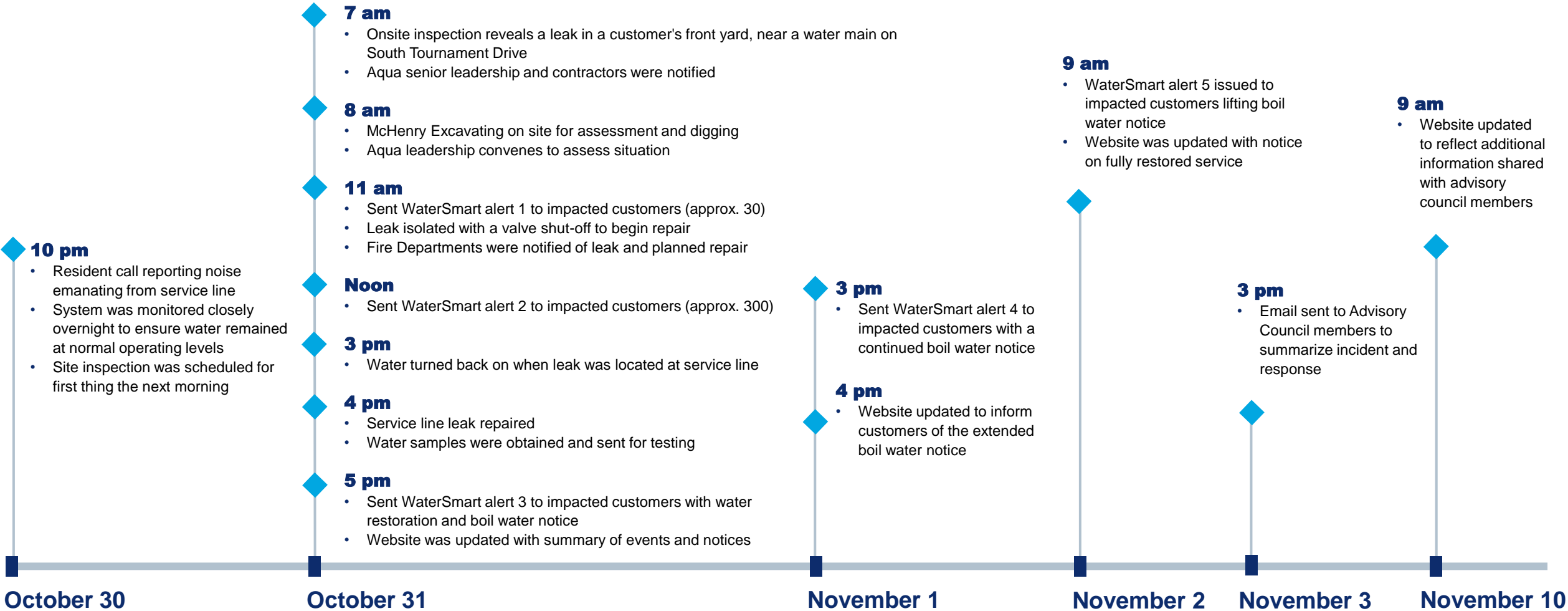


Hawthorn Woods, Kildeer, Lake County Update

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October 31, 2023 Service Disruption Timeline



Overall Recap & Progress Report



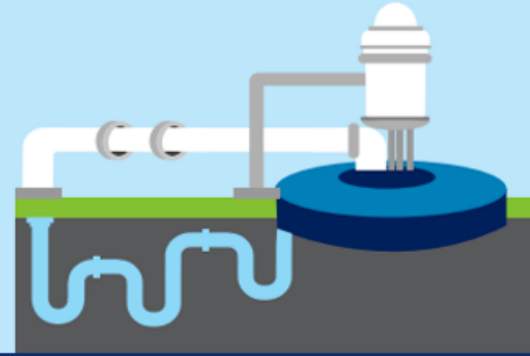
System Monitoring

- ✓ SCADA monitoring 24-7
- ✓ Additional water tank tower alarms:
 - 1) .9 feet water drop in 15 minutes or less.
 - 2) Static or declining tank level when booster pumps engaged for 30+ minutes.
- ✓ Updated alarm tree that escalates until response is acknowledged
- ✓ Piloting remote monitoring with Aquarius technology



Emergency Response

- ✓ Immediate phone call with all operations staff for any questionable performance
- ✓ Incident Command will be triggered with sustained water loss
- ✓ Tabletop exercise scheduled for Q1 2024



Infrastructure

- ✓ Pipe condition assessment proposal expected
- ✓ Main break assessment results inconclusive
- ✓ Added one valve and replaced another near the break to isolate portions of the main
- ✓ System Capacity Improvements including new water treatment facility

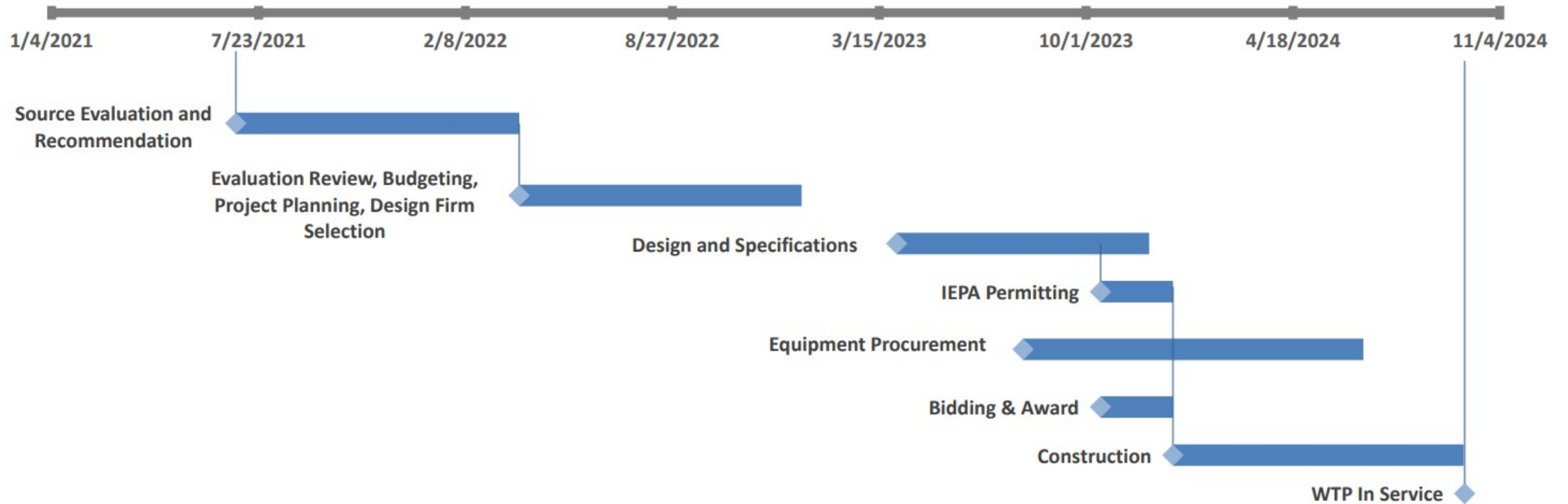


Communications

- ✓ Launched Advisory Council on Sept 29
- ✓ Updated Website to include progress updates on Oct 11
- ✓ Sent a letter to all area customers impacted by outage week of Oct 16
- ✓ Several Communication points during service disruption Oct 31-Nov3
- ✓ New disruption map tool coming soon – employee pilot program in place

Water Treatment Plant Project Plan

Hawthorn Woods Well No. 3 & New WTP Tentative Schedule



How to Read Your Bill



Understanding YOUR BILL

- 1. Service address** – The property for which the water service has been provided.
- 2. Account number** – This is a new account number that identifies your billing and your service account with the water company. Additionally, your new account number will allow you to access automated account information when calling customer service. If you are currently making payments through an online banking service it is important that you update your account information to ensure no delay in processing your payment information.
- 3. How to reach us** – Customer service mailing address, phone and fax numbers and e-mail address.
- 4. Usage data** – Includes your water meter's identification number and size, the dates of your billing period and the amount of water that was metered during the billing period.
- 5. Bill calculation** – Shows customer charges, usage calculation, any applicable surcharges and total charges for the current billing period.
- 6. Water use history chart** – Provides a 13-month usage history for customers who are billed monthly or a 12-month chart for customers who are billed quarterly.
- 7. Message Center** – Provides important information about your service.
- 8. Payment coupon** – Return this portion with your bill payment.
- 9. Due Date** – Date your payment is due at Aqua

On the Back of Your Bill You Will Find:

- 1. Aqua Contact Information**
- 2. Explanation of Terms and Changes**
- 3. Remit to address**
- 4. Payment Options**

Advisory Council Next Steps + Discussion

- Select Aqua informational topics for future meetings
- Next meeting date tentatively scheduled for January 18

QUESTIONS?



Thank You!

