



BAD DEBT ADJUSTMENT RIDER FREQUENTLY ASKED QUESTIONS

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- **Why did I receive this notice?**
 - Aqua Illinois sent this notice to inform customers of an additional fee that is temporarily being added to their monthly bills.

- **What is a rider?**
 - A rider covers costs that are outside of Aqua's control. Utility companies across Illinois and the United States typically invoke riders for specific costs, and many are implementing riders for revenue that was unexpectedly lost during the COVID-19 pandemic.

- **Where did this fee come from?**
 - Like all utility companies in Illinois, Aqua is able to extend a fee approved by the Illinois Commerce Commission to customers for uncollected expenses. This specific fee is associated with the COVID-19 pandemic, and the unexpected loss of revenue during that time period.

- **Am I essentially paying for customers who didn't pay their bills?**
 - Aqua Illinois experienced an unexpected loss in revenue during the COVID-19 pandemic for a variety of reasons, and it's difficult to pinpoint just one. However, to ensure this valuable resource continues to reach your home, Aqua needs to recover these costs through the use of a rider.

- **Does anybody monitor or oversee rider rates?**
 - Yes. The Illinois Commerce Commission monitors billing for public utilities across the state.

- **What can I do if I don't agree with this charge?**
 - Aqua Illinois is committed to transparency and welcomes feedback from its customers. A representative would be happy to reach out to answer any additional questions you may have or further explain why this fee is essential to maintaining our operations.