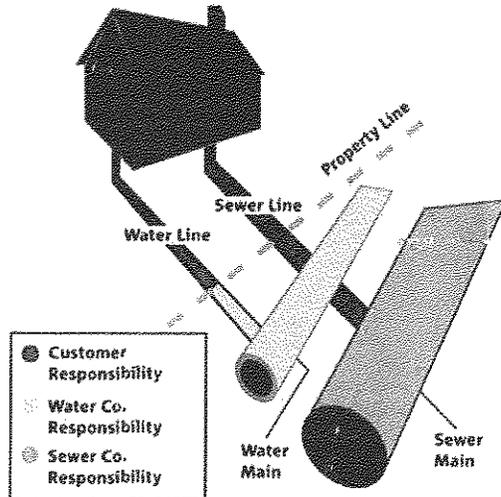




Your Responsibility

As a homeowner you own and are responsible for paying for repairs to the water and sewer lines running from your home to the street and plumbing repairs that occur within the home.



If the water line between your property line and your home begins to leak or break from aging or the natural effects of seasonal changes, you could find yourself with an unpleasant surprise in the form of a large bill for repairs. The same holds true for clogs and blocks in the sewer line that runs from your home all the way to the sewer main under the street. And you could find yourself with a clogged bathroom sink, a blocked or overflowing toilet, or a burst frozen water pipe.

The unanticipated expense for these repairs could easily run into the thousands for a single home water or sewer line repair. Most homeowners are not prepared for that kind of expense and most homeowner policies do not cover repairs of this type, since they are considered normal wear and tear.

The Water Line, Sewer Line and In-Home Plumbing Protection Programs* could cover these unexpected costs and provide you with peace of mind. That means that you won't have to spend hours searching for a qualified repair contractor - you can leave that to the experts.

Enroll Now and start protecting your home and property from unwanted repair costs!

For more information on the Water Line, Sewer Line and In-Home Plumbing Protection Programs*, please call 1-866-430-0819 or contact us at cs@amwater.com.

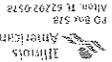
**In CA this program is offered through American Water Resources Insurance Services. In CA and VA, this program is insurance provided by Virginia Surety Company, Inc.*



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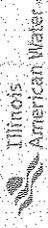


Illinois American Water
P.O. Box 94551
Palatine, IL 60094-4551



as our valued customer

Your



Starting your Stoppage Your Water Service

One call is all it takes to turn on your water service if your home or business is already connected to our system. Simply contact our Customer Service Center and a representative will take a verbal application from the person responsible for paying the bill. Following your application for service, we will make a service call to read the meter and will start your billing with an actual meter reading. It may be necessary to arrange an appointment for our employee to enter your home or business to read the meter.

We may request that an adult be present when our service representative comes to turn on your water. Please notify us at least three working days before you want your water service started. Before your water is turned on, please check to ensure all water outlets, both inside and out, are turned off to prevent water damage that could occur from open faucets.

Please notify us at least five working days before you want your water service disconnected.

If you are applying for service at a home or business that is not currently connected to our system, please contact our Customer Service Center for instructions.

Water Lines, Sewer Lines and Gas Lines
Water—Your responsibilities and Ours
Illinois American Water is responsible for the water distribution main in the street, the service connection from the water main to your property line, and the installation and maintenance of the water meter. All other water pipes, such as the plumbing system in your home or business, and the service line from your home or business to the property line, are your responsibility to maintain. Electric wires should not be grounded to your plumbing system, as doing so can present a safety hazard.

The water meter is the responsibility and property of Illinois American Water and may be located inside your home or business, or outside in a meter pit. Only Illinois American Water personnel are permitted to open the meter pit. However, when the meters are located inside your home or business, you have the responsibility to keep your meter accessible and properly protected from severe cold or heat. The meter must be kept free from obstructions, pets must be restrained, and obstacles must be removed that would prevent the meter reader from reading the meter. You may be charged for repairs if your meter freezes, bursts or is damaged due to neglect on your part.

It is unlawful to tamper in any way with the operation of your water meter.

Illinois American Water also provides sewer service to some parts of the Chicago Metro area. In these areas, Illinois American Water owns and is responsible for maintaining the main sewer line in the street, and any portion of the sewer line located on customers' property or within easements for which customers do not have ownership rights. Customers are responsible for maintaining sanitary sewer service lines located on their property and within easements for which they have ownership rights.

Illinois American Water's Guide to Your Sanitary Sewer Service is on our website at www.illinoisamerican.com, or you may request a copy by calling our Customer Service Center at 1-800-422-2782.

SHUT-OFF VALVE
Should you have an emergency with your home plumbing system, you can turn off the water where it enters your home by using the shut-off valve. It is usually installed where the water pipe enters your home or on a vertical pipe leading from the point of entry or inside your basement wall or crawl space. You can help

Your bill comes with a return envelope addressed to:
Illinois American Water
P.O. Box 94551
Palatine, IL 60094-4551

Illinois American Water is committed to a program of responsive and continuously improved customer service. You can find the latest customer service information on the Illinois American Water website at www.illinoisamerican.com.

If you have a toll-free phone and know your account number, you can use our Customer Service Center automated service (1-800-422-2782) to access your account 24 hours a day. From the phone menu, you may learn your current account balance, your usage for the past three months, when your last payment was made, and when your next payment is due.

Every customer inquiry is handled with attention and care, and every effort is made to satisfy you. If you feel we have not responded to your inquiry in a satisfactory manner, you have the right to request that the Illinois Commerce Commission (ICC) review the unresolved dispute. You may contact the ICC at 1-800-524-0769 or through their website at www.icc.illinois.gov. A copy of the Illinois Commerce Commission's Bill of Rights for Water and Sewer Customers is printed on the back panel of every customer bill.

Our Customer Service team is ready to help you with any questions you have about your water service. Representatives are available 24 hours a day at 1-800-422-2782. If the representative is unable to handle your issue, you may ask to speak to a specialist.

Employee Identification
All employees of Illinois American Water have company identification cards. In addition, many wear uniforms and use vehicles and equipment which are marked with the Illinois American Water logo. If you want to verify that someone is an Illinois American Water employee, or a contractor working for Illinois American Water, please ask to see his or her identification card. Sample identification documents are available on the Illinois American Water web site at www.illinoisamerican.com, in the Customer Rights section.

How We Calculate Your Bill
Your bill is based on rates set in ratemaking proceedings before the Illinois Commerce Commission and approved by the Commission in those proceedings. Rates and charges vary by community. Applicable rates are itemized on your bill for service. All customers will see a fixed service charge and a water consumption charge on their bills. The fixed service charge is based on the size of your water meter. The consumption charge is based upon the amount of water used during the billing period.

Some customers see additional charges, such as:
• A supply charge, which reflects the pass-through cost of water purchased for delivery to most Chicago Metropolitan-area customers. The supply charge reflects the cost of high quality Lake Michigan water delivered to Illinois American Water by a pipeline.
• Local charges. In many cases, Illinois American Water bills and collects sewer and garbage/trash charges for municipalities.

This description is a sample bill that includes descriptions of most of the charges that customers see on their bills. Your bill will be different from this

example, because actual rates and charges vary by community; bill descriptions are also available on the Illinois American Water website at www.illinoisamerican.com.

Estimated Bills
Illinois American Water makes every effort to obtain an actual meter reading on which to calculate your bill. However, there are times when a meter reader or other circumstances prevent us from obtaining an actual meter reading. When an actual meter reading is not taken, you will receive a bill based on an estimated reading. If your reading is estimated, your bill will be marked "estimated." The difference between the estimated bill and the actual usage is automatically adjusted on your bill following the next actual meter reading.

Higher than Expected Water Bills
An unusually high bill can occur for many reasons:
• When an actual meter reading follows estimated readings that were lower than actual consumption.
• When there is a leak in your plumbing system, or in the service line past the point of your water meter. Toilet leaks are the most common form of plumbing system leaks. An underground service line leak is another common cause for high usage.
• When you have been using water for seasonal purposes such as lawn irrigation, gardening, or pool filling.

The Company is entitled to bill for prior unbilled service, up to 12 months for residential customers and 24 months for commercial customers. Customers who are billed for prior unbilled service are allowed an equal amount of time to pay.

If your bill is unusually high and you do not know why, please contact our Customer Service Center so that we can help you determine the cause.



Frequently Asked Questions about Illinois American Water

Billing

Your water bill is made up of a fixed service charge and a water consumption charge. The fixed service charge is based on the size of your water meter. The consumption charge is based upon the amount of water you used during the billing period. If you have questions about your bill, Illinois American Water is here to help. Just call our Customer Service Center at 1.800.422.2782. When is my bill due? Your water bill is due 21 days after the date it is mailed (14 days for nonresidential customers) and the due date is shown on the front of the bill. Bills not paid by the due date are considered past-due and a late payment charge of 1.5% of the overdue balance may be assessed.

How can I pay my bill?

Illinois American Water offers five ways to pay your bill – by mail, by phone, online, at a nearby payment location and through our automatic bill payment program.

How can I get help paying my bill?

Sometimes customers face circumstances that stretch their financial resources. If you cannot pay your bill by the due date, please contact our Customer Service Center at 1.800.422.2782 immediately, before the due date.

When you call, our customer service representatives will work with you on a plan to pay the balance of the bill over time. These payment arrangements require you to:

- Pay at least 25% of your bill within 48 hours of your call.
- Pay the rest of the bill, including any applicable late payment charge according to an agreed upon schedule, not to exceed 6 months.
- Pay all future bills as they become due.

Illinois American Water will create these payment arrangements only with customers who have not broken a similar agreement with us in the past twelve months.

Illinois American Water's disconnection policy outlines [customer rights and responsibilities](#).

Reading your meter

Some Illinois American Water customers have outside water meters, usually located near the curb. Most customers have indoor water meters. Many of these indoor meters have remote reading touch pads that allow our crews to read the meter from the outside. The meter is the responsibility of Illinois American Water.

Both types of water meters measure the amount of flow from the water mains into the home plumbing system. Only the flow of

water into the meter can cause its dial to move to register water usage. Because the register is never reset while the meter is in service, the usage for any given period is determined by subtracting the previous reading from the present reading.

Service

How do I start and stop my water service?

You can [start or stop your water service online](#) or by calling our 24 hour Customer Service Center at 1.800.422.2782. Following your application for service, we will make a service call to read the meter and will start your billing with an actual meter reading. An adult should be at the property when our service representative turns on the water.

Who owns the meter and the water line in my yard?

Illinois American Water is responsible for the distribution main in the street, the service connection from that main to your property line and the installation and maintenance of the water meter located outside or inside your home or place of business.

All other water pipes, such as the plumbing system in your home and the service line from your home to the curb stop or property line, are your responsibility to maintain. Electric wires should not be grounded to your plumbing system, as doing so can present a safety hazard.

The water meter is the responsibility and property of Illinois American Water and may be located inside your home or business, or outside in a meter pit. Only Illinois American Water personnel are permitted to open the meter pit. It should be readily available to our meter reading crews at all times.

When the meter is located inside your home or business, you have the responsibility to keep your meter accessible and properly protected from severe cold or heat. The meter must be kept free from obstructions, pets must be restrained and obstacles that would prevent the meter reader from reading the meter must be removed.

You may be charged for repairs if your meter freezes, bursts or is damaged due to neglect on your part. It is unlawful to tamper in any way with the operation of your water meter.

Who do I call to get a water line location?

For information about water line or other utility locations, call J.U.L.I.E. at 1.800.892.0123

What should I do if there is a leak?

Turn off your inside shut-off valve. If you can't turn it off, call our Customer Service Center to have the water shut off at the curb. You will also need to call to have service restored.

If the company's portion of the service line is involved, call us with your account number and/or property address to arrange for repairs or to identify the problem. If your portion of the service line is involved, you may want to call a plumber for repairs.

Where is the shut-off valve?

Your main water shut-off valve controls the water coming into your house. It is important that everyone in your home be aware of its location and know how to turn it off. In case of an emergency such as a burst pipe, fast action could prevent costly damage

from flooding.

Normally, the shut-off valve is near the water meter. If your meter is outside, find the place where the water service line enters your home or building. The shut-off valve is likely to be located near the point of entry, and in many cases may be found in the basement or under the kitchen sink. We recommend you put a tag on it, or paint it a bright color, so that you can find it easily in the future. American Water also offers shut-off valve tags.

After finding the shut-off valve, turn it to make sure it isn't stuck. Water valves are generally closed by turning the handle clockwise. If a valve does not turn easily, do not force it. Rather, you may want to have the valve repaired so that it will work should you ever need it. Once the valve is turned off, check sinks and other fixtures to be sure you have found the main valve and that it is working properly. When opening the valve again to turn the water back on, open it fully, then close it just a quarter of a turn to make closing the valve easier the next time. You should also check every water fixture shut-off valve periodically, and consider operating the main and individual valves annually.

There's a water main break in my street. What causes this? Who do I call?

Please call our Customer Service Center at 1.800.422.2782 to report a water main break. We will send a crew out to repair it as soon as possible.

Illinois American Water's distribution system – the pipes that bring quality water to homes, hydrants and businesses – consists of thousands of miles of pipelines. Many were installed 50 to 100 years ago. Older pipes tend to break when the weather gets cold or when the ground is dry and shifting.

For many years Illinois American Water has proactively replaced aging pipelines – prioritizing the replacements based on the cost/benefit opportunities that these projects will provide. We invest in these important projects to make sure that future generations can count on reliable water service.

A water main break caused some damage to my property. Who do I call?

Illinois American Water is committed to restoring customers' property in cases where a water main break has caused damage. Please call customer service at 1.800.422.2782.

It's important to know that the ground around the repair will need to settle for a period of time before the restoration begins. Allowing time for settling means that the restoration work can be done one time, without having to re-do the work after the ground has settled.

Water Quality

How do I find out about the quality of my drinking water?

Water quality is our top priority. All water we deliver to you meets or exceeds stringent standards for public drinking water established by the U.S. Environmental Protection Agency. We collect and analyze thousands of water samples each year. Highly trained chemists, microbiologists, and technicians staff our state-certified laboratories. We work hard every day to make sure you have a refreshing and steady supply of water every time you turn on the tap.

Every year Illinois American Water issues a Consumer Confidence Report that provides extensive information on drinking water quality. These reports are mailed to all customers before July 1 of each year and can also be found online.

If You Have Any Questions

Our customer service team is ready to help you with any questions you have about your water service. You can call toll-free, 1.800.422.2782, 24 hours a day, seven days a week. Each customer inquiry is handled with attention and care and every effort is made to satisfy you.

If you feel that we have not responded to your inquiry in a satisfactory manner, you have the right to request that the Illinois Commerce Commission (ICC) review the unresolved dispute. You can learn more about the [ICC bill of rights](#) or contact the ICC directly through:

[Illinois Commerce Commission Website](#)

ICC Consumer Services Division 1.800.524.0795

ICC email:

consumers@icc.illinois.gov

Or at the ICC mailing address

527 Capital Ave.

Springfield, IL 62701

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Canceling ILL. C.C. No. 4, Original Sheet Nos. 1, 3-37, 67-76, 79-83; Second Revised Sheet Nos. 77-78;
Canceling ILL. C.C. No. 7, Original Sheet Nos. 1-3;
Canceling ILL. C.C. No. 8, Original Sheet Nos. 2-22, 25-26, 28-37, 41.1 & 41.2, 42-56; First Revised Sheet Nos. 23 & 24, 38 & 39, 41; Second Revised Sheet No. 27; Third Revised Sheet No. 40; Fifth Revised Sheet No. 1;
Canceling ILL. C.C. No. 22, First Revised Sheet Nos. 10, 40-45, 47, 49, 54-59, 61-63, 65-69, 72-78, 80-89, and 91-97; Second Revised Sheet Nos. 50, 51 & 53; Third Revised Sheet Nos. 7-9, 26-39, 46, 48, 60, 64, 70-71, 79 and 90; Fourth Revised Sheet No. 52

ILLINOIS-AMERICAN WATER COMPANY
BELLEVILLE, ILLINOIS

RULES, REGULATIONS AND CONDITIONS OF WATER SERVICE

IN

THE CHAMPAIGN DISTRICT, SERVING THE COMMUNITIES OF CHAMPAIGN, URBANA, BONDVILLE, PESOTUM, SAVOY, ST. JOSEPH, PHILO, TOLONO, SIDNEY, SEYMOUR WATER DISTRICT, EMBARRAS AREA WATER DISTRICT AND VICINITY IN CHAMPAIGN COUNTY; AND ARCOLA, TUSCOLA AND VICINITY IN DOUGLAS COUNTY, ILLINOIS;

THE CAIRO DISTRICT, SERVING THE CITY OF CAIRO AND ENVIRONS IN ALEXANDER COUNTY, ILLINOIS;

THE PEORIA DISTRICT, SERVING THE CITIES OF PEORIA, BARTONVILLE, BELLEVUE, CHILLICOTHE, MOSSVILLE, ROME, WEST PEORIA, DUNLAP, HANNA CITY, AND ENVIRONS IN PEORIA COUNTY, ILLINOIS;

THE ALTON DISTRICT, SERVING THE CITIES OF ALTON, GODFREY, AND ENVIRONS IN MADISON COUNTY; AND ELSAH, GRAFTON, AND ENVIRONS IN JERSEY COUNTY, ILLINOIS;

THE STREATOR DISTRICT, SERVING THE CITIES OF STREATOR, KANGLEY, AND EAGLE TOWNSHIP AND ENVIRONS IN LA SALLE COUNTY; AND NEWTOWN TOWNSHIP AND ENVIRONS IN LIVINGSTON COUNTY, ILLINOIS;

THE PONTIAC DISTRICT, SERVING THE CITIES OF PONTIAC, SAUNEMIN, AND ENVIRONS IN LIVINGSTON COUNTY, ILLINOIS;

THE CHICAGO-METRO DISTRICT, SERVING THE COMMUNITIES OF ALPINE HEIGHTS, ARBURY, ARROWHEAD, CENTRAL STATES, CHICAGO SUBURBAN, COUNTRY CLUB, DUPAGE, FERNWAY, HOLLIS, LIBERTY RIDGE, LOMBARD, MIDWEST PALOS, MORELAND, NETTLE CREEK, RIDGECREST, RIVER GRANGE, ROLLINS, SANTA FE, SOUTHWEST SUBURBAN, TERRA COTTA, VALLEY MARINA, VALLEY VIEW, WAYCINDEN, WEST SUBURBAN, WHEATON AND ENVIRONS IN DUPAGE, GRUNDY, KANE, KENDALL, MCHENRY, WILL, AND COOK COUNTIES, ILLINOIS;

THE LINCOLN DISTRICT, SERVING THE CITY OF LINCOLN AND ENVIRONS IN LOGAN COUNTY, ILLINOIS;

THE PEKIN DISTRICT, SERVING THE CITY OF PEKIN AND ENVIRONS IN TAZEWELL COUNTY, ILLINOIS;

THE STERLING DISTRICT, SERVING THE CITY OF STERLING AND ENVIRONS IN WHITESIDE COUNTY, ILLINOIS;

THE INTERURBAN DISTRICT, SERVING THE CITIES OF ALORTON, BELLEVILLE, BROOKLYN, CANTEEN, CENTREVILLE, EAST ST. LOUIS, FAIRMONT CITY, FAIRVIEW HEIGHTS, SAUGET, SHILOH, SWANSEA, WASHINGTON PARK, CASEYVILLE, MILLSTADT, O'FALLON, AND ENVIRONS IN ST. CLAIR COUNTY; GRANITE CITY, MADISON, VENICE, AND ENVIRONS IN MADISON COUNTY; AND COLUMBIA, WATERLOO, AND ENVIRONS IN MONROE COUNTY, ILLINOIS;

THE SOUTH BELOIT DISTRICT, SERVING THE CITIES OF SOUTH BELOIT, ROCKTON, AND ROCKTON AND ROSCOE TOWNSHIPS AND ENVIRONS IN WINNEBAGO COUNTY, ILLINOIS

Issued: April 17, 2009

Effective:

June 1, 2009

Issued By: Karla Olson Teasley, President
300 North Water Works Drive
Belleville, Illinois 62223

RULES, REGULATIONS AND CONDITIONS
OF WATER SERVICE

I. RULES AND REGULATIONS THAT GOVERN RENDERING OF WATER SERVICE

These Rules, Regulations and Conditions of Water Service shall govern Water Service by the Company, including the extensions of water mains and connections to those mains. Every Customer who signs an application or takes Water Service from the Company shall be bound by these Rules, Regulations and Conditions of Water Service.

2. DEFINITIONS APPLICABLE TO THE FOLLOWING SECTIONS

- (A) An "Applicant" is any individual, firm, corporation, partnership, limited liability company, legal entity, or Governmental Unit who has made an application for Water Service.
- (B) A "Battery Setting of Meters" is a system of pipe, valves, and fittings designed to accommodate two or more meters.
- (C) A "Combination Service" means a Service Pipe which is used to provide both General Water Service and private fire protection service.
- (D) The "Commission" is the Illinois Commerce Commission.
- (E) The "Company" is Illinois-American Water Company acting through its officers, managers, or other duly authorized employees or agents.
- (F) "Company Service Pipe" means that portion of the Service Pipe for General Water Service extending from the Distribution Main to the curb line or property line or easement boundary and including the curb cock, or the outlet connection of the meter setting.
- (G) "Contract Hydrant" is a Company owned and maintained hydrant located in easement on private property with the cost of the hydrant being at least partially paid by the private entity for which the hydrant provides fire protection and not the general body of ratepayers or a Public Fire Protection district. This service is available at the Company's discretion and after the Company determines that the hydrant will not adversely affect its distribution system.
- (H) A "Cross-Connection" is an actual or potential link or channel between a potable water supply and any non-potable use or source which could constitute degradation of the aesthetic quality or pose a health threat to the safety of the public water supply to which it is connected induced by backsiphonage or backpressure.
- (I) A "Customer" is any Person purchasing Water Service from the Company.
- (J) A "Customer's Service Pipe" is that portion of the Service Pipe for General Water Service from the end of the Company's Service Pipe to the Customer's place of consumption.
- (K) The "Discontinuance of Service" is the cessation of Water Service not voluntarily requested by a Customer.
- (L) A "Distribution Main" is a water pipe owned, operated, or maintained by the Company which is used for the purpose of distribution of water, and to which Service Pipes are connected.
- (M) "General Water Service" is the provision or use of Water Service for any purpose other than for the extinguishment, or potential extinguishment, of fire.

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Belleville, Illinois 62223

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- (N) A "Governmental Unit" is any municipality or other political subdivision or agency of the State of Illinois or the Federal Government.
- (O) A "Limited Area Sprinkler System" is an automatic sprinkler system consisting of 20 sprinklers or less.
- (P) "Owner(s)" means a Person, firm, corporation or association having an ownership interest in any Premises or property which is, or is about to be, supplied with Water Service by the Company.
- (Q) A "Person" is any natural Person, corporation, real estate trust, limited liability company, partnership, association, governmental agency or department, or other legal entity.
- (R) "Premise(s)" means:
- I. A building under one roof owned or leased by one party and occupied as a residence, or for business, industrial, or commercial purposes; or
 - II. A group or combination of buildings owned or leased by one party, occupied by one family, or one corporation or firm, or as a place of business, or for manufacturing or industrial purposes, or as a hospital or other public institution; or
 - III. One side of a double house having a solid vertical partition wall; or
 - IV. A building owned or leased by one party containing more than one apartment and having one entrance and using one hall in common; or
 - V. A building owned or leased by one party having a number of apartments, offices or lofts which are rented to tenants; or
 - VI. A public building such as a town hall, school house, or fire engine house; or
 - VII. A single lot, park, playground, or campsite; or
 - VIII. Each house or building in a row having party walls, i.e., townhouses/condominiums.
- (S) A "Private Fire Service" is one to which fixtures are attached from which water may be taken only for the extinguishment or the attempted extinguishment of fire or for the testing of such fixtures. This excludes "Limited Area Sprinkler System" fixtures.
- (T) "Public Fire Protection" is a device for supplying water only as provided for in Section 23 which is installed and connected to a main in a public street, public road, or other public way within the limits of the Governmental Unit at that Governmental Unit's request. The Company owns and maintains the device and the Governmental Unit or the Customers served by the devices pay the Company a Public Fire Protection charge.
- (U) A "Remote-Register" is a meter reading device that electronically registers meter dial readings at a location physically separated from but electronically or telephonically connected to the meter.
- (V) A "Residential Service" is the Water Service provided to a dwelling of two units or fewer which is intended primarily for household purposes.
- (W) "Rules and Regulations" means these Rules, Regulations and Conditions of Water Service.

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300 North Water Works Drive
Belleville, Illinois 62223

- (X) A "Service Pipe" or "Service Line" is the pipe that runs between the Distribution Main and the Customer's place of consumption, and includes all of the necessary pipe, fittings, valves, and appurtenances to provide water for consumption to the Customer from the Distribution Main owned by the Company.
- (Y) A "Temporary Water Service Connection" is one which is installed with the understanding that the service would be removed at a later date, normally within one year, provided that the Customer's place of consumption is located on a site abutting a Distribution Main, unless otherwise authorized by the Company.
- (Z) "Termination of Service" is a cessation of Water Service voluntarily requested by a Customer.
- (AA) "Water Service" includes the use or accommodation afforded consumers of any water product, water commodity or related service furnished by the Company, and the plant, equipment, apparatus, appliances, property, and facilities employed by, or in connection with, the Company in performing any Water Service or in furnishing any water product or water commodity to a consumer.

3. APPLICATIONS FOR WATER SERVICE

- (A) All Persons desiring Water Service must make an application to the Company in a form prescribed by the Company setting forth all purposes for which water will be used upon their Premises.
- (B) The Company reserves the right to require any Applicant to apply in Person and present two forms of identification, one of which must be photo identification. If, for the convenience of the Applicant, an application is accepted verbally, by telephone or otherwise, the taking of water shall constitute a contract between the Applicant as a Customer and the Company obligating the Applicant as a Customer to pay for and the Company to furnish Water Service and to comply with all provisions of these Rules and Regulations. If the application is accepted verbally, the Customer shall, if requested by the Company, sign a written application. Telephone applications for service will not be accepted from third parties who will not be the Customer of the Company.
- (C) Applications for Water Service, when accepted by the Company, shall cover only the Premises and uses applied for, and Customers are prohibited from selling or giving away water or granting privileges to anyone to use water not specifically included in the accepted application.
- (D) A Customer who has an accepted application for Water Service to a Premises shall be held liable for all Water Service furnished to such Premises until the Customer has requested Termination of Service by giving at least two (2) business days advance notice to terminate the service at such Premises, or until the Company has accepted a new Water Service application for the Premises, whichever occurs sooner.
- (E) Any change in the identity of a Customer at a Premise will require a new application. The Company may, after reasonable notice, discontinue Water Service pursuant to Rule 16 until such new application has been made and accepted.
- (F) If Water Service is discontinued pursuant to Rule 16, the Company can require the Customer to re-apply for service and meet the requirements for an Applicant set forth in these Rules and Regulations.
- (G) A Customer who requests service will be charged a customer activation charge as specified in the Company's rate schedules. *
- (H) Water Service for a double or multi-unit single-metered Premise shall be applied for only by the Owner or the lessee in control of the Premises under a written lease agreement then in effect. *

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300 North Water Works Drive
Belleville, Illinois 62223

8. INSTALLATION AND MAINTENANCE OF GENERAL WATER SERVICE LINES

(A) Where Company Distribution Mains are installed, the Company will install the Company Service Pipe at its own expense, provided that the Service Pipe is required for the immediate and continuous supply of water for Water Service to Premises abutting such mains on a street, highway, or right-of-way in which such Distribution Mains are located.

The Company will not extend its mains to serve any Premises for which Water Service is desired except as required by and in accordance with the provisions of these Rules and Regulations.

(B) Service Pipe supplying a Premise shall not pass through or across any Premises or property other than that to be supplied, and no water pipes or plumbing in any Premises shall be extended there from to adjacent or other Premises.

(C) The Company will make all connections to its Distribution Mains. To allow such connection, the Customer's Service Pipe shall be in conformance with the Illinois Plumbing Code.

(D) ~~The Company Service Pipe shall be furnished, installed, and maintained only by the Company and shall remain under its sole control and jurisdiction.~~ General Water Service connections will be sized by the Company and all decisions relative to size, material and manner of installation will be made by the Company.

(E) Service Pipe for Private Fire Service from the Distribution Main to the curb or property line shall be installed and maintained in accordance with Rule 7.

(F) The curb or meter box shall be set on a level with the grade of the ground or sidewalk and shall be kept accessible at all times. The Customer shall not interfere or permit interference with Company's access to the curb or meter box.

(G) The Customer's Service Pipe shall be installed in a workmanlike manner and shall be furnished, installed, and maintained by the Customer (except for Private Fire Service Connections which are installed in accordance with Rule 7) and kept free from leaks and other defects, at Customer's own expense and risk. Failure to do so will result in Discontinuance of Service.

(H) The Customer's Service Pipe and all connections and fixtures attached thereto shall be subject to the examination of the Company before water will be turned on, and all Premises receiving a supply of water and all Service Pipes, meters, and fixtures, including any and all fixtures within the said Premises, shall be subject to examination at reasonable hours.

(I) The Customer's Service Pipe shall be laid below the frost line and shall be placed on firm and continuous earth so as to give unyielding and permanent support; and shall be installed in accordance with applicable governmental regulations.

(J) The Customer shall install and maintain in good working condition a valve in a readily accessible location and in a place protected from the possibility of freezing and so placed that it will shut off and drain all plumbing within the Premises.

(K) For new Service Lines, the Customer shall install the Service Pipe to the curb or property line at a point approved by an authorized employee of the Company. The Company will install its Service Pipe from the Distribution Main to the Customer's Service Pipe after the Customer's Service Pipe has been installed and shall connect the lines, at the Company's sole cost and expense.

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Belleville, Illinois 62223

At the sole discretion of the Company, it may provide one Water Service connection for any one building on the Owner's Premises. The Owner shall obtain a separate Water Service connection for each living unit in a multiple housing unit where each living unit has its own separate entrance on grade and could have individualized ownership. Each separate Water Service connection shall be separately metered and billed. Each multiple housing building where each living unit does not have its own separate entrance on grade and could have individualized ownership, shall have one Water Service connection per building, with the meter placed in a meter room in accordance with Section 10(E). Each building in commercial Premises such as a mall without permanent walls, such as a strip mall, shall have one Water Service connection and one meter regardless of the number of establishments.

Service Pipe shall be installed perpendicular to the street and in a location that will permit excavation without breaking pavement, if possible. When there are two available mains adjacent to the Premises, such as may occur in the case of a corner lot, the Service Pipe will be attached to the main closest to the Owner's Premises. If the Owner desires service from the more distant main, service will be provided but the Owner must pay the additional cost of such service.

The Customer's Service Pipe will be installed and maintained at the expense of the Owner subject to approval of the Company in the specification of size, manner of installation, and subject to the approval of the plumbing inspector having jurisdiction.

- (L) Where the Company's Service Pipe is already installed to the curb or property line, and the Customer requires a different Customer Service Pipe to be connected thereto, the Customer shall have a licensed plumber connect, in accordance with the Illinois Plumbing Code, with the Company Service Pipe as installed, at the Customer's sole cost and expense.
- (M) No fixture shall be attached to, or any branch made in, the Company's Service Pipe between the meter and the Distribution Main, other than by authorized employees or agents of the Company.
- (N) There shall be no more than one Company and one Customer Service Pipe supplying a single Premise unless otherwise approved by the Company.
- (O) If a Customer, occupant, Owner, or any of his agents, making an attachment or shutting off or turning on water, does not properly replace the curb box cap, or damages the curb cock, curb box, copper setter, or other property of the Company, such repairs shall be made only by the Company, but at the Customer's cost and expense, including all direct and overhead costs.
- (P) Cost of replacement or enlargement of Service Pipe shall be borne by the Customer whenever it is replaced or enlarged at the request of the Customer and for his convenience. This refers to both Company and Customer Service Pipe.

9. SERVICES INSTALLED IN ADVANCE OF PAVING

If any Governmental Unit requires Owners of lots to install Service Pipes from the Distribution Main to the curb or property line in advance of street or highway paving, and if such Owners pay the Company the cost of installing the Service Pipes, the Company will install such pipes and will refund the average of such cost, without interest thereon to the Owners when a Customer takes Water Service from such pipes if such Water Service begins within 10 years from the date of payment for such installation.

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- (I) Any expense for repairs or damage caused by Persons operating fire hydrants shall be paid for by such Persons.
- (J) Any Person operating a fire hydrant shall indemnify and save the Company harmless from any and all damage or liability, including any attorney's fees incurred by the Company resulting from such operation.

24. INTERRUPTIONS IN WATER SUPPLY

- (A) The Company reserves the right at any time to shut off the water in the Distribution Mains in case of accident or emergency, or for the purpose of making connections, extensions, improvements, alterations, repairs, changes, or for other proper business or utility reasons, and may restrict the use of water to reserve a sufficient supply in its reservoirs for public fire service or other emergencies whenever the public welfare may so require.
- (B) The temporary shutting off of water from any Premises for any cause, including nonpayment of bills, leaking pipes, fixtures, or a cause specified in subpart (A) above, shall not entitle the Customer to a deduction in the amount of water charges during the time of such temporary shut-off. The shutting off of water temporarily shall not cancel a contract for water supply except at the option of the Company or upon written notice from the Customer.

25. OWNERSHIP OF PROPERTY

- (A) Except as otherwise provided in these Rules and Regulations, all pipe, fittings, equipment, meters, or other appurtenances, except for the Customer Service Pipe, shall at all times be and remain the property of the Company and may at any time during reasonable hours be inspected by the Company and/or removed by it for repairs or replacements, or upon the Discontinuance of Service.
- (B) In case of damage to the Company's property on the Customer's Premises and/or damage to the control valve installation on the service connection to the Customer, including obstruction, burying and filling thereof, the cost of repair shall be billed to and paid by the Customer.

26. PLUMBERS AND PLUMBING REGULATIONS

- (A) All plumbing work shall be done in accordance with the plumbing code of the Governmental Unit(s) applicable in the Company's service area and regulations adopted by any duly constituted board or commission having jurisdiction with respect to such matters.
- (B) Where plumbing work is found upon inspection to be in violation of any plumbing ordinance code, the Company's tariffs or any applicable Governmental Unit, board or commission regulation having jurisdiction over such matters and upon written notice to the Company of the violation, Water Service will be discontinued in accordance with Section 16 of the Rules and Regulations.
- (C) Whenever the Company determines that plumbing work fails to meet minimum standards acceptable in the industry for such type of work, whether or not in direct violation of these Rules and Regulations, the Company may require the plumbing to be corrected before the water will be turned on.
- (D) No Person shall connect to the Company's Distribution Main or to any Service Pipe, or extend pipes to any Premises for the purpose of securing a supply of water, until application has been made for Water Service to the Company as provided in these Rules and Regulations, and the Company has granted written permission for such connection.

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St Clair County Mapping & Platting



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1 inch = 34 feet

N



Legend

- Parcel Boundary
- Parcel Point
- Parcel Number Point Co