



Aqua Illinois, Inc.  
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October 19, 2012

Dear Ivanhoe Customer:

On February 27<sup>th</sup>, Aqua Illinois implemented new rates and charges consistent with Illinois Commerce Commission Order 11-0436, approved on February 16<sup>th</sup>. At that time, Aqua began assessing public fire protection charges on all metered water accounts, except sales for resale.

After receiving several calls from Ivanhoe customers concerning public fire protection charges on irrigation services, Aqua has elected to have the charge removed from irrigation accounts. Domestic service accounts will continue to receive the public fire protection charge.

Aqua will credit Ivanhoe customers for the total amount of fire protection charges incurred since February 27<sup>th</sup>. Customers will see the credit on their next bill. If customers have already inactivated their irrigation service for the year, you may contact Aqua customer service at 877-WTR-AQUA to inquire about the amount of credit applied to your account. Aqua will issue a refund at the request of the customer. Refunds may take 3 - 4 weeks to process.

Aqua values the feedback we received from our customers. Should you have any further questions or comments, please feel free to contact me directly at 847-487-7341.

Sincerely,

Joel Gehrett  
Area Manager  
Aqua Illinois, Inc.

**OFFICIAL FILE**

I.C.C. DOCKET NO. 120483

Resp Exhibit No. 13

Witness \_\_\_\_\_

Date 11/5/12 Reporter \_\_\_\_\_