

IMPORTANT: FINAL DISCONNECTION NOTICE

Please read and take the steps needed to avoid your service from being disconnected.

PAY THIS AMOUNT ➔ **\$711.21**

PRIOR TO ➔ **04/14/2014**

Payment on your water/waste water account is overdue. If payment is not received, your service may be shut off on or after 04/14/2014. You can prevent discontinuation of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

TO STOP THE SHUT OFF, YOU MUST PAY THE AMOUNT OVERDUE OR YOU MUST CALL US AT 1-877-230-0718 if you dispute the overdue amount or have a question regarding your bill.

It is our sincere goal to work with you to correct this situation before further action becomes necessary. Please respond immediately so that we can assist you as best as possible. If you do not respond to this notice and your service is disconnected, you will be required to pay the full amount due and a service charge of \$32.00 before service is reconnected.

*Called 5-9-14
Disregard due
to dispute
until June 4/14*

CONVENIENT PAYMENT OPTIONS



Pay your bill online:
www.amwater.com/myh2o



Pay by Phone:
24 hours a day, seven days a week



Pay in person: for a list of approved payment locations, visit www.amwater.com/myh2o

Questions: Call our 24 hour Customer Service Center: 1-877-230-0718 www.illinoisamwater.com

1025-N-002814-002569 ACSRE IJ EFM1C001

(ACSRE IJ 0028140191000)

Pettiford Group Ex 5.0

OFFICIAL FILE

ILL. C. C. DOCKET NO. 14-04163

Pettiford Exhibit No. 5.0

Witness Pettiford

Date 2/11/15 Reporter ACT

ILLINOIS COMMERCE COMMISSION BILL OF RIGHTS

For Water and Sewer Customers

RATES

You have a right to -

- Know the rates you must pay for utility services you receive.
- Be notified by your utility of any proposed change in terms and conditions of service or rates and be notified of the right to request a public forum when the utility proposes a general rate increase.

BILLING AND PAYMENT

You have a right to -

- Request a deferred payment agreement to pay past due amounts over time if you are unable to pay the bill in full. Residential customers who have not failed to make payments on such plan during the past 12 months are eligible, others may be eligible.
- Credit for overpayment with interest.

MAKE-UP BILLS

You have a right to -

- Disclosure by the utility of the date covered by the billing statement when you are billed for services provided prior to the date the bill covers.
- Payment arrangements when past due bills occur after a "make-up" bill (that exceeds a normal bill by 50%) is issued for previously unbilled service. The utility shall review the bill and offer to accept payment over a period of time at least as long as the period over which the excess accrued.

No customer shall be liable for unbilled or misbilled service after expiration of the applicable period except in instances of tampering with the water meter, the wires, pipe or other service equipment.

DISCONNECTION OF SERVICE

You have a right to -

- Be notified in writing prior to disconnection of service. Such notice shall provide 1) date when service is subject to disconnection 2) reason for disconnection 3) how to prevent disconnection 4) utility contact information to inquire or dispute disconnection 5) contact information for the Illinois Commerce Commission 6) how to access information concerning customer rights and responsibilities.

DISPUTE PROCEDURES

You have a right to -

- Request a meter test and be informed of the results.
- Contact the utility with disputes and be informed of the right for a Commission review of unresolved complaints.
- Pursue unresolved disputes with the Illinois Commerce Commission.

More information concerning Commission rules and your rights is available by visiting the ICC's website or contacting the ICC's Consumer Services Division.

www.icc.illinois.gov

Toll-Free Hotline... 1- 800-524-0795

TTY...1-800-858-9277

E-mail.....consumers@icc.illinois.gov

Mail...527 E. Capitol Ave., Springfield, IL 62701

ILLINOIS
AMERICAN WATER

PO Box 94551, Palatine, IL 60094-4551

0001025210002067707000000000105602005

Account Number	1025-210002067707
Pay Before	06/23/2014
Total Due	1,056.02

06/11/2014

For Service To: 5501 N PARK DR
EAST SAINT LOUIS, IL 62204-2121

Check this box for address changes and note new address on back.



094792 1 AT 0.403 04795:004795:005096 18 01 ACRR01 032

HOUSE OF PRAYER
5501 N PARK DR
WASHINGTON PK, IL 62204-2121

Amount Enclosed \$



Illinois American Water
PO Box 94551
Palatine, IL 60094-4551

Please return this portion with your payment.

IMPORTANT: FINAL DISCONNECTION NOTICE

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PAY THIS AMOUNT ➔ **\$1,056.02**

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Payment on your water/waste water account is overdue. If payment is not received, your service may be shut off on or after 06/23/2014. You can prevent discontinuation of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

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*pd \$100.00
6-18-14
Via internet*

CONVENIENT PAYMENT OPTIONS



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24 hours a day, seven days a week



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Questions: Call our 24 hour Customer Service Center: 1-877-230-0718

www.illinoisamwater.com

ADDRESS AND PHONE NUMBER CHANGE REQUEST FORM

Please let us know if we need to update your contact information in our records. NOTE: If you are moving or need to make a name change, please contact our customer service center at the phone number listed on the front of this notice. Updates to your contact information can also be made through our online web self-service tool, **My H2O Online** at www.amwater.com/myh2o.

Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number ()

ILLINOIS COMMERCE COMMISSION BILL OF RIGHTS

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BILLING AND PAYMENT

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TTY...1-800-858-9277

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Mail...527 E. Capitol Ave., Springfield, IL 62701

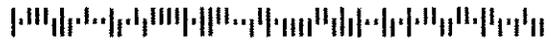
No customer shall be liable for unbilled or misbilled service after expiration of the applicable period except in instances of tampering with the water meter, the wires, pipe or other service equipment.

Account Number	1025-210002067707
Pay Before	08/18/2014
Total Due	1,110.12

08/05/2014

For Service To: 5501 N PARK DR
EAST SAINT LOUIS, IL 62204-2121

Check this box for address changes and note new address on back.



007201 1 AT 0.403 07202/037302/007417 29 01 ACRXBF 001

HOUSE OF PRAYER
5501 N PARK DR
WASHINGTON PK, IL 62204-2121

Amount Enclosed \$



Illinois American Water
PO Box 94551
Palatine, IL 60094-4551

Please return this portion with your payment.

IMPORTANT: FINAL DISCONNECTION NOTICE
Please read and take the steps needed to avoid your service from being disconnected.

PAY THIS AMOUNT ➡ **\$1,110.12** **PRIOR TO** ➡ **08/18/2014**

Payment on your water/waste water account is overdue. If payment is not received, your service may be shut off on or after 08/18/2014. You can prevent discontinuation of water service by paying the amount printed above. Please use one of our convenient payment options listed below to ensure your payment is applied to your account immediately.

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CONVENIENT PAYMENT OPTIONS

-  **Pay your bill online:** www.amwater.com/myh2o
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Mailing Address 1

Mailing Address 2

City, State and Zip

Telephone Number ()

ILLINOIS COMMERCE COMMISSION BILL OF RIGHTS

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Mail...527 E. Capitol Ave., Springfield, IL 62701

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00010252100020677070000000000110830005

PO Box 94551, Palatine, IL 60094 4551

Account Number	1025-210002067707
Pay Before	10/20/2014
Total Due	1,108.30

10/07/2014

For Service To: 5501 N PARK DR
EAST SAINT LOUIS, IL 62204-2121

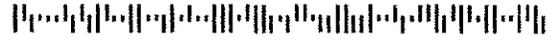
Check this box for address changes and note new address on back.



012455 1 AT 0.403 12459012489012903 51 61 ACS&SB 003

HOUSE OF PRAYER
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Amount Enclosed \$



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IMPORTANT: FINAL DISCONNECTION NOTICE
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PAY THIS AMOUNT ➔ **\$1,108.30**

PRIOR TO ➔ **10/20/2014**

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