

**Public Meeting**  
**Skyline Water & Sewer Ownership Transfer**  
**October 15, 2019**  
**4:00 PM – 7:00 PM**  
**106 Ramona Lane**  
**St. Charles, IL 60174**

**Q: Who is Aqua Illinois?**

**A: Aqua Illinois is an Illinois Commerce Commission (ICC) regulated water and wastewater public utility. Aqua has been in providing water and wastewater utility service for over 130 years and currently provides service to over 3 million people nationwide and to approximately 240,000 people in Illinois.**

**Website: [www.aquaamerica.com/our-states/illinois.aspx](http://www.aquaamerica.com/our-states/illinois.aspx)**

**Q: When will Aqua Illinois take over ownership of the Skyline Water & Sewer System?**

**A: Anticipated sale closing date is November 18, 2019.**

**Q: Will FRWRD continue to treat the Skyline service area sewage?**

**A: Yes, FRWRD will treat the sewage from the Skyline service area at the District's wastewater treatment plant in Elgin.**

**Q: Will we still be billed monthly?**

**A: Yes, Aqua Illinois will issue monthly bills.**

**Q: Will FRWRD issue a separate monthly bill for sewage treatment bill?**

**A: No, the sewage treatment expenses will be included on the Aqua Illinois monthly water bills.**

**Q: Will there be any changes to the water treatment process?**

**A: No, the water source (ground water) and the treatment process will not change.**

**Q: Who will I call if there is a problem with my water or sewer service?**

**A: Aqua Illinois customer service department.**

**Q: Who will I call if I have questions about my water and sewer bill?**

**A: Aqua Illinois customer service department**

**Q: What types of billing and payment options does Aqua Illinois offer?**

- **Pay by mail**
- **Pay by phone**
- **Pay on-line**
- **Budget billing**
- **Water Smart E-Billing**
- **Deferred payment arrangements**
- **Other payment options for income qualified customers.**

**Q: Is there anything I need to do to prepare for the transition?**

**A: No, all your information will be transferred to Aqua.**