

## Low Income Rate Application – New, Faster Application Process

As a result of Prairie Path Water Company's ("PPWC" or "Prairie Path", formerly Utility Services of Illinois, Inc., or "USI") efforts in Docket No. 21-0198, the Illinois Commerce Commission ("ICC") approved a low-income rate for PPWC to offer its customers.

To provide better service, Prairie Path has brought the income verification process in-house. Customers who have applied through Prairie Path's website will be contacted by a Prairie Path team member to collect information required to verify income (for example, your most recent tax return and/or recent pay stubs), including those who have applied but have not yet heard a response. Should you have experienced a delay of greater than 45 days since your application date without hearing from us, we encourage you to please reach out to our customer service team at 800-831-2359, who will be able to fill out a new application on your behalf. We are aware that a number of your applications require our attention, and we are working through the current backlog of applications. For those whose applications are approved, your original application date will be honored, and a bill credit will be applied.

Our goal is to facilitate any customer who is eligible and wishes to take advantage of our low-income rate to do so. Applying through

our website provides Prairie Path with the best ability to keep track of your application

To check eligibility for our low-income rate before applying, please go to <a href="https://aspe.hhs.gov/poverty-guidelines">https://aspe.hhs.gov/poverty-guidelines</a> and look for information about a family of your size. For water service, if your income is at or below the federal poverty level, you will be eligible for a lower rate on typical monthly water usage, up to 3,424 gallons per month. Should you use over the 3,424, any additional gallons will be charged at the regular residential rate. For sewer service, a schedule of rates for customers who are eligible can be found at

<u>https://www.myutility.us/prairiepathwater</u>. To initiate the application process, please visit

## **CONTACT US**

BY CALLING PPWC'S CUSTOMER SERVICE NUMBER (800-831-2359), A MEMBER OF THE PPWC TEAM CAN EXPLAIN HOW TO APPLY FOR OUR LOW INCOME RATE, AND CAN ASSIST YOU WITH COMPLETING YOUR APPLICATION SHOULD YOU EXPERIENCE DIFFICULTY DOING SO. CUSTOMERS CAN FIND TIPS ON WATER CONSERVATION AT THE FOLLOWING LINK ON OUR WEBSITE:

HTTPS://WWW.UIWATER.COM/ILLINOIS/EDUCATION/WATER-CONSERVATION

https://www.myutility.us/prairiepathwater, call us at (800) 831-2359 or email at <a href="lowincomerate@prairiepathwater.com">lowincomerate@prairiepathwater.com</a>. Should you have challenges completing your application, a Prairie Path customer service team member will be able to assist you in completing the website application.

