

FOR IMMEDIATE RELEASE

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ICC CONTACT

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ICC sets second public forum for Illinois American Water rate case

Chicago, IL – The Illinois Commerce Commission (ICC) is holding an additional [in-person forum](#) for Illinois American Water customers wishing to comment on their utility's proposed general rate increase. **Impacted customers are not required to attend the in-person forum to submit a comment.** Those unable to attend may submit comments via the [ICC website](#) or by calling our Consumer Services Division at **1-800-524-0795** during regular business hours.

DATE: Wednesday, September 16, 2026

TIME: 7:00 – 9:00 PM

LOCATION: Bolingbrook Community Center
201 Canterbury Ln
Bolingbrook, IL 60440

Comments will be capped at three minutes per person to accommodate everyone wishing to speak.

Illinois American Water representatives will offer a brief presentation on their proposed rate increase, and time permitting, ICC staff will hold a Q&A after public comments conclude. ICC staff are responsible for managing public forums, and as such, the Administrative Law Judge assigned to the case will preside over the forum. ICC commissioners will not accompany staff to the forum, as they are responsible for reviewing the docket, in its entirety, at the close of evidence.

Illinois American Water filed its [general rate increase petition](#) with the ICC in January 2026 to approve updated water and sewer rates. A rate case is a formal regulatory process designed to ensure utilities receive the necessary funds to provide safe and reliable utility service at a reasonable cost to ratepayers.

Customers struggling to pay their water bills are encouraged to check eligibility for Illinois American Water's [low-income discount](#) and [customer assistance programs](#).

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