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Aqua Illinois highlights customer assistance program for those in need

KANKAKEE, Ill. – Aqua Illinois wants to remind its customers that it has an established customer assistance program designed to enable those eligible and in need to receive uninterrupted water service.

The program, Aqua Aid, focuses on customers within the communities Aqua serves, and one hundred percent of each donation goes directly to those in need and the contribution is tax deductible.

“We want to remind those we serve about this important program, particularly as any of our customers may experience economic hardships caused by the COVID-19 pandemic,” said Aqua Illinois President Craig Blanchette.

The program functions as follows:

- A customer places a call to Aqua at 877.987.2782 to request assistance on a delinquent account. The customer service representative can certify a customer over the phone OR the customer can reach out to their local Salvation Army.
- Upon approval, credits are applied electronically to the customer’s account.

In addition to financial assistance, customers can learn about water conservation and leak detection through **WaterSmart Tips** available at AquaAmerica.com or by calling 877.987.2782.

Aqua provides water and wastewater service to more than 225,000 people in 13 counties throughout Illinois. Visit AquaAmerica.com for more information, or follow Aqua on Facebook at facebook.com/MyAquaAmerica and on Twitter at @MyAquaAmerica.

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