



Rep. Nabeela Syed

Filed: 4/15/2026

10400HB4514ham003

LRB104 17067 AAS 36867 a

1 AMENDMENT TO HOUSE BILL 4514

2 AMENDMENT NO. _____. Amend House Bill 4514, AS AMENDED,
3 by replacing everything after the enacting clause with the
4 following:

5 "Section 5. The Public Utilities Act is amended by
6 changing Section 8-306 and by adding Section 9-226.5 as
7 follows:

8 (220 ILCS 5/8-306)

9 Sec. 8-306. Special provisions relating to water and sewer
10 utilities.

11 (a) No later than 120 days after the effective date of this
12 amendatory Act of the 94th General Assembly, the Commission
13 shall prepare, make available to customers upon request, and
14 post on its Internet web site information concerning the
15 service obligations of water and sewer utilities and remedies
16 that a customer may pursue for a violation of the customer's

1 rights. The information shall specifically address the rights
2 of a customer of a water or sewer utility in the following
3 situations:

4 (1) The customer's water meter is replaced.

5 (2) The customer's bill increases by more than 50%
6 within one billing period.

7 (3) The customer's water service is terminated.

8 (4) The customer wishes to complain after receiving a
9 termination of service notice.

10 (5) The customer is unable to make payment on a
11 billing statement.

12 (6) A rate is filed, including without limitation a
13 surcharge or annual reconciliation filing, that will
14 increase the amount billed to the customer.

15 (7) The customer is billed for services provided prior
16 to the date covered by the billing statement.

17 (8) The customer is due to receive a credit.

18 Each billing statement issued by a water or sewer utility
19 shall include an Internet web site address where the customer
20 can view the information required under this subsection (a)
21 and a telephone number that the customer may call to request a
22 copy of the information.

23 (b) A water or sewer utility may discontinue service only
24 after it has mailed or delivered by other means a written
25 notice of discontinuance substantially in the form of Appendix
26 A of 83 Ill. Adm. Code 280. The notice must include the

1 Internet web site address where the customer can view the
2 information required under subsection (a) and a telephone
3 number that the customer may call to request a copy of the
4 information. Any notice required to be delivered or mailed to
5 a customer prior to discontinuance of service shall be
6 delivered or mailed separately from any bill. Service shall
7 not be discontinued until at least 5 days after delivery or 8
8 days after the mailing of this notice. Service shall not be
9 discontinued and shall be restored if discontinued for the
10 reason which is the subject of a dispute or complaint during
11 the pendency of informal or formal complaint procedures of the
12 Illinois Commerce Commission under 83 Ill. Adm. Code 280.160
13 or 280.170, where the customer has complied with those rules.
14 Service shall not be discontinued and shall be restored if
15 discontinued where a customer has established a deferred
16 payment agreement pursuant to 83 Ill. Adm. Code 280.110 and
17 has not defaulted on such agreement. Residential customers who
18 are indebted to a utility for past due utility service shall
19 have the opportunity to make arrangements with the utility to
20 retire the debt by periodic payments, referred to as a
21 deferred payment agreement, unless this customer has failed to
22 make payment under such a plan during the past 12 months. The
23 terms and conditions of a reasonable deferred payment
24 agreement shall be determined by the utility after
25 consideration of the following factors, based upon information
26 available from current utility records or provided by the

1 customer or applicant:

- 2 (1) size of the past due account;
- 3 (2) customer or applicant's ability to pay;
- 4 (3) customer or applicant's payment history;
- 5 (4) reason for the outstanding indebtedness; and
- 6 (5) any other relevant factors relating to the
- 7 circumstances of the customer or applicant's service.

8 A residential customer shall pay a maximum of one-fourth of

9 the amount past due and owing at the time of entering into the

10 deferred payment agreement, and the water or sewer utility

11 shall allow a minimum of 2 months from the date of the

12 agreement and a maximum of 12 months for payment to be made

13 under a deferred payment agreement. Late payment charges may

14 be assessed against the amount owing that is the subject of a

15 deferred payment agreement.

16 (c) A water or sewer utility shall provide notice as

17 required by subsection (a) of Section 9-201 after the filing

18 of each information sheet under a purchased water surcharge,

19 purchased sewage treatment surcharge, or qualifying

20 infrastructure plant surcharge. The utility also shall post

21 notice of the filing in accordance with the requirements of 83

22 Ill. Adm. Code 255. Unless filed as part of a general rate

23 increase, notice of the filing of a purchased water surcharge

24 rider, purchased sewage treatment surcharge rider, or

25 qualifying infrastructure plant surcharge rider also shall be

26 given in the manner required by this subsection (c) for the

1 filing of information sheets.

2 (d) Commission rules pertaining to formal and informal
3 complaints against public utilities shall apply with full and
4 equal force to water and sewer utilities and their customers,
5 including provisions of 83 Ill. Adm. Code 280.170, and the
6 Commission shall respond to each complaint by providing the
7 consumer with a copy of the utility's response to the
8 complaint and a copy of the Commission's review of the
9 complaint and its findings. The Commission shall also provide
10 the consumer with all available options for recourse.

11 (e) Any refund shown on the billing statement of a
12 customer of a water or sewer utility must be itemized and must
13 state if the refund is an adjustment or credit.

14 (f) Water service for building construction purposes. At
15 the request of any municipality or township within the service
16 area of a public utility that provides water service to
17 customers within the municipality or township, a public
18 utility must (1) require all water service used for building
19 construction purposes to be measured by meter and subject to
20 approved rates and charges for metered water service and (2)
21 prohibit the unauthorized use of water taken from hydrants or
22 service lines installed at construction sites.

23 (g) Water meters.

24 (1) Periodic testing. Unless otherwise approved by the
25 Commission, each service water meter shall be periodically
26 inspected and tested in accordance with the schedule

1 specified in 83 Ill. Adm. Code 600.340, or more frequently
2 as the results may warrant, to insure that the meter
3 accuracy is maintained within the limits set out in 83
4 Ill. Adm. Code 600.310.

5 (2) Meter tests requested by customer.

6 (A) Each utility furnishing metered water service
7 shall, without charge, test the accuracy of any meter
8 upon request by the customer served by such meter,
9 provided that the meter in question has not been
10 tested by the utility or by the Commission within 2
11 years previous to such request. The customer or his or
12 her representatives shall have the privilege of
13 witnessing the test at the option of the customer. A
14 written report, giving the results of the test, shall
15 be made to the customer.

16 (B) When a meter that has been in service less than
17 2 years since its last test is found to be accurate
18 within the limits specified in 83 Ill. Adm. Code
19 600.310, the customer shall pay a fee to the utility
20 not to exceed the amounts specified in 83 Ill. Adm.
21 Code 600.350(b). Fees for testing meters not included
22 in this Section or so located that the cost will be out
23 of proportion to the fee specified will be determined
24 by the Commission upon receipt of a complete
25 description of the case.

26 (3) Commission referee tests. Upon written application

1 to the Commission by any customer, a test will be made of
2 the customer's meter by a representative of the
3 Commission. For such a test, a fee as provided for in
4 subsection (g)(2) shall accompany the application. If the
5 meter is found to be registering more than 1.5% fast on the
6 average when tested as prescribed in 83 Ill. Adm. Code
7 600.310, the utility shall refund to the customer the
8 amount of the fee. The utility shall in no way disturb the
9 meter after a customer has made an application for a
10 referee test until authority to do so is given by the
11 Commission or the customer in writing.

12 (h) Water and sewer utilities; low usage. Each public
13 utility that provides water and sewer service must establish a
14 unit sewer rate, subject to review by the Commission, that
15 applies only to those customers who use less than 1,000
16 gallons of water in any billing period.

17 (i) Water and sewer utilities; separate meters. Each
18 public utility that provides water and sewer service must
19 offer separate rates for water and sewer service to any
20 commercial or residential customer who uses separate meters to
21 measure each of those services. In order for the separate rate
22 to apply, a combination of meters must be used to measure the
23 amount of water that reaches the sewer system and the amount of
24 water that does not reach the sewer system.

25 (j) Each water or sewer public utility must disclose on
26 each billing statement any amount billed that is for service

1 provided prior to the date covered by the billing statement.
2 The disclosure must include the dates for which the prior
3 service is being billed. Each billing statement that includes
4 an amount billed for service provided prior to the date
5 covered by the billing statement must disclose the dates for
6 which that amount is billed and must include a copy of the
7 document created under subsection (a) and a statement of
8 current Commission rules concerning unbilled or misbilled
9 service.

10 (k) When the customer is due a refund resulting from
11 payment of an overcharge, the utility shall credit the
12 customer in the amount of overpayment with interest from the
13 date of overpayment by the customer. The rate for interest
14 shall be at the appropriate rate determined by the Commission
15 under 83 Ill. Adm. Code 280.70.

16 (l) Water and sewer public utilities; subcontractors. The
17 Commission shall adopt rules for water and sewer public
18 utilities to provide notice to the customers of the proper
19 kind of identification that a subcontractor must present to
20 the customer, to prohibit a subcontractor from soliciting or
21 receiving payment of any kind for any service provided by the
22 water or sewer public utility or the subcontractor, and to
23 establish sanctions for violations.

24 (m) Water and sewer public utilities; unaccounted-for
25 water. By December 31, 2006, each water public utility shall
26 file tariffs with the Commission to establish the maximum

1 percentage of unaccounted-for water that would be considered
2 in the determination of any rates or surcharges. The rates or
3 surcharges approved for a water public utility shall not
4 include charges for unaccounted-for water in excess of this
5 maximum percentage without well-documented support and
6 justification for the Commission to consider in any request to
7 recover charges in excess of the tariffed maximum percentage.

8 (n) (Blank). ~~Rate increases; public forums. When any~~
9 ~~public utility providing water or sewer service proposes a~~
10 ~~general rate increase, in addition to other notice~~
11 ~~requirements, the water or sewer public utility must notify~~
12 ~~its customers of their right to request a public forum. A~~
13 ~~customer or group of customers must make written request to~~
14 ~~the Commission for a public forum and must also provide~~
15 ~~written notification of the request to the customer's~~
16 ~~municipal or, for unincorporated areas, township government.~~
17 ~~The Commission, at its discretion, may schedule the public~~
18 ~~forum. If it is determined that public forums are required for~~
19 ~~multiple municipalities or townships, the Commission shall~~
20 ~~schedule these public forums, in locations within~~
21 ~~approximately 45 minutes drive time of the municipalities or~~
22 ~~townships for which the public forums have been scheduled. The~~
23 ~~public utility must provide advance notice of 30 days for each~~
24 ~~public forum to the governing bodies of those units of local~~
25 ~~government affected by the increase. The day of each public~~
26 ~~forum shall be selected so as to encourage the greatest public~~

1 ~~participation. Each public forum will begin at 7:00 p.m.~~
2 ~~Reports and comments made during or as a result of each public~~
3 ~~forum must be made available to the hearing officials and~~
4 ~~reviewed when drafting a recommended or tentative decision,~~
5 ~~finding or order pursuant to Section 10-111 of this Act.~~

6 (Source: P.A. 94-950, eff. 6-27-06.)

7 (220 ILCS 5/9-226.5 new)

8 Sec. 9-226.5. General rate increases; public forums. When
9 any public utility providing electric, gas, water, or sewer
10 service proposes a general rate increase, in addition to other
11 notice requirements, the public utility must notify its
12 customers of their right to request a public forum. A customer
13 or group of customers must make a written request to the
14 Commission for the public forum. The Commission, at its
15 discretion, shall schedule the public forum unless it is
16 determined that the Commission does not have adequate staff or
17 financial resources or that the public forum cannot be
18 convened in a timely manner. The public utility must, to the
19 best of the public utility's ability, provide advance notice
20 of 30 days for each public forum to the governing bodies of any
21 units of local government affected by the proposed general
22 rate increase. The day and location of each public forum shall
23 be selected so as to encourage the greatest public
24 participation. Reports and comments made during or as a result
25 of each public forum must be made available to the hearing

1 officials and reviewed when drafting a recommended or
2 tentative decision, finding, or order. Failure to comply with
3 this Section shall not render invalid or otherwise affect the
4 validity of any order entered by the Commission in a general
5 rate proceeding.

6 This Section does not apply to a public utility providing
7 electric, gas, water, or sewer service to less than 15,000
8 customers as of January 1, 2026.

9 Section 99. Effective date. This Act takes effect on
10 January 1, 2027.".