

- Special circumstances will be allowed for **homebound** or those who are **without transportation** or would have to take unpaid time-off from work.
- Special circumstance situations - **may accept applications via telephone, facsimile or electronic mail. Documentation must be provided.**

Processing

- Complete Aqua Illinois Water Assistance application verifying income.
- Current account statement showing disconnection notice or account as being shut off.
- Release of Information to be signed by client allowing SA to advocate on their behalf to Aqua Illinois Water.
- Email or Fax application or Call (only if you do not have access to email/fax and/or special circumstances) Aqua Illinois Representative.

Email: KNHodges@aquaamerica.com

Fax: 815-935-8809

Direct line: 815-614-2037

- Provide client with a copy of assistance and/or any payment plan information established for their account.
- Client file; Assistance form/with copy of the bill, Release of Information and case notes.
- Hold client file for three years.

The Salvation Army (DHQ) contact:

Francine Jackson

Francine_Jackson@usc.salvationarmy.org

773-206-5435

Aqua Illinois Water Field Representative

Keli Hodges

KNHodges@aquaamerica.com>

815-614-2037 (agency only not for client use)