

Case Number	240112546
Account Number	0013173480981737
Customer Name	MARIE MCNEAL
Home Area Code	708
Home Phone Number	5342060
Service Address 1	826 SANDRA DR, #1
Service City	PARK FOREST
Service State	IL
Created Date Time	3/10/2009 12:00:00 AM
Date Open	3/9/2009 12:00:00 AM
Reason for Contact	BILLING
Problem	CUSTOMER SAYS SHE LIVES IN A CONDO AND EACH UNIT HAS THEIR OWN METER BUT ONLY 1 SWITCH FOR ENTIRE BLDG. STATES SHE PAYS HER BILL EA/MONTH AND IS NOT PAST DUE. HOWEVER, BLDG WAS POSTED FOR DISCONNECTION OF SERVICES DUE TO SOME TENANTS WHO OWE OUTSTANDING BALANCE OF OVER \$5,000.00. CALLED AQUA AND TOLD PAST DUE CHARGES HAVE TO BE PAID. CUSTOMER SAYS SHE HAS BEEN IN TOUCH WITH HER CONDO ASSOCIATION BOARD AND THIS HAS BEEN AN ONGOING ISSUE. SAYS THEY HAVE NO CLEAR ANSWERS. WANTS TO KNOW HER RIGHTS. ICC ADVISED CUSTOMER THIS IS A OWNER/TENANT ISSUE. HOWEVER, CUSTOMER WANTS AQUA TO EXPLAIN HOW THEY CAN THREATEN TO DN HER SERVICES (WHICH ARE CURRENT) FOR ANOTHER CUSTOMER'S PAST DUE CHARGES. HAS AQUA MADE ARRANGEMENTS W/CONDO ASSOCIATION OR MANAGEMENT RE DISCONNECTION OF BLDG? PLEASE INVEST AND RESPOND TO CUST AND ICC W/RESOLUTION. THANK YOU.
Company Position	
BCS Investigator Name	MARY WATTERS
BCS Area Code	217
BCS Phone Number	7827656

