

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

2009 AUG 13 1P 1:34

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint):

James R. Plucinsky

Against (Utility name):

Aqua Illinois, Inc.

As to (Reason for complaint)

Accumulated water, sewer and late charges billed to a vacant lot with zero usage of any and all utility services.

in Poplar Grove Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

662 Country Lane N Roselle, IL 60172

The service address that I am complaining about is

404 Lamplighter Loop SE Poplar Grove, IL 61065

My home telephone is

[847] 217-6505

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[847] 217-6505

My e-mail address is

jimplucinsky@yahoo.com

I will accept documents by electronic means (e-mail) Yes

No

(Full name of utility company) Aqua Illinois, Inc.

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

Yes No

Has your complaint filed with that office been closed?

Yes No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

1. On February 23, 2008, I received a handwritten envelope containing a bill from Aqua Illinois, Inc. for an amount due of \$1,326.21 as of January 31, 2008.
2. When I called to explain the lot was undeveloped, vacant land and no utilities were hooked up or used, the representative consulted her supervisor. The representative then stated these were access fees and I should pay immediately.
3. Then when I asked why they didn't notify me of these charges as of May 27, 2005, when I purchased the property, she couldn't answer me.

Please clearly state what you want the Commission to do in this case:

Waive all late fees associated with this bill. Determine the validity of "access charges" associated with zero usage.

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: August 7, 2009
(Month, day, year)

Complainant's Signature: James R. Plucinsky

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

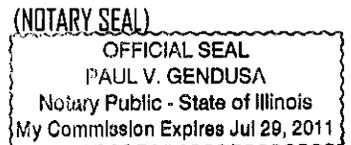
A notary public must witness the completion of this part of the form.

I, James R. Plucinsky, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

James R. Plucinsky
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 8/10/09

Paul V. Gendusa
Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.