

ORIGINAL

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:

Case: 09-0478

Complaint NO  
09-20739

FORMAL COMPLAINT

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

CHIEF CLERK'S OFFICE

2009 OCT 29 P 1:03

Illinois  
COMMERCE COMMISSION

Regarding a complaint by (Person making the complaint): LOUIS BURRELL  
Against (Utility name): AQUA ILLINOIS WATER CO - K ILL  
As to (Reason for complaint) malfunctioning water meter  
Exhorbitant Water Bills  
Exhorbitant Lower Bills  
Putting tenants water bills in my name. <sup>sending to credit</sup> Bureau  
Shutting OFF water when bills were  
PAID TO ENTIRE Building  
in Kankakee Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is P.O. Box 1969 Kankakee, ILL  
The service address that I am complaining about is 204 North Hunter K ILL

My home telephone is 708 305 3999

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at 708 305 3999

My e-mail address is tuffy38@sbeglobal.net I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Aqua Illinois Water Co. (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.  
200.180  
PART 280

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. AQUA Illinois Continue Overcharging us For Water Bills
2. " " " " " " " " Sewer Bills
3. The years for overcharging sewer bill is 2008 Thru 2009
4. " " " " " " " " Water Bill " " " " 2009
5. Water meter was not functioning - 2008-2009 -
6. AQUA, since complaint filed, installed functioning meter.
7. AQUA has refused to reimburse us for excess sewer and water charges.

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

Compel AQUA to reimburse water company to reimburse over payments made on sewer + water bills per the last 2 years - 2008 and 2009

**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: 10-28-2009  
(Month, day, year)

Complainant's Signature: Louis Burrell

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address. <sup>(NOTE)</sup>  
John P. Ridge - Attorney at Law, CPA  
777 N. Kennedy Drive - Kankakee, ILL 60901  
Phone 815-936-1212 Fax 815-936-1015

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**

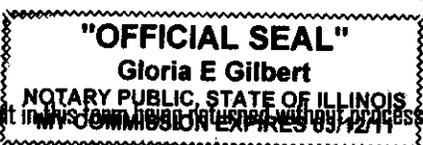
A notary public must witness the completion of this part of the form.

I, LOUIS BURRELL, 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.

Louis Burrell  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) October 28, 2009

Gloria E Gilbert  
Signature, Notary Public, Illinois



(NOTARY SEAL)

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