

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION** **NORMAL COMPLAINT**

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

For Commission Use Only:  
Case: 09-0519

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Susan Michael

Against (Utility name): Illinois American Water

As to (Reason for complaint) a water pipe back-up / blockage

CHIEF CLERK'S OFFICE  
2009 NOV - 9 A 10:59  
ILLINOIS COMMERCE COMMISSION

in Glen Ellyn Illinois.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My mailing address is 22W410 Ironwood Dr., Glen Ellyn, IL 60137

The service address that I am complaining about is 22W410 Ironwood Dr., Glen Ellyn, IL 60137

My home telephone is (630) 858-2082

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (630) 858-2082

My e-mail address is susan@robmichael.com I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Illinois American Water (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.

IL. Adm. Part 600

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.

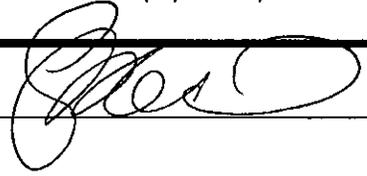
1. Approximately January 2009, the sewer pipe leading out of our home from the cleanout needed to be rodded out. The blockage was found 90-100 feet out from the starting point, clearly into ~~IL~~ American Water's responsibility. We were told it was our responsibility even though a plumber (Del Fiacco Plumbing) stated it was IL American's issue.

2. Approximately August 2009, we once again needed to rod out the same pipe. The blockage was found 90-100 feet out; same responsibility. IL American Water refused.

3. We have stickers from plumbers dating back to 2003 showing the blockage is clearly within ~~IL~~ American's responsibility per their own brochure. Please clearly state what you want the Commission to do in this case: IL American Water needs to accept responsibility and correct their blockage issues permanently. We would like the Commission to mediate and help IL American Water to understand they need to correct the situation of our re-occurring pipe blockages.

**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: 11/4/2009  
(Month, day, year)

Complainant's Signature: 

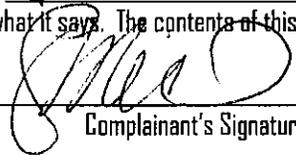
If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

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).

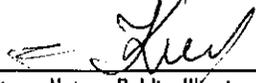
**VERIFICATION**

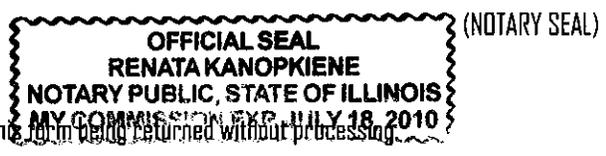
A notary public must witness the completion of this part of the form.

I, Susan Michael, 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.

  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 4th day of November, 2009

  
Signature, Notary Public, Illinois



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