OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 09-0552

FORMAL COMPLAINT

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

Regarding a complaint by (Person making the complaint): ~~KELLY MCFARLAND~~ DEAN A. FELLER-Renter/DARLENE RUSSO-owner

Against (Utility name): AQUA OF ILLINOIS

As to (Reason for complaint) UNJUST AND UNPROVEN OVER BILLING. TRYING TO SAY I SHOULD HAVE BEEN PAYING $100.00 A MONTH FOR LAST YEAR. THERE IS ONLY TO OF US THAT LIVE HERE. THEY SAY WE HAVE USED 441 GALS OF WATER PER DAY FOR LAST YEAR!

in CHICAGO Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 198 LEVASSEUR AVE. Bourbonnais, IL 60914

The service address that I am complaining about is 198 LEVASSEUR AVE, Bourbonnais, IL 60914

My home telephone is [815] 935-1724/815-727-2139

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [815] 727-2139 -Darlene Russo.

My e-mail address is _____ I will accept documents by electronic means (e-mail) ☐ Yes ☒ No

(Full name of utility company) AQUA OF ILLINOIS (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.

Fraudulent Billing Practices.

ILLINOIS COMMERCE COMMISSION
2009 NOV 13 P 1:03
CHIEF CLERK'S OFFICE

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. I HAVE BEEN AT MY CURRENT ADDRESS FOR 2 YEARS. IN OCT 07 WE HAD A WATER LEAK IN THE DRIVEWAY, WHICH RESULTED IN ALL NEW WATER LINES AND METER. SINCE THEN I HAVE ALL ESTIMATED BILLS RANGING FROM 34.-43.00 A MONTH. BACK IN SEPT 25 OF 09 I RECEIVED A BILL FOR $241.69, I CALLED AQUA TO FIND OUT WHY, AND THEY TOLD ME THAT MY METER WAS NEVER HOOKED UP, SO THEY HAD TO MAKE ADJUSTMENTS, 2 WEEKS LATER I RECEIVED ANOTHER BILL FOR $700.62. I CALL ICC AND FILED A COMPLAINT, THEY ARE SAYING THAT I USED 441 GAL OF WATER PER DAY OVER THE LAST YEAR, WHICH IS REDICULOUS. THERE IS ONLY TWO OF US LIVING HERE. MYSELF AND MY FIANCE KELLY McFARLAND.

Please clearly state what you want the Commission to do in this case: I FEEL THAT BASED UPON THEIR OWN ESTIMATE, I SHOULD ONLY PAY ROUGHLY 44.00 PER MONTH. X12 IS 528.00 THEY GAVE ME CREDIT FOR 508.00. IF I OWE ANYTHING ITS 20.00 THANK YOU.

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: 11-03-09 (Month, day, year)

Complainant's Signature: [signature] Kelly McFarland

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

N/A.

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, Kelly McFarland, 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.

Kelly McFarland
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) November 10th 2009

Dolly Tecalero
Signature, Notary Public, Illinois

(NOTARY SEAL)
OFFICIAL SEAL
DOLLY TECALERO
NOTARY PUBLIC - STATE OF ILLINOIS
MY COMMISSION EXPIRES:04/23/13

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

Icc207/07