

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION **NORMAL COMPLAINT**

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

For Commission Use Only:
Case: 10-0297

ORIGINAL

Regarding a complaint by (Person making the complaint): EDWARD J. PEKAROVICH (JEAN)
Against (Utility name): ILLINOIS AMERICAN WATER
As to (Reason for complaint) WE RECEIVED BILLS FOR JUNE, JULY, & AUGUST FOR ALMOST 80,000 GALLONS OF WATER USAGE. WE HAD A PLUMBER COME IN AND FOUND NO LEAKS. THIS IS A ONE-BATH HOME WITH A BASEMENT. DURING THE 3 MONTHS LISTED THERE WERE NO WET SPOTS IN THE YARD OR WATER IN THE BASEMENT.
in PONTIAC Illinois.

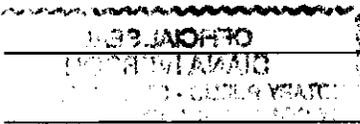
TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 630 S. LOCUST ST. PONTIAC, IL. 61764
The service address that I am complaining about is SAME
My home telephone is (815) 842-1717
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 842-1717
My e-mail address is DASISS@MCHSI.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.

CHIEF CLERK'S OFFICE
2010 APR 20 AM 11:00
ILLINOIS COMMERCE COMMISSION

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.

83-IL.ADM. PART



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? UNSURE 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. RECEIVED 57,750 GALLON WATER BILL FOR JUNE 2009.
2. CONTACTED WATER COMPANY. THEY CAME TOLD ME THE METER WAS WORKING PROPERLY, FOUND NO LEAKS.
3. RECEIVED 15,750 GALLON BILL FOR JULY 2009.
4. WATER COMPANY CHANGED METER. TOLD ME OLD METER WAS FINE.
5. CALLED PLUMBER, HE FOUND NO LEAKS, SAID IF I HAD A LEAK, I SURELY WOULD HAVE NOTICED.
6. WATER SHUT OFF, HAD TO GO ON PAYMENT PLAN TO HAVE SERVICE RESUMED.

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

I WOULD LIKE TO BE REIMBERSED THE FEES PAID TO ILLINOIS AMERICAN WATER FOR PHANTOM WATER 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: 4-19-2010
(Month, day, year)

Complainant's Signature: [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, EDWARD J. PEKAROVICH, 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.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 4/19/2010

[Signature]
Signature, Notary Public, Illinois



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

7. MY AVERAGE BILL HAS ALWAYS AROUND 5,250 GALLONS PER MONTH, HAS BEEN THAT WAY FOR YEARS.

8. SINCE THE WATER COMPANY CHANGED THE METER THERE HAS BEEN NO HIGH USAGE.