

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

For Commission Use Only:
Case: 11-0519

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JUL 12 2011

Regarding a complaint by (Person making the complaint): Peter White ILLINOIS COMMERCE COMMISSION
CHIEF CLERK'S OFFICE

Against (Utility name): Aqua of Illinois

As to (Reason for complaint) Aqua the company failed to engage me in timely manner, failure to notify customer in timely manner of excessive usage! Tendering of check with payment in full is binding per Illinois Uniform Commercial Code, Complaint to be amended at anytime!
in Manteno Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 406 GIPP DR Manteno IL 60950

The service address that I am complaining about is 406 GIPP DR Manteno IL 60950

My home telephone is [815] 468-1852

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [815] 468-1852

My e-mail address is _____ 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.
280
600.360
600.350

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.

Excessive usage of water for months of April + May! Not notifying customer when report Generated indicating excessive water usage! Not notifying customer on three service calls that water was still being consumed at a extreme rate!

Please clearly state what you want the Commission to do in this case: Recognize the fact that the water problem had corrected itself upon exchange of meter. And recognize Illinois Uniform Commercial Code!

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: 7-11-2011
(Month, day, year)

Complainant's Signature: *Peter F. White*

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

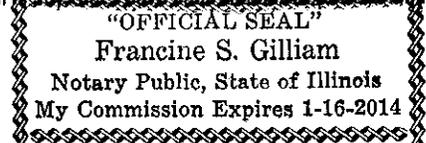
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

VERIFICATION

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

I, Peter F. White, 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.

Peter F. White
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) July 11 2011

Francine S. Gilliam
Signature, Notary Public, Illinois

(NOTARY SEAL)

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