

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION COMPLAINT

For Commission Use Only:
Case: 11-0677

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Jeremy M Laramore

Against (Utility name): Illinois American Water

As to (Reason for complaint) Refusal to Repair or Replace a broken and Leaking Company Service Line that connects to my Customer Service Line.

in Belleville Illinois.

CHIEF CLERK'S OFFICE
2011 OCT - 7 11 A 11:22
ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 41 Sierra Dr Glen Carbon IL 62034

The service address that I am complaining about is 54 Granvue Dr Belleville IL 62220

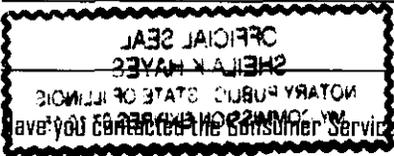
My home telephone is (618) 1310-3867

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (618) 420-3359

My e-mail address is Jeremy M Laramore@yahoo.com 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.
ILL. C. C. NO. 23 Part 2, 8, 25



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. July 27, 2011. Water service turned on, discovered a leak existed somewhere in the Service Line. I was informed by a third-party that leak was likely my responsibility even if it was not on my property.

2. After getting a quote from a contractor, I further researched the issue and determined I was responsible only for Service line on my Property.

3. August 17, 2011 I contacted AM water Supervisor and advised him of what I found. He insisted that the property line did not constitute the demarcation of responsibility. I informed him of my findings.

Please clearly state what you want the Commission to do in this case.
Order Illinois American Water to repair or replace the Company Service Line so that it properly delivers water to my existing Customer Service Line and to have them acknowledge that the maintenance of the Service Line that is not on my property is their responsibility.

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: October 4, 2011
(Month, day, year)

Complainant's Signature: Jeremy M Laramore

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, Jeremy M Laramore, 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.

Jeremy M Laramore
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 10-4-11

Sheila K Hayes
Signature, Notary Public, Illinois



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

1. July 27, 2011. Water service turned on, discovered a leak existed somewhere in the service line. I was informed by a third party that leak was likely my responsibility even if not on my property.

2. After getting a quote from a contractor, I further researched the issue and determined I was only responsible for Service Line on my property.

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4. August 22, 2011. I discovered that leak location was not on my property. I did this by digging up the service line on my property. I did discover an approximate location of the leak, which was well away from my property.

5. August 25, 2011. I contacted AMwater and informed them the leak was not on my property. I was advised it was not their responsibility. I informed them otherwise, but they refused to acknowledge my findings.

6. I contacted Public Works commission and filed complaint.

7. August 25, 2011, AMwater representative contacted me in relation to the complaint we were unable to come to an agreement on responsibility.