

For Commission Use Only:

Case: 12-0480

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint):

Samantha Oliver

Against (Utility name):

Agua Illinois, Inc.

As to (Reason for complaint)

Water bill quadrupled from last year where the
same amount ^{or less} of water was used.

in Crete Illinois.

ILLINOIS COMMERCE
COMMISSION
2012 AUG 17 A 1:12
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City)

24046 S. Lakeside CT., Crete, IL 60417

The service address that I am complaining about is

24046 S. Lakeside CT., Crete, IL 60417

My home telephone is

[708] 717-3110

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[708] 717-3110

My e-mail address is _____

I will accept documents by electronic means (e-mail) Yes No

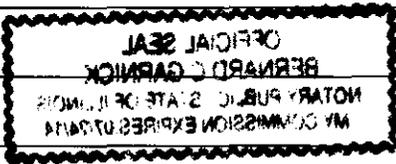
(Full name of utility company)

Agua 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.



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. Based on consumption, when my meter was read on 9/12/2011, my consumption was at 460, this year I was at that same consumption on my meter reading of 7/11/2012: which I had consumed 470 (according to my print-out provided by Aqua.)
2. For that 9/12/2011 reading, my bill was 213.23, compared to this last months reading on 7/11/12, which was \$664.54.

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

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 (Social Security Number, Driver's License Number, Medical Records, etc.) 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: August 13, 2012
(Month, day, year)

Complainant's Signature: Samantha Olivier

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, Samantha Olivier, 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.

Samantha Olivier
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 8/13/12

Bernard C Garnick
Signature, Notary Public, Illinois



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

Continuation of Complaint

3. This is not a 5% increase and not even a 10% increase.

This is a ridiculous 300% increase.

4. In today's economy where people are losing their homes daily to foreclosure, how can Aqua or the Illinois Commerce Commission feel justified in doing this to people.