

For Commission Use Only:

Case:

12-6545

OFFICIAL FILE ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Delisha James

Against (Utility name): Aqua Water Company

As to (Reason for complaint) My move in date was 3/11 not 2/11

in Kankakee Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 634 N. Chicago Ave. Kankakee, IL 60901

The service address that I am complaining about is 1768 Sunnyside Ave. Kankakee, IL 60901

My home telephone is (815) 295-6811

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (815) 295-6811

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.

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

CHIEF CLERK'S OFFICE
2012 OCT - 11 10:45
ILLINOIS COMMERCE COMMISSION
JL

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. In ~~Apr~~ March 2011 I contacted Aqua to notify them of my move in date which was March 2011.
2. I moved out April 2011
3. I received a bill and shut off notice for February ~~2011~~ 2011

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

Credit my account for the months Feb. 2011

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: 9/19/12
(Month, day, year)

Complainant's Signature: Delisha James

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, Delisha James, 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.

Delisha James
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) September 19, 2012

Virginia M. Pitts
Signature, Notary Public, Illinois



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