

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

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

For Commission Use Only:
 Case: 12-0552

ORIGINAL

Regarding a complaint by (Person making the complaint):

Steve James

Against (Utility name):

Aqua Illinois Inc / Kankakee Municipal Sewerage Dept

As to (Reason for complaint):

fraud, conspiracy to defraud, deceptive Business Practice.

in Kankakee Illinois. 60901

CHIEF CLERK'S OFFICE
 2012 OCT - 11
 11:16
 ILLINOIS COMMERCE COMMISSION

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City)

621 S. Lincoln Ave Kankakee, IL 60901

The service address that I am complaining about is

same

My home telephone is

[815] 933-1617

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

[815] 933-1617

My e-mail address is

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

(Full name of utility company) Aqua Illinois Inc / Kankakee Municipal Inc.
 to the provisions of the Illinois Public Utilities Act.

(Respondent) is a public utility and is subject

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.

220 - TLCS 5/5-102
107
201
202
203

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

in March 2012, but the utilities didn't just my bills, was told I can't file another since this is my 3rd. Call to them about this matter I don't know why my 3rd complaint can't be filed, to protect my water, sewage bill won't shut me off.

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.

In Dec, 2011 I got shutt off for non-payment of sewage bill. I finally paid to get turned back on. These 2 companies charged me while I was off. The CCC told them they couldn't do that. Both bills didn't get fixed gas in my bill was 22-25⁰⁰ per month with water & sewage was 45⁰⁰. They then turned me off fathers day. ~~because~~ they I got back on & they charge me while I was off. I know I had a tag. They have never charged me a reconnect fee. They did this time. Please clearly state what you want the Commission to do in this case: Allow me to file complaint & get them to stop deceiving me & defrauding me & go to ~~reception~~ receptions

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: Sept 28, 2012
(Month, day, year)

Complainant's Signature: Steve 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

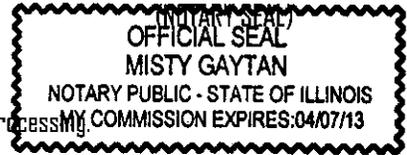
A notary public must witness the completion of this part of the form.

Steve 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.

Steve James
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) October 1, 2012

Misty Gaytan
Signature, Notary Public, Illinois



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