For Commission Use Only:
Case: 12-0690

OFFICIAL FILE FORMAL COMPLAINT

ILLINOIS COMMERCE COMMISSION

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Jeannine Greene

Against (Utility name): Illinois American Water

As to (Reason for complaint) Recycled meter that was installed believed to be inacurate.

in Madison Illinois.

ILLINOIS COMMERCE COMMISSION
2012 DEC 20 P 1:44
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1606 7TH ST. Madison, IL. 62060

The service address that I am complaining about is 1433 7TH ST. Madison, IL. 62060

My home telephone is [618] 960-4004

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

My e-mail address is ——— I 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.
Inacuate meter.

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.) I have an empty apartment at 1433 7th ST. in Madison, IL.
2.) I do my Laundry in the garage. Thats the only
3.) water used.
4.) On Aug 7th 2012, They replaced meter. I went from using 1500 gals to 12750 gals of water.
They took meter out to test on Nov 20th 2012. The bill went back down.

Please clearly state what you want the Commission to do in this case:
I believe the overcharge was 130.00 Adjust this + inform Metro East sewage.

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: Dec 18th 2012 (Month, day, year) Complainant's Signature: Jeannine Greene

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, Jeannine Greene, 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.

Jeannine Greene
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) December 18, 2012

Signature, Notary Public, Illinois

"OFFICIAL SEAL"
DAWN L DAVIS
NOTARY PUBLIC, STATE OF ILLINOIS
MY COMMISSION EXPIRES JULY 23, 2015

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