

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION** **NORMAL COMPLAINT**

For Commission Use Only:  
Case: 13-0124

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

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Cheryl M. Jordan  
Against (Utility name): ILLINOIS AMERICAN WATER  
As to (Reason for complaint) Disputing erroneous charges for billing  
cycle May 12, 2011 - June 16, 2011

in Bolingbrook Illinois.

2013 FEB 11 P 12:31  
CHIEF CLERK'S OFFICE  
ILLINOIS COMMERCE COMMISSION

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My complete mailing address is (include City) 5 STARWOOD CT, BOLINGBROOK, IL 60490  
The service address that I am complaining about is 5 STARWOOD CT, BOLINGBROOK, IL 60490  
My home telephone is  N/A (cell) 630 664-5560  
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at 630 664-5560  
My e-mail address is CHEMAUJ@sbcglobal.net 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.

\_\_\_\_\_

\_\_\_\_\_

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.

Please Reference Attachment # 1

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: 01-23-2013  
(Month, day, year)

Complainant's Signature: [Handwritten Signature]

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

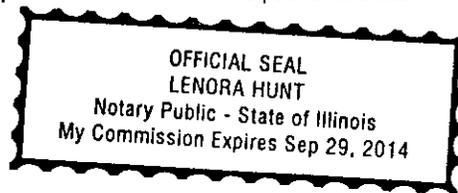
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

**VERIFICATION**

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

I, Cheryl M. Jordan, 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.

[Handwritten Signature]  
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 1-30-13

[Handwritten Signature]  
Signature, Notary Public, Illinois

(NOTARY SEAL)

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

# Cheryl Jordan - Illinois American Water

- ① For the billing period of May 12, 2011 – June 16, 2011 Illinois American Water billed me for 298,000 gallons used for a total of \$3,441.16. I am disputing these erroneous charges. First, the house was not occupied from to August 2011. The water was shut off by Illinois American Water in December of 2010 by a company hired by Chase Mortgage to winterize it due to the house being placed on the market for sale. On April 12, 2011 the water company came in to turn the water back on, then turned it off again at the same service call. During the time that the house was unoccupied, there were no usage charges until the billing period in question. Also, there were usage charges the months following the billing period in question, until the house was again occupied in August 2011.
- ② Illinois American Water reviewed my case and responded in a letter dated 9/9/2011 that they would process an adjustment to my bill for the amount of \$1,709.23. The basis for their adjustment was due to a "leak".
- ③ I am seeking the assistance of the Commission to remove the remaining charges of \$1,731.93 based on the fact that the charges were erroneous and also due to the fact that the home was unoccupied and services were documented as "shut off" during the billing period in question.