

**FORMAL COMPLAINT**

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

**ORIGINAL**

2013 MAY 28 P 12:30

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): cherille Miles

Against (Utility name): Illinois American Water

As to (Reason for complaint) We are being overcharged when the meter was replaced our water level/luse was 3000 gallons. Before that our usage was 4000 to 6000. We didnt do anything differently before the meter was installed. Would like for our bill to be rectified in Bolingbrook Illinois, from prior usage. We are positive the old meter was defaulted.

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

My complete mailing address is (include City) 104 Springhill Dr. Bolingbrook, IL 60440

The service address that I am complaining about is 104 Springhill Dr. Bolingbrook, IL 60440

My home telephone is (773) 219-7471

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 219-7471

My e-mail address is Coving2000@yahoo.com 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.  
Overcharging, the water company was using the old meter usage. We have a list of the times we used water we have used this list for the last year.

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 ? not for sure

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. We are being overcharged.

(2. Jan 2013 bill 4000 gallons

(3. Feb 2013 bill 4000 gallons

(4. March 2013 bill 4000 gallons

(5. April when we received a new meter 3000 gallon was used. Before the usage was higher (no max 3000 gallon

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

Deduct the money you overcharged me for. Disputing the entire amount as of 5/2013. \$345.74

**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: 5/3/2013  
(Month, day, year)

Complainant's Signature: Cherille Miles

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, \_\_\_\_\_, 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.

Cherille Miles  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) May 22, 2013.

Yvette Belcher  
Signature, Notary Public, Illinois



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