

Exhibit C

Cheryl M. Jordan

vs

Illinois American Water Company

13-0124

OFFICIAL FILE

C.C. DOCKET NO. 13-0124

Comp Exhibit No. C

Witness _____

Date 11/9/13 Reporter _____

orlena harris

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Hi Cheryl

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MESSANGER

Me: Available

Mary Nassar

UPDATE

From: orlena@sbcglobal.net

To: Cheryl Jordan; Anthony.Jordan@lafarge-na.com; Ian Berliner

I talked to Roger regarding the winterization and the pipes. He said that the property preservation department had no record of winterizing the house. I said that is not true because they contacted me directly. He still maintain its the homeowners responsibility. I told him I would call Safe Guard and tell them the plumber said the house was not properly winterized. I talked to Chantale at Safe Guard and she said they did drain the pipes...I said how would you know and she said they take pictures. She then said she had to review it with her supervisor and call me back. (She sound like there were concerns)

Roger said we could get estimates but it would be your expense to repair. I said you don't have the money to put one more cent in. He said if the sellers wanted the property maybe they could contribute. I said I really don't see that happening and it is FHA and they requirements are firm. I have to call the selling agent soon to explain the situation. Unfortunately they may walk. I don't know what to do at this point. Do you have any suggestions. If they walk Roger said we could put the house back on the market, get estimates and reduce it but it would then have to sell Conventional or cash and I don't see that happening.

Sorry I have to been more bad news.

Orlena

Harris Professional Realty, LLC
 630-209-1481 cell
 630-357-4367 fax
orlena@sbcglobal.net

NASTY GAL
JEFFERY CAMPBELL



SHOP SHOES >

orlena harris

Search Mail

Search

Hi, Cheryl

INBOX	CONTACTS	CALENDAR	SEARCH: o	Fwi: Orlen	Re: 5 Star	img215.pdf	Fwi: Sentral	letter to R	WinterizIn...
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MESSENGER

Me: Available

Mary Nassar

Winterizing not performed correctly

From: orlena@sbcglobal.net

To: Cheryl Jordan <Cheryl.Jordan@lafarge-na.com> ; Andretta K. Pierce

I talked to Chantale at Safe Guard Properties regarding the damaged pipes and she instructed me to submitted a claim over the phone this morning. I will let you know when they contact me.

Thank you,
Orlena

Harris Professional Realty, LLC

630-209-1481 cell
630-357-4367 fax
orlena@sbcglobal.net

ATTENTION AGENTS, CONTRACTORS, INSPECTORS:

Please note that this property has been winterized. No utilities should be turned on without a walk-through inspection of the property to ensure that all faucets and valves are in the off position. Prior to turning on the electricity, you need to ensure the breaker for the hot water tank is in the "off" position. Failure to complete a thorough walk through of the home may result in damage to the property.

Be sure to check on the following:

- Utilities on and functioning properly?
- Sump pump plugged in and operable?
- Breakers off (except breaker for sump pump, if applicable)?
- Faucets/spigots off, including exterior spigots?
- Stove and oven turned off?
- Lights turned off?
- Any other issues that require attention, including damages?

If you have any questions, please call Safeguard Properties, Inc. at 800.852.8306, ext 2189.

Thank you.

Use This Next Time You Need Us!! Jim Dhamer Plumbing & Sewer, Inc.

This Coupon for \$10 Off

No Expiration Date. Call **630-964-2222 30146**

Present at time of service. Not valid with any other offer. Not valid on RPZ Tanks.

JIM DHAMER PLUMBING & SEWER INC.

LICENSED, BONDED & INSURED • MEMBER OF BETTER BUSINESS BUREAU

"SERVING YOUR AREA"

630-964-2222

5 Strawberry

Bolingbrook

PHONE NUMBER:

209-1481

504-289-3777

INVOICE

INVOICE NO. **30146**

DATE **4-27-11**

CUST. P.O.#

CHECK#

credit card

TERMS *in office*

10-7

10-8

M.P. DATE

GOBACK

OWE

DEFECTIVE PART

BILLING

ESTIMATE

PAID

SERVICE MEN *Steve Rich*

dhamerplumbing.com

DESCRIPTION

AMOUNT

Repaired split pipe in basement near front
sillocock and in wall in 2nd floor hallway.
Replace ice maker line valve in crawlspace.
Replace fill valve and supply for powder room
toilet. Turned water on, tested fine.

986

* 90 day guarantee on our labor **SHOP MATERIAL**
* not responsible for drywall repair
* no guarantee on old pipes we adapted to

WORK APPROVED BY

J. Dhamer

Don't forget to save the coupon above for your next service call!

PLEASE PAY FROM THIS INVOICE

FULL PAYMENT DUE ON COMPLETION OF JOB

1 1/2% CHARGE PER MONTH FOR ANY BALANCE PAST TERMS ABOVE TOTAL

395

Jim Dhamer Plumbing & Sewer, Inc.

Limited Warranty

Jim Dhamer Plumbing & Sewer, Inc. warrants to repair or replace to its option any defective parts within 1 year of installation during normal business hours. Dhamer agrees to make no charge whatsoever for any such repair or replacement if caused by our work.

DHAMER SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES ARISING FROM DEFECTIVE PRODUCT AND/OR PARTS AND/OR INSTALLATION. THIS WARRANTY IS NOT SUBJECT TO VERBAL REVISIONS AND NO OTHER WARRANTY, EXPRESS OR IMPLIED, WILL BE BINDING. CUSTOMER AGREES TO PAY ALL ATTORNEY FEES ON ANY LATE PAYMENT.

check card in office

orlena harris

Search Mail

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Hi, Cheryl

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Fw: 4 Starwood Ct. file #1767924067

To: orlena@sbcglobal.net

From: Anthony.Jordan@lafarge-na.com Cheryl Jordan

Cc: Andretta K. Pierce

Cheryl - Tony,

Safeguard is reimbursing \$575.00 to Anthony. You have to sign a release form, have it notarized and send it back for them to release the money. You keep the 395.00 and send me the \$180 for the paint and drywall. I will talk to the selling agent, if the buyer is painting the house I can give the \$180 directly to the buyer or I will have it repaired.

Orlena

--- Original Message ---

From: [Legal Claims](#)To: 'orlena@sbcglobal.net'; [Legal Claims](#)

Sent: Tuesday, May 03, 2011 4:20 PM

Subject: RE: 4 Starwood Ct. file #1767924067

Orlena:

Pursuant to our recent conversation to total repairs are \$575.00. We will forward a release to be signed by the mortgagor Anthony Jordan.

Thank you,

Samantha F. Owens BSM 
 Claims Resolution Specialist

Safeguard Properties
 800 852-8306 Ext. 1377
 216-739-2707 Fax

samantha.owens@safeguardproperties.com

www.safeguardproperties.com

"Customer Service = Resolution."

Celebrating 20 Years of Safeguarding Our Clients' Interests

From: orlena@sbcglobal.net [mailto:orlena@sbcglobal.net]

Sent: Monday, May 02, 2011 4:05 PM

To: Legal Claims

Subject: 4 Starwood Ct. file #1767924067

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Wextrade Financials

Hello Samantha,

Can you give me the status of this claim as soon as possible?

Thank you,
 Orlena

Broker/Owner
 Harris Professional Realty, LLC
 1501 East Bailey Road
 Naperville, IL 60565
 630-357-1481 office
 630-209-1481 cell
 630-357-4367 fax
orlena@sbcglobal.net

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MESSENGER

Me: Available

Mary Nassar