

For Commission Use Only:

Case: 14-0057

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

**FORMAL COMPLAINT**

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

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Kelley Michael Wallace

Against (Utility name): AQUA ILLINOIS

As to (Reason for complaint) VERY high water bills that started after Weber Company changed the water meter in the building in June 2013

in Danville Illinois.

**RECEIVED**  
JAN 14 2014  
*lea*

ILLINOIS COMMERCE COMMISSION  
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1531 York Ave <sup>apt 1B</sup> NY, NY 10028

The service address that I am complaining about is 1110 Franklin St, Danville IL 61832

My home telephone is 917 624-4348

Between 9:30 A.M. and 5:00 P.M. weekdays, I can be reached at 917 624 4348

My e-mail address is K.michaelwallaceinvestment.com I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) AQUA ILLINOIS (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.

- ① AQUA UTILITIES INSTALLED A NEW WATER METER IN JUNE 2013 AFTER THAT DATE ALL THE PRECEDING BILLS CAME IN OVER + 400 higher than the average bills period to that.
- ② SINCE JUNE MAINTENANCE PERSONAL VERIFIED ON A MONTHLY BASIS THERE ARE NO WATER LEAKS IN BUILDING
- ③ ON 11/9/13 WALLACE INVESTMENTS DID A TEST OF METER AND FOUND THE WATER METER WAS NOT ACCURATE IN

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

- ④ YES LEADINGS - 02/12/13 - TECHNICIAN OF AQUA ADMITTED METER WAS NOT

**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: 1/8/14  
 (Month, day, year)

Complainant's Signature: Kelley M. Walker

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, Kelley Michael Wallace, 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.

Kelley M. Walker  
 Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) January 9, 2014

[Signature]  
 Signature, Notary Public, ~~Illinois~~ New York

VICTORIA BURDO  
 Notary Public, State of New York  
 Qualified in Queens County  
 No. 01BU6228404  
 My Commission Expires 09-20-2014  
 (NOTARY SEAL)

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