

For Commission Use Only:  
Case: 14-0094

# 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): KEVIN PLUNKETT

Against (Utility name): AQUA AMERICA / AQUA ILLINOIS

As to (Reason for complaint) RECURRING CHARGES FOR "AVAILABILITY CHARGE"

in CHICAGO Illinois.

ILLINOIS COMMERCE COMMISSION  
JAN 31 AM 12:22 PM  
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 80 WARWICK ROAD, WINNETKA IL 60093

The service address that I am complaining about is DAK RUN FOREST RIDGE SUBDIVISION LOT 459, DAHINDA, IL

My home telephone is [847] 687-8308

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 687-8308

My e-mail address is kmp965@gmail.com I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) AQUA AMERICA / 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.

OFFICE OF THE CHIEF CLERK  
ILLINOIS COMMERCE COMMISSION  
527 E. CAPITAL AVENUE  
SPRINGFIELD, ILLINOIS 62701  
CC: [unclear]

2, FIRST REVISED SHEET # 6 (COPY ATTACHED)

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. SINCE I ACQUIRED THIS VACANT LOT IN JULY 2011, I HAVE BEEN REGULARLY BILLED BY THE UTILITY FOR AN "AVAILABILITY CHARGE" DESPITE HAVING NO WATER SERVICE THERE.
2. AFTER REPEATED REFUSALS BY THE UTILITY TO STOP BILLING ME, I CONTACTED THE ICC AND LEARNED THAT THE UTILITY IS ONLY AUTHORIZED TO CHARGE ME THIS FEE IF IT IS "CLEARLY SET FORTH IN MY PROPERTY'S SALES CONTRACT, WHICH IT IS NOT (COPY ATTACHED).
3. UTILITY STILL REFUSES TO STOP BILLING OR REFUND PRIOR PAYMENTS BY ME (~ \$1250).

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

ORDER UTILITY TO REFUND MY PRIOR PAYMENTS AND CEASE BILLINGS GOING FORWARD.

**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: JANUARY 27, 2014  
(Month, day, year)

Complainant's Signature: *Kevin Plunkett*

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

SELF

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, KEVIN PLUNKETT, 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.

*Kevin Plunkett*  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) January 28, 2014

*Sarah Doyle*  
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.