

For Commission Use Only:

Case: 14-0278

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

ORIGINAL

Regarding a complaint by (Person making the complaint): Robert Spells

Against (Utility name): Illinois American Water Company

As to (Reason for complaint) I am being overcharged/billed for services that I did not provoke, use, or receive.

CHIEF CLERK'S OFFICE
2014 APR - 2 PM 12:49
ILLINOIS COMMERCE COMMISSION
[Signature]

in Belleville Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 23 S. 53rd Apt. 13 Belleville, IL 62226

The service address that I am complaining about is 23 S. 53rd Apt. 13 Belleville, IL 62226

My home telephone is (618) 222-6869

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (618) 222-6869

My e-mail address is rcspells1@yahoo.com I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Illinois American Water Company (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.
83-IL Adm. Part 200.160

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.

(See Attached)

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

(See Attached)

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: 3-28-14
(Month, day, year)

Complainant's Signature: Robert Spells

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

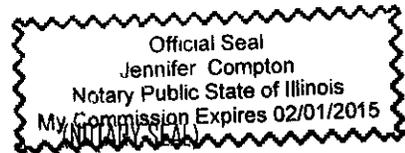
A notary public must witness the completion of this part of the form.

I, Robert Spells, 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.

Robert Spells
Complainant's Signature

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

[Signature]
Signature, Notary Public, Illinois



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

1. After a water pipe outside of my rental dwelling burst and caused a \$1,300+ spike in my water bill, during the summer of 2013, I requested an adjustment on my water bill.
2. A 30 day hold was placed on my account in October 2013 while billing looked over the request for an adjustment (I was told that it could take up to 60 days for billing to make a decision).
3. I was never contacted either formally or informally by billing concerning the request for an adjustment for more than four months.
4. I received a disconnection notice for not paying the past due amount of over \$1,300.00 in December 2013.
5. In all the years that I have resided here prior to this spike, I have never had a water bill in excess of \$55.00. My total water service from June 2012 to June 2013 was \$534.35. Divided by twelve the monthly average for that time frame was \$44.53. I paid \$45.00 every month until my actual billing usage returned to normal. I then paid my monthly use while not paying the overcharged past due amount of \$1,300+.
6. On March 7, 2014 I was contacted by Beth Beard, Operations Supervisor for Illinois American Water, more than four months after applying for the adjustment and only after IAW was contacted by Patti Blue of the ICC. Beth Beard told me that the best IAW could do was cut the amount billed in half to over \$700.00. Beth also acknowledged that it was obvious that I did not use the amount of water that I was billed for.
7. I told Beth that it was absurd to bill someone for a service that they neither provoked, requested, nor received. Beth said that the current adjustment was all that could be done.

What I want the Commission to do in this case:

To have a hold immediately placed on the past due amount until the ICC has made a ruling on the matter. Reverse all past due charges as well as consider my account paid in full since I continued to make the average monthly payments for the months overcharged and continue to make my actual monthly usage payments. I would also like a guarantee that any negative impacts that this situation may have had or may have been reported to any credit agencies will be reversed/withdrawn by IAW and be submitted to me in writing.