

BEFORE THE ILLINOIS COMMERCE COMMISSION

Robert Spells, )  
 Complainant, )  
 V. )  
 Illinois-American Water Company, )  
 Respondent. )

Case No. 14-0278

CHIEF CLERK'S OFFICE

2014 MAY 21 A 10:16

ILLINOIS COMMERCE COMMISSION

DIRECT TESTIMONY  
RESPONSE

COMES NOW Complainant Robert Spells and for his Response to the Answer of Illinois-American Water Company (ILAWC) also (Respondent) states the following:

Answer to number 13: ILAWC admits that Beth Beard explained that a leak in the customer service line means that the leaking water does not reach the customer premises.

RESPONSE: Find attached, marked exhibit A, a copy of an excerpt from IAWC's website titled "Rates Information" that states, "...Water begins its journey at the source -- rivers and wells -- and travels through sophisticated water treatment plants to its final destination, your tap.

Answer to number 15: ILAWC...but that there is responsibility for payment of the charges when the water passes through the meter.

RESPONSE: Find attached, marked exhibit B, a copy of the letter dated Oct. 2<sup>nd</sup> 2013 that I received from Ron Wodarczyk. "Attached is the bill I received to repair a water leak. The leak directly affected your apartment causing a significant increase in water use. Please contact your water company and sewer service and request an adjustment...

Answer number 17: Further answering, ILAWC states that Beth Beard explained to Complainant that since the landlord of his building took responsibility for the \$5,590.02 repair of the water service line, Complainant should approach the landlord about payment of the water bill, but Complainant has declined to do so.

RESPONSE: The landlord did not take responsibility for the repair of the water service. The Landlord owns the property and therefore is responsible for it. The water service that ILAWC attempted to provide to my tap did not make it to it's final destination due to Ron Wodarczyk's damaged property. Further ILAWC has not contracted debt collecting services with me to approach Ron Wodarczyk concerning ILAWC losses.

Also find attached a copy of my October 2013 sewer bill, November 2013 sewer bill and a letter from Belleville Illinois City Treasurer Dean Hart, marked exhibit C & D respectively, which reflects the adjustment provided by the City of Belleville.

I continue to state my position firmly that I did not receive the services for which I was billed. I was not at fault for the losses that IAWC has sustained. Therefore I should not be held liable and if the City of Belleville can wipe the slate clean knowing that I was not at fault, then so to can IAWC.

Wherefore, Complainant Robert Spells Prays that the Illinois Commerce Commission would find on his behalf and consider the disputed amounts paid in full and a guarantee from IAWC that any negative impacts to my credit concerning this matter, if any, be recalled immediately.

Signed,  
Robert C. Spells  
Robert C. Spells

*Robert C. Spells*



## Rates Information

### The Value of Water Service

Before it reaches your home or business, water is treated, stored and delivered through a complex process. Water begins its journey at the source -- rivers or wells -- and travels through sophisticated water treatment plants to its final destination, your tap. Along the way, our teams of certified operators, scientists and engineers use the latest technology to monitor the water's quality and progress. We test water quality frequently, using leading methods that we pioneered. Reliable high-quality water service improves our lives and communities by:

- Protecting public health
- Providing fire protection
- Creating opportunities for economic growth

Illinois American Water teams are dedicated to being responsible stewards of our communities' water systems. We invest in needed system improvements and manage operating and maintenance costs to help ensure quality, reliable water service now and in the future. At about a penny a gallon for a typical customer\*, water service is an exceptional value.

### How Rates are Set

Illinois American Water's water and wastewater service rates are based on the true cost of providing quality, reliable service to customers. Rates also pay for the investment Illinois American Water makes to ensure reliability. While municipalities may subsidize the costs of providing service through taxes, fees and other revenue sources, our rates reflect the true cost of providing high-quality water and reliable wastewater service. Our true-cost pricing model is endorsed by the Environmental Protection Agency, Metropolitan Planning Council, the Chicago Metropolitan Agency for Planning and the National Association of Water Companies.

Illinois American Water is regulated by the Illinois Commerce Commission (ICC). The only way that Illinois American Water can adjust base rates is with the approval of the ICC. The process before the ICC is a transparent process that lasts about 11 months and requires thousands of pages of documents to justify the request. New rates will not go into effect until they are approved by the ICC. Customers will have an opportunity to share their views with the ICC through public meetings or by posting comments on the ICC web site.

### Your Rates

New Water Rates Effective October 1, 2012 -- Following an 11-month review, the Illinois Commerce Commission (ICC) issued an order for Illinois American Water on September 19, 2012. The below documents are a summary of system improvements and an explanation of your new water rate.

[Alton](#)  
[Cairo](#)  
[Champaign](#)  
[Chicago](#)  
[Chicago \(Homer Glen\)](#)  
[Chicago \(Bolingbrook\)](#)  
[Interurban](#)  
[Lincoln](#)  
[Pekin](#)

[Peoria](#)  
[Pontiac](#)  
[South Beloit](#)  
[Sterling](#)  
[Streator](#)

Exhibit A

Current water and wastewater rates, which were approved by the ICC, are posted below.

[Alton, Cairo, and Interurban](#)

[Champaign County](#)

[Chicago Wastewater](#)

[Chicago Water](#)

[Lincoln](#)

[Pekin](#)

[Peoria](#)

[Pontiac](#)

[South Beloit](#)

[Sterling](#)

[Streator](#)

Illinois American Water - [Rules and Regulations and Water Tariffs](#)

## Ensuring Quality Infrastructure

Illinois American Water is dedicated to ensuring your local water system continues to provide reliable, high quality water service. That includes making timely investments in our water distribution systems. Our Quality Infrastructure Program helps us to replace and update aging infrastructure on a timely basis.

The following communication pieces are attached if you would like more information about the Quality Infrastructure Program.

[Ensuring Quality Infrastructure bill insert](#)

[Water QIP surcharge for Chicago Metro customers](#)

[Wastewater QIP surcharge \(sewer collection\) for Chicago Metro customers](#)

[Wastewater QIP surcharge \(sewer treatment\) for Chicago Metro customers](#)

Our [Customer Rights and Responsibilities Brochure](#) outlines our commitment to provide top quality service to you, every day. The ICC has also created a [Customer Bill of Rights for Illinois Water and Sewer Customers](#).

*\*A typical Illinois American Water water service customer uses 4,500 gallons a month. In Illinois American Water's Chicago Metro service area, the typical water service customer uses 5,000 gallons a month.*

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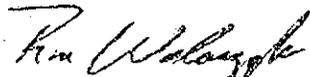
FOR EMPLOYEES

Exhibit A

Robert Spells  
23 S. 53<sup>rd</sup> St Apartment 13  
Belleville, IL

2 October 2013

Attached is the bill I received to repair a water leak. The leak directly affected your apartment causing a significant increase in water use. Please contact your water company and sewer service provider and request an adjustment to both your water and sewer bills. I'm sorry for any inconvenience this may have caused.



Ron Wodarczyk  
Landlord

Exhibit B



111 PREMIER DR - BELLEVILLE, ILLINOIS 62220-3424  
 OFFICE (618) 233-1018 • FAX (618) 233-1316  
 RESIDENTIAL • COMMERCIAL • INDUSTRIAL

B  
 I RON WODARCZYK  
 L 304 SUSANN COURT  
 L BELLEVILLE IL 62226  
 T  
 O

J 30912007  
 O RON WODARCZYK  
 B 23 S 53RD STREET  
 N BELLEVILLE IL  
 O

INVOICE DATE	INVOICE NO.	CUSTOMER NO.	PAYMENT TERMS	
09/30/13	50948	WOOD11	COD	All past due accounts are subject to a 1.8% monthly finance charge. All late payments are subject to a \$30 per month penalty.

QUANTITY	DESCRIPTION	UNIT PRICE	EXTENDED PRICE
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WATER SERVICE REPAIR AT 23 SOUTH 53RD STREET

EXCAVATED IN PARKING LOT TO LOCATE AND REPAIR LEAKING WATER SERVICE. ALL WORK COMPLETED TIME & MATERIAL.

SEE ATTACHED FOR ADDITIONAL INFORMATION.

TOTAL AMOUNT DUE THIS INVOICE 5,590.02

*Exhibit B*

GROSS	RETAINAGE	TAX	NET AMOUNT
5,590.02	.00	.00	5,590.02

BELLEVILLE TREASURER'S OFFICE  
Post Office Box 388  
Belleville, Illinois 62222

USA 33



400 861 255 SEWER  
LINE INS 807

09/09/2013	10/08/2013	10/08/2013
CORPORATION ID#		0728198000
ROBERT SPELLE		
11/04/2013	716.31	11/05/2013 787.88

} Over charged

Service period is for 30 day(s)

Service Address 23 S 53RD ST #13

SEWER BILLING SCHEDULES HAVE CHANGED PERMANENTLY DUE TO CHANGES AT THE WATER COMPANY. SORRY FOR ANY INCONVENIENCE

0728198000
716.31
11/05/2013
787.88

TENANT  
23 S 53<sup>RD</sup> ST #13  
BELLEVILLE, IL 62226



Exhibit C

BELLEVILLE TREASURER'S OFFICE  
Post Office Box 388  
Belleville, Illinois 62222

USA 33



663 668 9 PREV BAL 10.41  
SEWER 20.44  
LINE INS 62

10/03/2013	11/08/2013	11/13/2013
CORPORATION ID#		0728198000
ROBERT SPELLE		
12/05/2013	31.51	12/06/2013 33.65

} Adjusted

Service period is for 31 day(s)

Service Address 23 S 53RD ST #13

VISIT WWW.BELLEVILLE.NET SEARCH SEWER/TRASH BILLING TO LEARN ABOUT ONLINE PAYMENTS AND AUTO DEBITING

0728198000
31.51
12/06/2013
33.65

TENANTS  
23 S 53<sup>RD</sup> 13  
BELLEVILLE, IL 62226



# CITY OF BELLEVILLE, ILLINOIS



DEAN HARDT, CITY TREASURER

101 SOUTH ILLINOIS STREET  
BELLEVILLE, IL 62220-2199

1 May 14

Robert Spells  
23 S 53<sup>rd</sup> St. Apt #13  
Belleville, IL 62226

RE: Leak Adjustment

Mr. Spells,

Per your request, please find below the breakdown of the adjustment that was prepared on your account for 23 S. 53<sup>rd</sup> St. Apt #13 Belleville, IL 62226.

239 Unit Adjustment - Amount credited - \$681.79

Please contact me at (618) 233-6518 ext. 1214 if I can be of further assistance.

Respectfully,

Dean Hardt  
Treasurer  
City of Belleville

cc: Electronic File

Exhibit D