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ILLINOIS COMMERCE COMMISSION

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CHIEF CLERK'S OFFICE

FORMAL COMPLAINT

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

For Commission Use Only:

Case: 14-0416

ORIGINAL

Regarding a complaint by (Person making the complaint): David L. Herbst

Against (Utility name): Agua Illinois, Inc.

As to (Reason for complaint) I was billed for an unreasonable amount of water usage for the months of 12/13, 1/14 and 2/14. I have not been able to resolve this issue with Agua Illinois, Inc.

in Ivanhoe Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 2186.3 W. Riviera Ct, Ivanhoe, IL 60060

The service address that I am complaining about is Same as above

My home telephone is [847] 837-9887

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [847] 837-9887

My e-mail address is daucherbst@comcast.net I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Agua Illinois, Inc. (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.

Illinois administrative code Part 280

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. My average monthly water usage for a 24 month period ending with my November 2013 bill was 6716 gallons.
2. With no leaks and no unusual usage my December bill jumped to 17,800 gallons, January was 13,200 and February went to 59,300 gallons at a cost of \$310.58 \$246.74 and \$886.57 respectively.
3. Average consumption since my meter was replaced in March is 4,700 gallons.

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

Add the last two months to the 24 months prior to Dec. to establish an average and recalculate the months of Dec., Jan. & Feb. using that average.

30,100 gallons - 6,561 = 23,539 gallons credit to me.

**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: June 7, 2014  
(Month, day, year)

Complainant's Signature: Paul Herbst

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, David L. Herbst, 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.

Paul Herbst  
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) June 7-2014

[Signature]  
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.