

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION  
FORMAL COMPLAINT

For Commission Use Only:  
Case: 14-0426

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

ORIGINAL

2014 JUN 13 12:43

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Labeisha Caples

Against (Utility name): Aqua Illinois

As to (Reason for complaint) Bill dispute from August 2012 - April

2013. I was overcharged for services, The house  
was still under renovation, and Aqua was sending  
estimated bills that were doubled. After many phone calls, I  
was informed by Aqua that their system doubled the bills. -over-  
in University Park, Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 852 White Oak Ln University Park, IL 60484

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

My home telephone is (773) 803-4179

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (773) 803-4179

My e-mail address is lcaples@hotmail.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.  
83-11 Adm. Part 280.50 (a), 280.70 (a),  
All additional laws, rules, and tariffs that apply.

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

The credit that I was given is only half of what I should have been credited. I believe there should be an additional \$500 credit.

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. I was sent an estimate bill from August 2012 - April 2013
2. I was double charged from August 2012 - April 2013.
3. I believe my account should be credited an additional \$500. I have paid what I believe is my portion of the bill.

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

I would like the Commission rule on my behalf for an additional credit for being overcharged from August 2012 - April 2013.

**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: 05/26/2014  
(Month, day, year)

Complainant's Signature: Lakeisha Caples

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

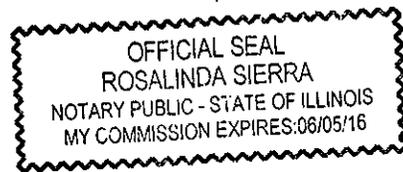
When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

**VERIFICATION**

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

I, LAKEISH L. CAPLES, 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.

Complainant's Signature: Lakeisha Caples



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

Signature, Notary Public, Illinois: Rosalinda Sierra

(NOTARY SEAL)

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