

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:
Case: 14-0463

ILLINOIS COMMERCE COMMISSION FORMAL COMPLAINT

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

ORIGINAL

MM
2014 JUL 15 P 1:07
CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): House of Prayer (Tina Nettleton)

Against (Utility name): Illinois American Water

As to (Reason for complaint): Inaccurate billing

in Washington Park Illinois, East St Louis, IL

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 5501 N. Park Drive, Washington Park, IL 62204

The service address that I am complaining about is Same

My home telephone is (618) 960-1929

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

My e-mail address is 3tina@sbcglobal.net I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) Illinois American Water (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.

N/A

* 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 Attachment

Please clearly state what you want the Commission to do in this case: To correct inaccurate billing to average billing.

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: 7-11-14
(Month, day, year)

Complainant's Signature: [Signature]

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

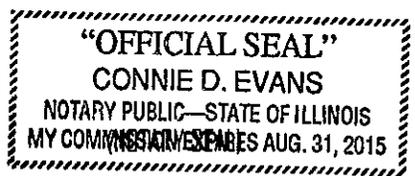
A notary public must witness the completion of this part of the form.

I, House of Prayer, 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.

[Signature]
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) July 11, 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.

HOUSE OF PRAYER TO ALL NATIONS, INC.

OF THE APOSTOLIC FAITH

5501 NORTH PARK DRIVE • WASHINGTON PARK, IL 62204

OFFICE: (618) 274-3850 FAX: (618) 874-1270

WEBSITE: WWW.HOPTAN.COM • EMAIL: HOPTAN@HOPTAN.COM

Elder Anthony D. Pettiford, Sr., Pastor

Sis. Lina Y. Pettiford, First Lady



July 14, 2014

Re: Informal Complaint #2014-07676
Utility of Record: Illinois-American Water Company

- a) Our building is a new facility in which we received our occupy permit in October 2010. We did not occupy the building until April 2014. Prior to our September 2013 bill, our average bill was approximately \$50.00 or less. The amount was automatic deducted from our checking account.
- b) September \$226.27 was deducted from our checking account. We did not catch the increase billing until October 2013. At that time the bill was for \$579.65. We immediately stop the automatic deduction and notified Illinois America Water Company on October 15, 2014. Thereafter the monthly charges was as followed: November \$307.97 Read
- | | |
|----------|-------------------|
| December | \$58.97 Read |
| January | \$50.44 Estimate |
| February | -0- |
| March | \$296.92 Estimate |
| April | \$46.74 |
| May | \$65.37 |
- c) On October 16, 2013 Illinois American Water came out to access the outrageous increase in our water bill. We contacted our licensed plumber Don Hulbert . Don completed a thorough investigation and determined there was no water leakage. There was no explanation for the high water usage that was indicated on the bill. Patrick with Illinois Water stated Illinois Water will make adjustment to our account. November 7, 2014 Illinois Water stated it could take up to 60 days. On November 29, 2014 I talked with Charles with Illinois Water at (850) 471-4729 ext 4729 stated an adjustment will be made for the overage and it could take 30 days.
- d) Prefer that the mediation take place in Springfield. If you have any questions, please call me at (618) 274-3865. Thanks