

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

For Commission Use Only:  
Case: 14-0685

FORMAL COMPLAINT

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

NOV 14 P 12:49  
CHIEF CLERK'S OFFICE

ORIGINAL

Regarding a complaint by (Person making the complaint): DAWN RODGERS

Against (Utility name): NUNDA UTL. CO.

As to (Reason for complaint) AS OF WINTER 2013 there has been a water Main leak in the front yard, AFTER CONTRACTING The UTL. CO "NUNDA" for several months of being IGNORED. They finally came out and stated by CHRIS STAHL "THIS IS YOUR RESPONSIBILITY" SO I had it dug out by a contractor and found the the leak was IN FACT ON THE CITY SIDE.  
in McHENRY Illinois. CONTINUED →

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 114 MAPLE ST. McHENRY, IL 60051

The service address that I am complaining about is 114 MAPLE ST. McHENRY, IL 60051

My home telephone is (224) 227-3972

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (224) 227-3972

My e-mail address is radicalrodgers77@gmail.com I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) NUNDA UTILITY 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.

Theres A Leak ON the CITY SIDE That they will not fix.

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.

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

**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: 11/11/2014 Complainant's Signature: Dawn Rodgers  
(Month, day, year)

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**

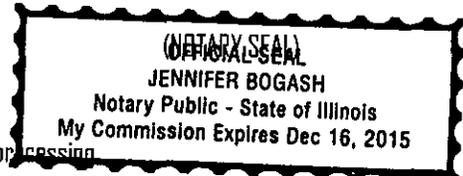
A notary public must witness the completion of this part of the form.

I, DAWN RODGERS, 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.

Dawn Rodgers  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) November 12, 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.

Cont.

p.1

Once we discovered the leak was coming from the city side. We contacted Chris Stahle and he then verified that he was responsible and had full intentions of fixing it himself.

He then proceeded to ignore our phone calls, voicemails for months. With no returns of calls or anything we proceeded to call the EPA, Illinois Commerce Commission, Illinois Health Department, Environmental Health Dept, and several News channels.

About 3 months later Chris Stahle returned with a young gentleman to work on the broken pipe. When replacing the pipe Chris Stahle ~~was~~ switched out the pipe while still submerged in water. After working for a few hours on the line, he proceeded to tell us the line was fixed. My son and his girlfriend were overlooking the hole to double check his work. They both noticed the spot was still leaking. His girlfriend Skyler even mentioned to Chris it was visibly leaking. Which Chris responded that he needed ~~on~~ another tool and would be back to tighten it tomorrow. He stated that

would solve the leak completely.

After proceeding to leave, I then noticed a drastic difference in our homes water pressure. We immediately called Chris because he had claimed everything should be fine. He stated that it could be possible a few rocks could be stuck in the lines and clogging the meter.

He returned days later to replace our meter. Inside the house located in our basement. The meter was in a hard to reach area in an unfinished part of the basement, so he proceeded to slice out a piece of drywall directly in front of the meters location. When replacing the meter a larger object came out with the water. Later recognizing that object we discovered it was a baby bird clogging our lines.

My son took several pictures, and we immediately tried to contact the health dept.

After having the new meter installed we still have no water pressure in parts of my home. After making several phone calls and keeping in touch with the EPA Chris returned. This time stating he spoke with a lawyer

And the Lawyer told him to just fix it to make us happy. He never showed us any legal documents but stated he could not enter our home again, & was only allowed to do work outside. He also told my son he could give us another meter to maybe fix the pressure issue but my son would have to install it on his own. I did not allow this due to liability, and with ~~Chris~~ being the last one to touch it. He remained responsible.

With keeping in contact the entire time with the ICC, EPA, and MCHD. We later recieved a letter from Pat Stanko stating that my son jumped in the hole after being fixed and re broke the pipe.

The pipe was never fixed to begin with the correct way. And there was never plans for Chris Stanko to have dirt delivered to fill in the "fixed hole" with all of efforts to get this fixed over the past year it does not seem clausive for us to sabotage the fixed hole with all of our efforts. Chris proceeded and continued to ignore our contact with him. With the hole being a safety hazard for our dog and neighborhood kids the EPA demanded there be a barrier put in or result in further fine.

On 10/10/14 Chris came to our residence stating he was going to put up a barrier, I proceeded to ask when this would be resolved. He stated

"I'll be back tomorrow with a pump, and be back next week to fix it in better weather"

It has been two months since having any stables at our residence.

The last time I spoke with any stable's I was informed ~~that~~ by Pat stable that they are waiting on the ICC to respond and give them further approval to work with the hse.

With the hse being saturated to the fullest extent I am now emptying my septic every two months when previously it was at most twice a year.

If any questions or need proof I have pictures, emails, and dated documents records of everything. entailed in this letter

With much hope  
of resolving this,  
Dawn Rodgers

Any questions - pics, documents, and complaints to follow! p5

CONTACT DATES -

- Jeff from EPA 10/1/14
- Mchenry Health Dept 10/9/14
- Chris Stahle put up border. stated "will bring back a pump tomorrow"  
"will fix next week in better weather." 10/10/14
- Nunda Utility Co. 10/14/14  
sent letter stating we rebroke the pipe & we are responsible. (as in homeowner.)
- Nicor recorded standing water on gas lines due to neglected hole. } 10/30/14
- septic pumped }
- Health Dept. visit 10/31/14  
- recorded dead bird  
& saturation of land.

\* Be aware - since coming out the first visit to replace the meter, the meter is still not connected.  
& I still continue to be billed for water!