

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

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

For Commission Use Only:
Case: 16-0081

ORIGINAL

Regarding a complaint by (Person making the complaint): Dental Perfection P.C.

Against (Utility name): AQUA Illinois, Inc

As to (Reason for complaint) Erroneous billing

in Chicago Illinois.

ILLINOIS COMMERCE
COMMISSION
2016 FEB 22 A 11:05
CHIEF CLERK'S OFFICE

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My complete mailing address is (include City) 1444 Crown Lane, Glenview IL 60025

The service address that I am complaining about is Dental Perfection P.C., 9052 Golf Road, Niles IL 60714

My home telephone is [847] 414-5222

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

My e-mail address is _____ I will accept documents by electronic means (e-mail) Yes No

(Full name of utility company) AQUA 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.
83 IL Administrative Code Part 280.50, 280.100

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. On June 1, 2015 I received bill in amount \$900.11, on June 30 bill in amount of \$1357.60, in August \$1841.63 and in September this bill was \$1888.44
2. When I immediately (in June) call Aqua complaining that this bill was produced not from water meter coming in to my unit they first denied any errors then acknowledged it and after 3 months investigation changed meters. I was promised bill adjustment.
3. Now, after 8 month and numerous calls and complains Aqua decided that I am responsible for erroneous bill on the grounds that it was paid before.

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

That my bill adjusted with prorated usage and I shall be given credit for erroneous billing for 2 years from the first call.

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: 2/18/2016
(Month, day, year)

Complainant's Signature: *Edward Rudak*

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, Edward Rudakov, 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.

Edward Rudakov
Complainant's Signature



Subscribed and sworn/affirmed to before me on (month, day, year) 2/18/2016

Emily L. Raetsky
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.