

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
**FORMAL COMPLAINT**

For Commission Use Only:  
Case: 03-0557

2003 SEP 15 P 3:22  
Illinois Commerce Commission  
527 E. Capital Avenue  
Springfield, Illinois 62701

**ORIGINAL**

CHIEF CLERK'S OFFICE

Regarding a complaint by (Person making the complaint): Traci M. Casey  
Against (Utility name): American-Water (formaly) Illinois Water  
As to (Reason for complaint) On or about August 2002 the water reconnected service at 113 E Elm St, Alton, IL was later notified there was a meter change of this date for no reason. I was then notified on October 20, 2002 service was being disconnected due underground in Alton Illinois. leak and Bill was 823.00.

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My mailing address is P. O. Box 4183, Bellflower, CA 90707  
The service address that I am complaining about is 113 East Elm Street, Alton, IL 62002  
My home telephone is (626) 939 4555  
Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (562) 537 4620  
(Full name of utility company) 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.

excess billing, billing error, meter remove without notice, excess billing with knowledge of vacant property, owner of vacation. Negligence in policy, negligent facts reported to credit agencies. Customer harassment. Gross negligence due to arrangement agreed upon by both parties.

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  
unknown??

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.

I stated before on odd side, there was I statement of a underground water leak at residence. I was told by water company there was no meter problem or mistakes made by Billing or meter reader. I returned to my residence in June 2003 and a new meter was placed at residence at zero with no repairs made. I have a statement from a plumber. No vallet reasons justify water company actions

Please clearly state what you want the Commission to do in this case: I want judgment of \$1000.00 and travel expense of \$250.00. I have paid all outstanding balances without any consideration to return to my residence, I that agree with Jim at the Utility Commission for all money to be returned if no leaks were found. This did take place

Date: 9/4/03  
(Month, day, year)

Complainant's Signature Trai Casey

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

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

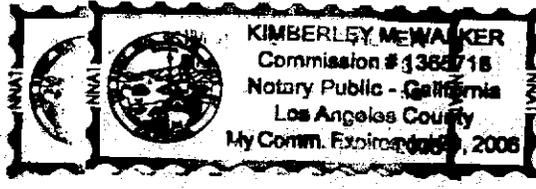
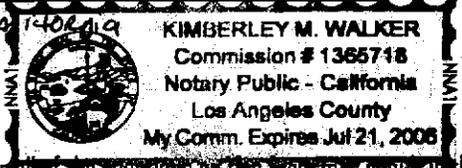
A notary public must witness the completion of this part of the form.

I, Trai Casey, 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) Trai Casey

Subscribed and sworn/affirmed to before me on (month, day, year) September 9, 2003

[Signature]



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.