



Illinois Attorney General Kwame Raoul PRESS RELEASE

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Contact:

PressOffice@ilag.gov

**ATTORNEY GENERAL RAOUL SUES ABC PLUMBING, HEATING, COOLING &
ELECTRIC FOR UNFAIR, DECEPTIVE BUSINESS PRACTICES**
*Arlington Heights Home Repair Company Misled Consumers to Sign Contracts with Hidden
Costs, Repairs Often Incomplete by Unlicensed Technicians*

Chicago – Attorney General Kwame Raoul today [filed a lawsuit against ABC Plumbing](#), Heating, Cooling & Electric, Inc. (ABC) for its deceptive business practices that mislead consumers, most often senior citizens, to sign a contract for home repair work at inflated prices by unlicensed technicians while they also unknowingly waive their statutory rights to cancel the contract.

“ABC Plumbing, Heating, Cooling & Electric’s deceptive business practices are not only illegal but also disheartening because those practices target senior citizens,” Raoul said. “When consumers reach out to home repair companies like ABC, they trust the company will present honest prices for complete work. Instead, ABC took advantage of its customers. I will continue to defend the rights and peace of mind of Illinois consumers by ensuring home repair companies uphold Illinois law that protects our consumers.”

Raoul’s lawsuit claims ABC violates the Illinois Consumer Fraud Act, Deceptive Trade Practices Act and the Illinois Home Repair and Remodeling Act. As a result, the complaint seeks a permanent injunction to stop current and prevent future violations, rescind all contracts entered into due to unlawful practices, as well as civil monetary relief for the violations.

“No homeowner should be taken advantage of when dealing with a plumbing emergency — especially the most vulnerable among us,” said James F. Coyne, Business Manager of the Chicago Plumbers Union, Local 130, UA. “All Illinois residents should be able to trust their plumber to solve their emergency effectively and professionally. Plumbers’ Local 130, UA, applauds Attorney General Kwame Raoul for enforcing the Illinois Plumbing License Law and protecting Illinois residents. Our more than 6,000 licensed, bonded professionals complete a five-year apprenticeship and complete continuing education requirements annually. Local 130 takes great pride in upholding our motto ‘The Plumber Protects the Health of the Nation’ and today, Attorney General Raoul and his team have protected the health of all Illinois residents by taking on ABC.”

Raoul’s lawsuit alleges ABC technicians enter consumers’ homes to review the consumer’s initial home repair issue but then inspect other areas of the home without asking permission.

When the technicians inevitably find additional issues, they are presented to consumers as emergencies, or even life-threatening hazards that require immediate remedy. Technicians then present consumers with a digital tablet to sign to initiate the work, but consumers are often not allowed to read what they are signing. Raoul's lawsuit alleges that, in some instances, consumers did not understand they were actually signing a contract or that the contract contained language waiving their three-day right to cancel the contract.

Raoul claims these upselling techniques are frequently aimed at senior citizens, who rely on ABC to complete urgent work that they are unable to repair themselves. When ABC completes the overpriced and often unnecessary work, it is frequently sloppy or incomplete and sometimes performed by unlicensed technicians. If the consumer attempts to cancel the contract, they discover they have unknowingly waived their right to do so.

Bureau Chief Greg Grzeskiewicz, Deputy Bureau Chief Jacob Gilbert, Supervising Attorney Janice Parker and Assistant Attorneys Amanda Palmer and Samuel Young worked on the lawsuit for Raoul's Consumer Fraud Division.