

FILE



## The Public Utilities Commission of Ohio

Ted Strickland, Governor  
Alan R. Schriber, Chairman

Monitoring marketplaces and enforcing rules to assure safe,  
adequate, and reliable utility services.

### Commissioners

Ronda Hartman Fergus  
Valerie A. Lemmie  
Paul A. Centolella  
Cheryl Roberto

July 14, 2009

Ms. Leigh Conti  
1457 Countryside Drive  
Mogadore, OH 44260

Case No: 09-591-WW-CSS

Dear Ms. Conti:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Ohio American Water Co. Your formal complaint has been assigned the above case number. We have sent a copy of your complaint to the utility company. The utility has been given 20 days to file its answer in response to your complaint and will send a copy of that answer to you as well.

The Commission will issue an entry that explains the next step in your case. A copy of the entry will be sent to you.

Enclosed is a brochure to assist you in understanding the process associated with formal complaints filed with the Public Utilities Commission of Ohio.

Sincerely,

Betty McCauley  
Renee' J. Jenkins, Secretary  
Betty McCauley, Acting Secretary  
Mariruth Wright, Acting Secretary

Enclosure  
BJM/pwk

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