



Public Utilities Commission

Ted Strickland, Governor
Alan R. Schriber, Chairman

Commissioners

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

November 2, 2009

Gregory Carnes
6716 Old Station Drive
West Chester, OH 45069

Case No: 09-1037-GA-CSS

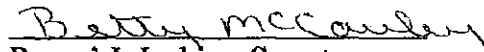
Dear Mr. Carnes:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Duke Energy Ohio. 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.

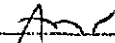
The Commission will issue an entry that explains the next step in your case. A copy of the entry will be sent to you.

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

Sincerely,


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

Enclosure
BJM/tmt

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