



Public Utilities Commission

John Kasich, Governor
Steven D. Lesser, Chairman

Commissioners

Valerie A. Lemmie
Paul A. Centolella
Cheryl Roberto

January 24, 2011

MaryAnn Morgan
3319 Somia Dr.
Parma, OH 44134

Case No: 11-0331-TP-CSS

Dear Ms. Morgan:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against First Communications, LLC. 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
Tanowa M. Troupe, Acting Secretary

Enclosure
RJJ/dh

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business
Technician SMS Date Processed 1/24/11