

**Public Utilities  
Commission**

John Kasich, Governor  
Todd A. Snitchler, Chairman

**Commissioners**

Paul A. Centolella  
Cheryl Roberto  
Steven D. Lesser  
Andre T. Porter

June 20, 2011

Kelly Hawkley  
1425 Debra Drive  
Ashtabula, OH 44004

Case No: 11-3659-GA-CSS

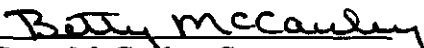
Dear Ms. Hawkley:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Dominion East 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,

  
Betty McCauley, Secretary  
Tanowa M. Troupe, Acting Secretary  
M. Beth Trombold, Acting Secretary

Enclosure  
BM/pdc

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 te Date Processed 6/20/2011