

FILE



Public Utilities Commission

John Kasich, Governor
Todd A. Snitchler, Chairman

Commissioners

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

April 5, 2012

Mr. David Proano
Baker & Hostetler LLP
Attorney for Complainant
Manchester Realty, LLC
3200 PNC Center 1900 East Ninth Street
Cleveland, Ohio 44114

Case No: 12-1161-HT-CSS

Dear Mr. Proano:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Cleveland Thermal Steam Distribution, 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,

Barcy F. McNeal, Secretary
Betty McCauley, Acting Secretary
Tanowa M. Troupe, Acting Secretary

cc: Manchester Realty, LLC

Enclosure
BFM/pdc

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