

## Public Utilities Commission

**John R. Kasich, Governor**  
**Todd A. Snitchler, Chairman**

## Commissioners

Cheryl Roberto  
Steven D. Lesser  
Andre T. Porter  
Lynn Slaby

September 4, 2012

Mr. Terrance A. Bilal  
7338 Euclid Avenue, Apt. 106  
Cleveland, OH 44103

Case No: 12-2430-EL-CSS

Dear Mr. Bilal:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Cleveland Electric Illuminating Company. 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,

Barry G. McNeal

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

Enclosure  
BM/dh