

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

Commissioners

Steven D. Lesser
Andre T. Porter
Lynn Slaby

January 9, 2013

Mrs. Norma Nero
1084 San Marco Road
Marco Island, FL 34145

Case No: 13-0149-EL-CSS

Dear Mrs. Nero:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against First Energy 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 E. McNeal
Barry E. McNeal, Secretary

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

Enclosure
BFM/pdc

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