

FILE

November 10, 2014

Doug Jennings  
Legal Department  
PUCO  
180 E. Broad Street  
Columbus, OH 43215

My Case # 14-830-EL-CSS

Dear Mr. Jennings:

I participated in the online conference a while ago. Unfortunately, the number you gave me was wrong. But someone did call back to complete the process. Well, we finally came to a conclusion. I did change my account. Even though my old account number kept coming up. I do not owe any past bills. And they did explain about the Arrears amount. I'm just sorry that this took so long. Nevertheless, I thank you very much for your help.

Sincerely,

*Carol A. Allen*  
Carol A. Allen

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PUCO

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