



# Public Utilities Commission

John R. Kasich, Governor  
Andre T. Porter, Chairman

Commissioners

Asim Z. Haque  
Lynn Slaby  
M. Beth Trombold  
Thomas W. Johnson

March 17, 2016

James and Deborah L. Masters  
648 Broad Blvd.  
Cuyahoga Falls, OH 44221

Case No. 16-575-GA-CSS

Dear Mr. and Mrs. Masters:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Dominion East Ohio Gas Co. 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  
Tanowa Troupe, Acting Secretary  
Felecia D. Burdett, Acting Secretary

Enclosure  
FDB/sm

PUCO

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REC'D - COMPLAINTS

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