

January 25, 2017

Gina M. Piacentino
Orwell Natural Gas Company
95 E. Main Street
Orwell, Oh 44076

Case No. 16-2419-GA-CSS

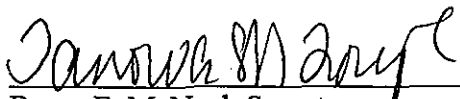
Dear Ms. Piacentino:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Orwell-Trumbull Pipeline Co., 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

Tanowa Troupe, Acting Secretary

Felecia D. Burdett, Acting Secretary

Enclosure
TMT/dh

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