



## Public Utilities Commission

Mike DeWine, Governor  
Sam Randazzo, Chairman

### Commissioners

M. Beth Trombold  
Lawrence K. Friedman  
Dennis P. Deters  
Daniel R. Conway

October 23, 2019

Stephanie Matheney  
243 S. Main St.  
Malta, OH 43758

Case No. 19-1933-TP-CSS

Dear Ms. Matheney:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against CenturyLink. 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,

Tanowa Troupe, Secretary  
Debbie Ryan, Acting Secretary  
Donielle M. Hunter, Acting Secretary  
Susan Patterson, Acting Secretary

Enclosure  
TMT/dlh

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.  
Technician A Date Processed 10/23/19