



Public Utilities Commission

John Kasich, Governor
Todd A. Snitchler, Chairman

Commissioners

Paul A. Centolella
Cheryl Roberto
Steven D. Lesser
Andre T. Porter

December 8, 2011

Ms. Nancy E. Russell
310 Waterside Dr.
Delaware, OH 43015

Case No: 11-5876-GA-CSS

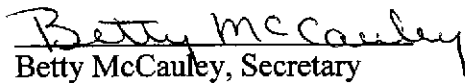
Dear Ms. Russell:

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


Betty McCauley, Secretary
Tanowa M. Troupe, Acting Secretary
M. Beth Trombold, Acting Secretary

Enclosure
BM/pdc

This is to certify that the images appearing are an
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