



**Public Utilities  
Commission**

John R. Kasich, Governor  
Todd A. Snitchler, Chairman

**Commissioners**

Cheryl Roberto  
Steven D. Lesser  
Andre T. Porter  
Lynn Slaby

May 14, 2012

David Maust c/o Bobbie S. Maust  
8709 Shear Drive  
Powell, OH 43065

Case No: 12-1531-EL-CSS

Mr. Maust:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Border Energy. 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  
Betty McCauley, Acting Secretary  
Tanowa Troupe, Acting Secretary

Enclosure  
BM/dh

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