



**Public Utilities  
Commission**

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

**Commissioners**

Steven D. Lesser  
Andre T. Porter  
Lynn Slaby

**Revised**

January 10, 2013

Norma and Richard Nero  
1084 San Marco Road  
Marco Island, FL 34145

Case No: 13-0149-EL-CSS

Dear Mr. and Mrs. Nero:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Cleveland Electric Illuminating Company. 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 M. Troupe, Acting Secretary

Enclosure  
BFM/pdc

180 East Broad Street  
Columbus, Ohio 43215-3793

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 \_\_\_\_\_ Date Processed **JAN 10 2013**

(614) 466-3016  
www.PUCO.ohio.gov

An equal opportunity employer and service provider