



**Public Utilities
Commission**

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

Commissioners

Steven D. Lesser
Asim Z. Haque
Lynn Slaby
M. Beth Trombold

January 22, 2014

The Sanctuary Community Association, Inc.
c/o Continental Management Co.
Mr. Gregory J. Viviani, President, Board of Trustees
2013 West 25th Street, Suite 301
Cleveland, Ohio 44113

Case No. 14-0111-WS-CSS

Dear Mr. Viviani:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Aqua Ohio, Inc. 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
Holly Karg, Acting Secretary

Enclosure
TMT/tmn

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