Ohio | Public Utilities Commission

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July 3, 2014

United Services Automobile Association
Roger and Joy Ellen Wood
9800 Fredericksburg Road
San Antonio, Texas 78288

Case No. 14-1176-GA-CSS

Dear Mr. and Mrs. Wood:

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

Barcy F. McNeal, Secretary
Tanowa Troupe, Acting Secretary
Felecia D. Burdett, Acting Secretary

Enclosure
BFM/amn

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 JUL 07 2014

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