



**Public Utilities
Commission**

Asim Z. Haque, Chairman

Commissioners

Lynn Slaby
M. Beth Trombold
Thomas W. Johnson
M. Howard Petricoff

September 26, 2016

Mr. Gregory J. Augustine
625 Timberline Trail
Mayfield Village, Ohio 44143

Case No. 16-1939-GA-CSS

Dear Mr. Augustine:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against North American Power. 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
Felecia D. Burdett, Acting Secretary

Enclosure
TMT/pjc