



**Public Utilities  
Commission**

Asim Z. Haque, Chairman

**Commissioners**

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

September 28, 2016

Ruth Von Busse  
20265 Orchard Grove  
Rocky River, Ohio 44116

Case No. 16-1961-EL-CSS

Dear Ms. Von Busse:

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  
Tanowa Troupe, Acting Secretary  
Felecia D. Burdett, Acting Secretary

Enclosure  
TMT/pjc