



**Public Utilities  
Commission**

Asim Z. Haque, Chairman

**Commissioners**

M. Beth Trombold  
Thomas W. Johnson  
Lawrence K. Friedeman  
Daniel R. Conway

May 18, 2017

Charlotte Hoyt  
7142 Mulberry Rd.  
Chesterland, OH 44026

Case No. 17-1285-EL-CSS

Dear Ms. Hoyt:

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/memo

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 SM Date Processed MAY 18 2017