



**Public Utilities
Commission**

Asim Z. Haque, Chairman

Commissioners

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

November 1, 2018

Ms. Anne Hess
34348 County Rd. 402
Warsaw, OH 43844

Case No. 18-1652-TP-CSS

Dear Ms. Hess:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Frontier Communications. 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
Susan Patterson, Acting Secretary
Beverly Hoskinson, Acting Secretary

Enclosure
BFM/amn