



**Public Utilities  
Commission**

Asim Z. Haque, Chairman

**Commissioners**

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

January 22, 2019

Ms. Heather Wright  
2034 River Dr.  
Mainsville, Ohio 45039

Case No. 19-0160-EL-CSS

Dear Ms. Wright:

This letter will confirm that the Public Utilities Commission of Ohio has received your formal complaint against Duke Energy 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,

Danowa Troupe, Acting Secretary  
Susan Patterson, Acting Secretary  
Beverly Hoskinson, Acting Secretary

Enclosure  
SP/pjc

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