



**Public Utilities  
Commission**

Mike DeWine, Governor  
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**Commissioners**

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Lawrence K. Friedeman  
Dennis P. Deters  
Daniel R. Conway

March 11, 2020

Robert and Denise Sellan  
4356 Bitterroot Dr.  
Westerville, OH 43081

Case No. 20-0575-WW-CSS

Dear Mr. and Mrs. Sellan:

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

Tanowa Troupe, Secretary  
Debbie Ryan, Acting Secretary  
Donielle M. Hunter, Acting Secretary  
Susan Patterson, Acting Secretary

Enclosure  
TMT/dlh

This is to certify that the images appearing are an  
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