



# Public Utilities Commission

Mike DeWine, Governor  
M. Beth Trombold, Acting Chair

Commissioners

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

December 28, 2020

SO & GE, LLC.  
ATTN: Hizam Akkawi  
979 Hawthorne Ave  
Cincinnati, Ohio 45205

Case No. 20-1818-EL-CSS

Dear Hizam Akkawi:

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,

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

Enclosure  
DH/slr

**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.**  
Date Processed **12.29.20**

180 East Broad Street  
Columbus, Ohio 43215-3793

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