

FILE



Public Utilities Commission

Mike DeWine, Governor
M. Beth Trombold, Acting Chair

Commissioners

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

February 9, 2021

Nina R. Jones
25021 Aurora Road #345
Bedford Hts., Ohio 44146

Case No. 21-0123-EL-CSS

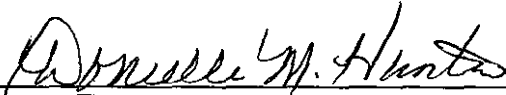
Dear Ms. Jones:

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



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

Enclosure
DH/dlh

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