

NOTICE TO COMPLAINANTS

We have received and are processing your formal complaint. You will receive a copy of other documents filed in the case, such as the utility's answer and Staff's recommendation. Please be advised it is in your interest to respond to these documents.

Your failure to respond in writing to the utility's answer, Staff's recommendations, or other documents may result in a decision in your case based on your original filing and the other documents in the case file, without further hearing or notice.

Even if you do respond, your case may be decided without a hearing unless a factual dispute exists.

It is extremely important to notify the Commission of any changes to your address and to promptly retrieve Certified Mail upon notification of such.

All communication must be **in writing** and submitted to the Executive Secretary's Office:

Sandra Squire, Executive Secretary
Public Service Commission of West Virginia
201 Brooks Street
PO Box 812
Charleston, West Virginia 25323