

## BEFORE

## THE PUBLIC UTILITIES COMMISSION OF OHIO

In the Matter of the ) CASE NOS.  
Application of the East Ohio ) 07-829-GA-AIR  
Gas Company, doing business ) 07-830-GA-ALT  
as Dominion East Ohio, ) 07-831-GA-AAM  
for Authority to Increase ) 08-169-GA-ALT  
Rates For Gas Distribution ) 06-1453-GA-UNC  
Service and Other Related )  
Matters.

**ORIGINAL**

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BE IT REMEMBERED, that upon the hearing of  
the above-entitled matter, held at Canton City  
Hall, Canton City Council Chambers, 218  
Cleveland Avenue, Canton, Ohio, before Scott  
Farkas, Attorney Examiner, and commencing on  
Thursday, the 31st day of July 2008, at 7:00  
o'clock p.m., at which time the following  
proceedings were had.

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1     **APPEARANCES:**

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3       On Behalf of the Public Utilities Commission  
4       Of Ohio:

5                   PUBLIC UTILITIES COMMISSION OF OHIO

6       BY:       Scott Farkas, Attorney Examiner

7                   180 East Broad Street

8                   Columbus, Ohio 43215

9                   800/686-7826

10

11       On Behalf of Ohio Consumers' Counsel:

12                   OFFICE OF THE OHIO CONSUMERS' COUNSEL

13       BY:       Joseph P. Serio

14                   Assistant Consumers' Counsel

15                   10 West Broad Street, Suite 1800

16                   Columbus, Ohio 43215-3485

17                   614/466-8574

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1 APPEARANCES (CONTINUED):

2

3 On Behalf of The East Ohio Gas Company  
4 dba Dominion East Ohio:

5 JONES DAY

6 BY: Mark A. Whitt, Attorney at Law  
7 325 John H. McConnell Boulevard  
8 Suite 600  
9 Columbus, Ohio 43215-2673  
10 614/469-3939

11 **ALSO PRESENT:** Vicki H. Friscic, Gene  
12 Wendling, Kathi Cruz, Bill Dougherty, Rodney  
13 Reasonover, Dave Croxton, Ron Kuntz, Richard  
14 Hiles and Michele Lucas

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## I N D E X

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4	Canton Public Hearing Exhibit 1	32
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1                   **MR. FARKAS:**           I would like to  
2     begin the hearing now.

3                   The Public Utilities Commission of  
4     Ohio has assigned for public hearing at this  
5     time and place Case Numbers 07-829-GA-AIR,  
6     07-830-GA-ALT, 07-831-GA-AAM, 08-169-GA-ALT and  
7     06-1453-GA-UNC, which are captioned, "In the  
8     Matter of the Application of the East Ohio Gas  
9     Company, dba Dominion East Ohio, for Authority  
10    to Increase Rates for its Gas Distribution  
11    Service and Other Related Matters.

12                  My name is Scott Farkas. I'm an  
13    attorney examiner with the Commission's legal  
14    department and I will be conducting this  
15    hearing. There are also Commission personnel  
16    representing our Service Monitoring and  
17    Enforcement Division up at the front of the --  
18    or the back of the room. These staff members  
19    are available if you have a question concerning  
20    a utility matter other than the applications  
21    which are the focus of today's -- I'm sorry,  
22    tonight's hearing.

23                  At this time I'll take appearances on  
24    behalf of the parties. On behalf of the  
25    Company?

1                   **MR. WHITT:**           Your Honor, from  
2     the Jones Day law firm, Mark Whitt, 325 John  
3     H. McConnell Boulevard, Columbus, Ohio 43215.

4                   **MR. FARKAS:**           And on behalf of  
5     the Consumers' Council?

6                   **MR. SERIO:**           Thank you, Your  
7     Honor. On behalf of the residential customers  
8     of East Ohio Gas Company, Janine L.  
9     Migden-Ostrander, the Consumers' Counsel, my  
10    name is Joseph Serio. OCC is a state agency  
11    that is, by statute, set up to represent rate  
12    payers in proceedings like this hearing tonight.

13                  **MR. FARKAS:**           Thank you.  
14    Dominion filed the rate case proceedings  
15    application on August 30th, 2007. The local  
16    public hearing schedule in this case is one  
17    aspect of the process in this case. An  
18    evidentiary hearing is also scheduled to  
19    commence tomorrow at the Commission offices in  
20    Columbus, Ohio.

21                  Other local hearings have been held  
22    and will be held in this case. We have had a  
23    hearing in Youngstown, Lima, this afternoon in  
24    Akron, this evening in Canton. On August 4th,  
25    Monday, we'll have a 12:30 hearing in Cleveland

1 and a 7:00 hearing in Geneva. On Tuesday,  
2 August 5th at 1:30 we'll have a hearing in  
3 Marietta. On Monday, August 18th at 6:00 there  
4 will be hearing in Garfield Heights. On  
5 Tuesday, August 19th at 6:00 we'll have a  
6 hearing in Youngstown. And on Thursday, August  
7 21st at 6:00 we'll have a hearing in Akron.

8 When you arrived you were offered the  
9 opportunity to sign up to testify. If you  
10 missed the opportunity, you may still add your  
11 name to the list at the back of the room. At  
12 this time I'll begin calling witnesses forward  
13 who wish to give statements for the record.

14 Before you begin your statement, I'll  
15 ask you your name and address. Your testimony  
16 will be considered part of the official record  
17 of this case which will be reviewed by the  
18 Commissioners before they make their final  
19 decision.

20 Before presenting sworn testimony,  
21 you will be required to take an oath or  
22 affirmation stating that what you are about to  
23 say is the truth. Attorneys for the Company and  
24 OCC will be allowed to ask you questions about  
25 your statement while you are under oath.

1           Should you decide that you do not  
2   want to testify when I call your name, you can  
3   merely pass to the next witness. Once you have  
4   finished testifying, or if you are just in  
5   attendance to observe the hearing, you may leave  
6   any time you wish.

7           Since tonight's hearing is being  
8   transcribed, I would ask that if you plan to  
9   testify, please speak plainly and clearly so  
10   that the court reporter can accurately reflect  
11   your comments on the record. If you have a  
12   prepared written statement, it will be helpful  
13   for you to provide a copy to the court reporter.

14           And there's a podium where I would  
15   like -- since there's a microphone and it will  
16   allow everyone, myself and the court reporter,  
17   to hear your comments, I would ask you to speak  
18   from there.

19           Again, I appreciate your  
20   participation in tonight's hearing and I want  
21   everyone who wishes to make a public statement  
22   to be able to do so.

23           At this time I will begin calling the  
24   witnesses. Gene Wendling? Would you raise your  
25   right hand? Raise your right -- right hand.

1 Thank you.

2 (Thereupon, Mr. Wendling was sworn.)

3 **MR. FARKAS:** Thank you. State  
4 your name and then your address.

5 **MR. WENDLING:** Gene Wendling.

6 **MR. FARKAS:** Could you spell  
7 your last name, please? Spell your name?

8 **MR. WENDLING:** W-e-n-d-l-i-n-g.

9 **MR. FARKAS:** Thank you.

10 **THE REPORTER:** And your address?

11 **MR. WENDLING:** Gene. Address?

12 It's 430 Aultman Northwest.

13 **MR. FARKAS:** Okay. You may  
14 proceed.

15 **MR. WENDLING:** Now, what I want to  
16 know is the people that's on retirement, and I'm  
17 paying 121 and they said they're going to raise  
18 it in December, how am I going to make those  
19 bills that comes up without going into debt?

20 And people in my apartment is going  
21 to a different company, so I'm either going to  
22 have to go with another company or move out. I  
23 spoke my peace.

24 **MR. FARKAS:** Okay. Does the  
25 Company or the OCC have any questions?

1                   **MR. WHITT:**           No questions.

2                   **MR. SERIO:**           No.

3                   **MR. FARKAS:**          Okay. Thank you.

4 Kathi Cruz? Raise your right hand.

5                   (Thereupon, Ms. Cruz was sworn.)

6                   **MR. FARKAS:**          Thank you. Please  
7 state your name and address.

8                   **MS. CRUZ:**           My name is Kathi  
9 Cruz. I'm the assistant director at the Stark  
10 County Community Action Agency HEAP department.  
11 The address of the office is 201 5th Street  
12 Northwest in Canton.

13                   I'm basically here to -- on behalf of  
14 our clients who are all low income households.  
15 We serviced last year in the winter crisis  
16 program some 5,670 households. Out of that  
17 5,670, 2,769 of those households were Dominion  
18 clients, customers. We as an agency gave and  
19 paid Dominion some \$324,134 for these clients.

20                   Some of them are on PIPP, but we have  
21 seen an increase with these clients who are  
22 trying to work, trying to stay either on budgets  
23 or different types of programs other than PIPP  
24 because possibly they have two -- like a  
25 two-income household basically making probably

1 minimum wage for both wages and their PIPP  
2 amounts, if they actually went on PIPP, would be  
3 a little higher than budget things.

4 This type of increase will  
5 drastically affect their households. It  
6 indirectly it will affect our PIPP households as  
7 well, but basically we're seeing more and more  
8 people lose their jobs, lose their homes, have  
9 to go into places and started all over again and  
10 an increase like this would be devastating to  
11 them.

12 There's no way for people to take  
13 these kinds of increases and then in turn still  
14 be energy efficient. It eats up any savings  
15 that they have trying to do that type of -- that  
16 they may have put back to try and be energy  
17 efficient such as trying to make their household  
18 green as it were.

19 And to increase something like this,  
20 it's really difficult for these low income  
21 families. And we're seeing more and more of  
22 them. We're going to see many more this  
23 particular season as well.

24 And unfortunately I'm -- I believe  
25 that our assistance will decrease. We do not

1 have specific numbers about what our budget will  
2 be this year, but it will not be as it was last  
3 year. We helped an awful lot of people and we  
4 want to be able to do that this year, but  
5 raising something like this is very difficult  
6 for these families. They're barely getting by  
7 now.

8 And when I sit in on -- day in and  
9 day out on a half hour basis and I meet people  
10 who have to make decisions literally whether  
11 they're going to eat or buy medication or pay  
12 their gas bill, it's very hard. It's very hard  
13 to justify any type of increase they get.

14 And the people on fixed incomes, when  
15 they get an increase, it's a matter of, you  
16 know, maybe 14, \$15 a year. Food alone will eat  
17 up that increase. So anything that -- this type  
18 of increase, it's going to be very difficult for  
19 our low income families.

20 **MR. FARKAS:** Okay. Thank you.  
21 Do you have any questions?

22 **MR. WHITT:** No questions.

23 **MR. SERIO:** No questions.

24 **MS. CRUZ:** I'm sorry.

25 **MR. FARKAS:** That's okay. Thank

1     you.   Richard Hiles?

2                   **MR. HILES:**           May I pass and  
3     listen to other people speak and then maybe come  
4     back later?

5                   **MR. FARKAS:**        Yes.

6                   **MR. HILES:**        Thank you.

7                   **MR. FARKAS:**        Bill Dougherty?

8                   **MR. DOUGHERTY:**   "Dougherty."

9                   **MR. FARKAS:**        "Dougherty."

10    Excuse me.   Raise your right hand.

11                   (Thereupon, Mr. Dougherty was sworn.)

12                   **MR. FARKAS:**        Thank you.   Please  
13    state your name and your address.

14                   **MR. DOUGHERTY:**   Bill Dougherty,  
15    5689 Eastview Street Northeast, Louisville, Ohio  
16    44641.

17                   I think you need to be very careful  
18    before you approve any increases to our gas  
19    bill.   Over the years we have been weaned off of  
20    coal and now we're at the mercy of the gas, oil  
21    and electric companies.   You at the PUCO are the  
22    only ones to check their profits and regulate  
23    public utilities.

24                   We made a big mistake when we  
25    deregulated the natural gas industry.   Over the

1 years I have never seen my gas bill go down. We  
2 were told when we were going to deregulate we  
3 were going to have a wonderful situation. We  
4 were going to get cheap gas. We were going to  
5 go all over the country and be able to get gas.  
6 That didn't happen. We don't have cheap gas in  
7 Ohio.

8 Now, the Company, East Ohio Gas, can  
9 hide its profits as service charges,  
10 transportation charges. Why should the customer  
11 have to pay for them to update their equipment  
12 so that they can make a profit? Don't they have  
13 the money out of their service charges to  
14 replace old gas lines and update equipment?

15 When we were charged on our bills for  
16 the upkeep, is this not poor management? The  
17 CEOs or the stockholders want it all for  
18 themselves. The customer, they have us with no  
19 place to go.

20 I'm for a fair profit, but not  
21 gouging the customer because they can. How long  
22 can we go on with increases in gasoline, taxes,  
23 school taxes? It seems like there's no end. I  
24 have to live on a budget. Where can I go and  
25 ask for more income? I would like to have a new

1 car every few years, but I can't afford it. We  
2 consumers are told the prices are going to go  
3 up, but does our income go up? No. There is a  
4 saying in the Navy. People in hell want ice  
5 water, but do they get it? Hell, no.

6 I have a couple questions to ask.  
7 What do they use the money for repair of gas  
8 lines? Is this coming out of the service that  
9 we pay?

10 And what are the charges for  
11 transportation to Gasco? Is that all profit?

12 And how much profit did Dominion East  
13 Ohio make last year and what were the dividends?  
14 And did they pay their CEO a bonus? Thank you.

15 **MR. FARKAS:** Thank you. Do you  
16 have any questions?

17 **MR. WHITT:** No questions.

18 **MR. FARKAS:** Any questions?

19 **MR. SERIO:** No, Your Honor.

20 **MR. FARKAS:** Rodney Reasonover?

21 Raise your right hand.

22 (Thereupon, Mr. Reasonover was  
23 sworn.)

24 **MR. FARKAS:** Okay. State your  
25 name and address.

1                   **MR. REASONOVER:**   My name is Rodney  
2 Reasonover. My last name is spelled  
3 R-e-a-s-o-n-o-v-e-r. I'm the director of Stark  
4 County Community Action Agency. One of my staff  
5 members here made some comments a little bit  
6 earlier about the number of low income clients  
7 that we have assisted during the last year, and  
8 I'm here to speak on behalf of low income and  
9 moderate income families in Stark County.

10                   The numbers -- you know, I'm not sure  
11 of the exact numbers, but I know they range well  
12 over 50,000 of residents in the county. And I  
13 want to talk about three different areas. One  
14 is what I think is the impact or the effect, the  
15 issues of the flat rate versus the actual rate,  
16 and also the issue of energy efficiency.

17                   With respect to the effect of these  
18 increases, and I'm sure you'll hear this during  
19 the course of the testimony here this evening,  
20 that effect on low and moderate income families,  
21 I think, is -- will be in disproportion in terms  
22 of their abilities to pay.

23                   We've heard presentations a little  
24 bit earlier about stagnant incomes and increased  
25 costs in terms of corporations, and in this

1 case, Dominion East Ohio Gas' request for an  
2 increase. I just think that it will have a  
3 disproportionate effect on low income consumers  
4 and their abilities of increased costs.

5 That rolls me into the flat rate  
6 versus the actual rate of this proposal. I do  
7 believe that the actual rate is more equitably  
8 distributed for low income persons to meet,  
9 moderate income families to meet, in terms of  
10 their consumption of gas.

11 I would encourage consideration to  
12 that point of looking at and examining the  
13 actual rate versus the flat rate, for lack of a  
14 word, flat rate charge to the expense.

15 Energy efficiency. We operate a --  
16 what's called a Home Weatherization Assistance  
17 Program. It provides energy conservation  
18 services to low and moderate income families.  
19 Over the course of the last few years, we've  
20 seen obviously an increase in the demand for  
21 that level of service and continue -- continue  
22 to meet the projected numbers that we have as  
23 production levels for the county here, which  
24 this year is 152 units.

25 I will support and ask the PUCO to

1 support some level of funding and financing for  
2 energy efficiency measures. That goes hand in  
3 hand, I think, with conserving, or the ability  
4 to conserve, or reducing consumption of utility,  
5 gas in particular, costs here in Stark County.

6 So I would, again, ask for  
7 consideration to support the actual fee for the  
8 transmission and the costs related to the  
9 proposal, and also consideration for energy  
10 efficiency programs to be funded and financed  
11 through any type of structured fee from the  
12 utility companies. Thank you.

13 **MR. FARKAS:** Okay. Any  
14 questions?

15 **MR. WHITT:** No questions.

16 **MR. FARKAS:** Any questions?

17 **MR. SERIO:** No questions, Your  
18 Honor.

19 **MR. FARKAS:** Thank you. Dave  
20 Croxton? Raise your right hand.

21 (Thereupon, Mr. Croxton was sworn.)

22 **MR. FARKAS:** Thank you. State  
23 your name and address.

24 **MR. CROXTON:** It's Dave Croxton,  
25 C-r-o-x-t-o-n, 6144 Woodcrest Northeast, Canton,

1 Ohio 44721.

2 My first disappointment is that this  
3 room isn't full of about 3,000 people, because I  
4 know come January there's going to be people  
5 crying everywhere why their gas bill went up a  
6 hundred bucks or whatever.

7 My other situation is if they would  
8 get rid of one CEO of that company we probably  
9 wouldn't even have to be there tonight. If you  
10 look at their wages, it's unbelievable. The  
11 stock shares they get and the profits and it  
12 just goes on and on.

13 And it seems like every time they ask  
14 for a rate increase you guys give it to them.  
15 I'm not sure of the numbers, but it sure seems  
16 like they always get their increases. And I  
17 know compared to the electric company, it  
18 doesn't seem like they get increases nothing  
19 like Dominion does.

20 And the other thing is I'm wondering  
21 how much downsizing have they tried to do in the  
22 company itself to lower some of their costs, or  
23 is it just the fact that it's like a monopoly,  
24 they can just -- any time they want money  
25 there's nothing we can do about it.

1                   There's only one person that can stop  
2   you -- stop them is the PUCO. That's things  
3   that -- my biggest concern is that no one ever  
4   stops them. And I'm not sure how much --  
5   between foreclosures and gasoline prices, I'm  
6   just not sure how much more the average  
7   household can bear. It's not the poor or the  
8   rich. I think it's affecting everybody big time  
9   right now.

10                  I think it's about time people really  
11   stand up and do whatever they have to do stop  
12   this gouging from the gas pumps to now it's  
13   Dominion. Who will it be next? That's all I  
14   got to say.

15                  **MR. FARKAS:**           Thank you. Do you  
16   have any questions?

17                  **MR. WHITT:**           No questions.

18                  **MR. SERIO:**           No questions.

19                  **MR. FARKAS:**           Ron Kuntz? Raise  
20   your right hand.

21                  (Thereupon, Mr. Kuntz was sworn.)

22                  **MR. FARKAS:**           Thank you. State  
23   your name and address, please.

24                  **MR. KUNTZ:**           My name is Ron  
25   Kuntz. I live at 134 Parkview, North Canton. I

1 didn't have much to say. I was just reading up  
2 on this stuff, but I think it's outrageous the  
3 way -- how much they want to up it.

4 And like this one man said, with our  
5 fixed incomes and stuff when we're retired, it's  
6 getting pretty well sad that people in this  
7 country is going to be suffering like this with  
8 people like the gas company wanting a raise that  
9 much.

10 So I just wanted to voice my opinion.  
11 It's like anything else. I mean this country's  
12 going to hell in a breadbasket. That's all I  
13 got to say.

14 **MR. FARKAS:** Thank you. The  
15 only other person that was left on the sheet was  
16 Mr. Richard Hiles. Did you still want to  
17 testify?

18 **MR. HILES:** Yes.

19 **MR. FARKAS:** Raise your right  
20 hand.

21 (Thereupon, Mr. Hiles was sworn.)

22 **MR. FARKAS:** Thank you. State  
23 your name and address, please.

24 **MR. HILES:** Richard Hiles. I  
25 live at 4450 8th Street Northwest in Canton.

1 Well, I think somebody did say  
2 something about they was going to have Q and A  
3 maybe later on if this is the last speaker. I  
4 kind of wondered. Mr. Dougherty did have some  
5 questions. I didn't hear anybody answer them.

6 The other thing is what is the  
7 rate -- I think today was the rate change for  
8 the MCFs. Was that today? Was there a rate  
9 change made today? PUCO charter?

10 MS. FRISCIC: There was -- we  
11 filed the August SSO rate yesterday.

12 MR. HILES: Okay. What was it?  
13 What is it?

14 MS. FRISCIC: It went down.  
15 Currently it's 14.545. Gas prices have  
16 decreased. And this is for the commodity  
17 portion of the bill, the cost of the gas itself,  
18 and it went down to 10 something. It was a  
19 decrease of \$3.89.

20 MR. HILES: I thought it was  
21 around 8, but you said it was 10 something,  
22 so --

23 MS. FRISCIC: It's 10 something.

24 MR. HILES: Went down \$3?

25 MS. FRISCIC: Uh-huh.

1                   **MR. HILES:**                   Okay. That's  
2     only -- another thing, I noticed a lot of houses  
3     going through Canton, I mean all over the United  
4     States, houses being foreclosed and closed up.  
5     There's a lot of places there that no gas is  
6     going to be even used, so that would bring down  
7     the use of gas. Maybe that's why you need an  
8     increase because most poor people are not using  
9     it.

10                   The other thing is this gentleman did  
11     ask a question about the flat rate and I didn't  
12     hear anybody answer that either. And, you know,  
13     these strains continue on the elderly people --  
14     I'm recently retired about a year and a half  
15     myself and I can even feel the difference. I  
16     mean I'm okay, but I can feel the difference.

17                   And I know the PUCO -- excuse me, I  
18     know the natural gas people and utility workers  
19     do make good money. That's my fault that I  
20     didn't get a job there, but -- and the other  
21     gentleman did say something about all the rate  
22     increases, that the PUCO just goes ahead and  
23     gives them to them. You are the Public  
24     Utilities Commission. That's what it means.  
25     Some people don't know what it means.

1           Another thing, a different area, but  
2   it's still money, the PUCO has acquiesced to the  
3   electric companies there's definitely going to  
4   be an increase in '09, and now the gas company's  
5   asking for an increase. I -- I can't see it. I  
6   mean everybody, everybody's got to tighten. You  
7   know, where did the money go that was supposed  
8   to be set aside for maintaining these  
9   transmission lines and stuff?

10           I mean I come from The Timken  
11   Company. I've had my ups and downs with them,  
12   but they did make a record profit. But I'll  
13   tell you what, I was there and they maintained  
14   everything and they made money. That's why they  
15   made money. I don't know why there wasn't a  
16   portion of the profits or whatever was made to  
17   maintain this that you're asking for money for.

18           So like I said, I think you all  
19   better reconsider that, but it's a very -- it's  
20   going to be a tough nut to hold with electricity  
21   going up. That's a done deal, right? You guys  
22   are from the PUCO. That's a done deal. And I  
23   know it's been at least a ten-year process, but  
24   I think we've been trying to hold it back as  
25   long as we could.

1                   So that's about all I have to say.  
2   Wrong time.  Somebody said there hasn't been an  
3   increase in 10 or 15 years or whatever.  Maybe  
4   back in the good times you should have asked for  
5   a raise.  Because I think there has been raises.  
6   Somewhere or another there's been some type of  
7   raise.

8                   And this business about -- like the  
9   other fellow said about the different  
10  utilities -- different companies, you know, that  
11  you can get lower rates from, that was just a  
12  big show.  That was just -- that's the same  
13  thing they did with the telephone companies.  
14  The telephone companies started this thing.

15                  Well, oh, we have all these different  
16  telephone companies.  Well, how many of them  
17  gobbled them up?  We still got AT&T and, of  
18  course, they've got in the cell phone business,  
19  but, you know, it's just -- it's almost like a  
20  game people try to play.

21                  And I don't -- the PUCO, you know,  
22  you guys got a tough job, but you got to do the  
23  job for the people, the public.  I think that's  
24  all I have to say.  Thank you very much.

25                         **MR. FARKAS:**           Okay.  Any

1 questions?

2 **MR. WHITT:** No questions.

3 **MR. SERIO:** No. Thank you.

4 **MR. FARKAS:** Michele Lucas? You  
5 want to raise your right hand?

6 (Thereupon, Ms. Lucas was sworn.)

7 **MR. FARKAS:** Thank you. State  
8 your name and address, please.

9 **MS. LUCAS:** My name is Michele  
10 Lucas. My address is 213 East 14th Street,  
11 Dover, Ohio 44622.

12 I represent HARCATUS Tri-County  
13 Community Action Organization as their community  
14 services director. That stands for Harrison,  
15 Carroll and Tuscarawas counties.

16 I do have prepared testimony that I  
17 prepared about an hour ago. I've been working  
18 on it all day and I thank you for your time and  
19 I know it's been a long day. I almost went to  
20 Akron because it would have been a little easier  
21 than waiting until 7:00 in the evening.

22 But I would like for you to know that  
23 a small increase in my monthly gas bill will be  
24 difficult to manage. Especially if that small  
25 increase is a jump to an incredible \$17.50.

1 Dominion is also requesting  
2 additional fees to pay for replacing a pipeline  
3 that isn't even broke or deteriorating and  
4 retrofitting automated meter reading devices on  
5 all 1.3 million gas meters in its service  
6 territory.

7 I suspect that my husband and I will  
8 manage. We usually do. We're both employed.  
9 We're lucky. Our youngest child is now in  
10 college. That's killing us. But they're  
11 probably going to increase his tuition fees to  
12 cover the cost of their gas increase. So no  
13 matter how I turn around, I'm probably going to  
14 get hit one way or the other or probably from  
15 both sides.

16 I guess it's going to be a little bit  
17 difficult for us who are in what I consider to  
18 be the lower middle class or upper lower class  
19 households. My husband works in a local factory  
20 and their gas bill's going to go up. Are they  
21 going to be able to afford to give him a raise?  
22 I'm really frightened that this place is going  
23 to close. They've already had people coming in  
24 and looking at them. It's not the first place  
25 and it won't be the last.

1 I work for HARCATUS Tri-County  
2 Community Action Organization, and I have worked  
3 for a couple of other nonprofits since 1977.  
4 Most of it's been with HARCATUS. I know all  
5 about HEAP, the Home Energy Assistance Program.  
6 I don't have to tell you folks what that is. I  
7 don't have to tell you what PIPP is and the  
8 changes that have occurred over the past 30  
9 years.

10 I know all about HEAP and PIPP  
11 because I was there when they first announced  
12 HEAP. I wanted to know what, a HEAP of what?  
13 What was it going to be a HEAP of? Well, I  
14 found out real fast.

15 I joined with about seven other  
16 individuals, we traveled to Columbus, sometimes  
17 twice a month, sometimes twice a week so that we  
18 could create PIPP. It was exciting. We needed  
19 to have a way so that our clients would have a  
20 fighting chance to keep their regulated  
21 utilities on during the harsh winters that we do  
22 experience in Ohio. I know what I'm talking  
23 about when I tell you that seniors on fixed  
24 incomes and the low income clientele that we  
25 attempt to help with their home heating bills

1 are not going to be able to handle an increase  
2 of any amount.

3 Dominion East Ohio Gas customers  
4 actually think that by locking in their rates  
5 that they will not have to worry about any extra  
6 charges or price increases. Boy, are they going  
7 to be surprised. How can we help them to plan  
8 for this winter if Social Security, pension,  
9 SSI, SSDI, low paying wages and many other fixed  
10 incomes will be expected to cover an increase  
11 that can only mean more money in the pockets of  
12 the Dominion employees and investors?

13 (Indicating.)

14 Excuse me, Tracy. I'm not pointing  
15 at you, but there's a few people in this crowd  
16 that I do recognize. We've known each other for  
17 a long, long time. I just don't understand how  
18 much we should be expected to conserve if our  
19 efforts don't result in any kind of savings.

20 I've been working with the Ohio  
21 Consumers' Counsel, OCC, the Office of Community  
22 Services, OCS, and Dave Reinbold of the Ohio  
23 Partners for Affordable Energy to restructure  
24 the Percent of Income Payment Plan so that  
25 qualifying customers have a better chance at

1     affording their gas and their electric services.

2                 Hard work that has been done on  
3     energy efficiency's side with weatherization and  
4     other conservation measures. Personally my  
5     husband and I just recently had our home  
6     insulated and sided and we got all new windows.  
7     Not cheap. We are only expecting to be able to  
8     hold our gas price where it might have been last  
9     winter. I'm not holding out a whole lot of hope  
10    at this point.

11                The HARCATUS housing and  
12    weatherization program spends every last dime  
13    that they receive doing similar work for as many  
14    low income residents as they can reach with  
15    hundreds still on their waiting list. It's an  
16    amazing waiting list. I have people who are  
17    disabled, who are elderly, who are having real  
18    problems that cannot get insulation. They can't  
19    get new windows. They can't get the simplest of  
20    things that would help them conserve. They can  
21    get a light bulb every so often, and every so  
22    often they'll get a new furnace filter and  
23    sometimes they might even qualify for a new  
24    refrigerator or an energy efficient water  
25    heater.

1           It's kind of sad because all we were  
2   hoping for was to keep our bills at last  
3   winter's rates. We didn't even think about  
4   lowering the bills. That would be absurd. And  
5   then there's talk about raising the flat rate  
6   customer charges. All it will do is negatively  
7   impact customers who attempt to conserve energy  
8   and result in low use customers subsidizing the  
9   high use customers.

10           OCS has data that clearly shows that  
11   my clients are not the high use problem. These  
12   elderly, frail, mentally challenged,  
13   economically challenged and underemployed people  
14   are going to be very cold and without  
15   necessities like medicine, decent food and other  
16   frivolous things like basic telephone and cable  
17   service. Thank you for your patience with us  
18   and thank you for your time.

19           **MR. FARKAS:**           Thank you. Do you  
20   have a copy of your statement?

21           **MS. LUCAS:**           Yes. I left one  
22   back there. (Indicating.)

23           **MR. FARKAS:**           Okay. If you could  
24   bring one up, I will mark it as an exhibit and  
25   I'll send it into the record.

1                   **MS. LUCAS:**           Thank you.

2                   **MR. FARKAS:**           I'll mark this  
3 Canton Public Hearing Exhibit 1.

4                   (Thereupon, Canton Public Hearing  
5 Exhibit 1 of Dominion East Ohio Case  
6 Nos. 07-829-GA-AIR, et al., hearing  
7 was marked for purposes of  
8 identification.)

9                   **MR. FARKAS:**           That is the list of  
10 people that signed up. Is there anyone that  
11 hasn't signed up that wants to testify? Seeing  
12 no one and hearing no one, there are no more  
13 witnesses, this concludes the public hearing and  
14 the testimony will be submitted on the record  
15 for the Commission's consideration in this case.  
16 Thank you for coming out tonight.

17                   (Thereupon, the proceedings were  
18 concluded at 7:35 o'clock p.m.)

19                   - - -

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## C E R T I F I C A T E

STATE OF OHIO, )  
 ) SS:  
SUMMIT COUNTY, )

I, Christina A. Arbogast, a Registered Professional Reporter and Notary Public within and for the State of Ohio, duly commissioned and qualified, do hereby certify that these proceedings were taken by me and reduced to Stenotypy, afterwards prepared and produced by means of Computer-Aided Transcription and that the foregoing is a true and correct transcription of the proceedings so taken as aforesaid.

I do further certify that these proceedings were taken at the time and place in the foregoing caption specified.

I do further certify that I am not a relative, employee of or attorney for any party or counsel, or otherwise financially interested in this action.

I do further certify that I am not, nor is the court reporting firm with which I am affiliated, under a contract as defined in Civil Rule 28(D).

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my seal of office at Akron, Ohio on this 7th day of August, 2008.

  
Christina A. Arbogast, RPR

My commission expires December 7, 2010.

- - -

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# HARCATUS Tri-County C.A.O., Inc.

## Family Support Center

108 N. 2<sup>nd</sup> Street, Dennison, Ohio 44621 (740) 922-3600

TO: The Public Utilities Commission of Ohio

Thank you for your time, I know you all must be exhausted after such a long day, I know I am.

I would like for you to know that a small increase in my monthly gas bill will be difficult to manage, especially if that "small" increase is a jump to an incredible \$17.50! Dominion is also requesting additional fees to pay for replacing a pipeline that isn't even broke or deteriorating AND retrofitting automated meter reading devices on all 1.3 million gas meters in its service territory! I suspect that my husband and I will manage, we usually do because we are both employed and our youngest child is in college - which will probably have to increase tuition to cover the huge gas bills that the local campus will have to pay for somehow. I guess we will get hit from both sides, and that is only one example for a lower-middle class or upper-lower class household like mine.

My husband works in a local factory, whose gas bill will go up, affecting their ability to give him a wage increase. I have worked for HARCATUS Tri-County Community Action Organization or other non-profits since 1977. I know all about HEAP and PIPP and the changes that have occurred over the past 30 years. I was one of about 7 individuals that created PIPP so that our clients would have a fighting chance to keep their regulated utilities on during the harsh winters we can experience in Ohio. I know what I am talking about when I tell you that seniors on fixed incomes and the low income clients we attempt to help with their home heating bills are not going to be able to handle an increase of any amount. Dominion East Ohio Gas customers actually think that by locking in their rates that they will not have to worry about any extra charges or price increases. Boy are they going to be surprised! How can we help them to plan for this winter if Social Security, pensions, SSI, SSDI, low paying wages, and many other fixed incomes will be expected to cover an increase that can only mean more money in the pockets of the Dominion employees and investors? How much should we be expected to conserve if our efforts do not result in any kind of savings?

I have been working with the Ohio Consumers' Counsel (OCC), the Office of Community Services (OCS) and Dave Reinbolt of the Ohio Partners for Affordable Energy to restructure the Percent of Income Payment Plan so that the qualifying customers have a better chance at affording their gas and electric services. Hard work has been done on the energy efficiency side, with weatherization and other conservation measures. Personally, my husband and I just recently had our home insulated and sided with all new energy efficient windows. The HARCATUS Housing & Weatherization program spends every last dime they receive doing similar work for as many low income residents as they can reach with hundreds still on their

Canton  
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Hearing

waiting list. All we were hoping for was to keep our bills at last winter's rates – we didn't even think about lowering our bills...that would be absurd. And then there is talk about raising the flat-rate customer charges. All it will do is negatively impact customers who attempt to conserve energy and result in low-use customers subsidizing high-use customers. OCS has data that clearly shows that my clients are not the high-use problem. I am truly afraid that they will pay a larger price this winter than many of us are willing to acknowledge. These elderly, frail, mentally challenged, economically challenged and under-employed people are going to be very cold and without necessities such as medicine, decent food and other more frivolous things like basic television or telephone service.

Thank You.

Michele Lucas, Community Services Director  
HARCATUS Family Support Center  
108 N. 2nd Street  
Dennison, OH 44621  
PH# 740-922-3893 x202  
FAX# 740-922-3874

One of 53 Community Action Agencies Statewide



Dominion East Ohio Gas  
07-829-GA-AIR (Canton)

ANYONE WANTING TO TESTIFY IN THE ABOVE CASE, PLEASE **PRINT** YOUR NAME AND ADDRESS BELOW:

- | NAME                        | ADDRESS AND ZIP CODE   |
|-----------------------------|--|
| 1. <u>Gene Wendling</u>     | <u>430 Aultman Ave Apt #3 NW</u><br><u>Canton 44708</u>              |
| 2. <u>Kathy Cruz</u>        | <u>201 - 5th</u><br><u>SCAA-HEAP Canton</u>                          |
| 3. <u>Richard Hiles</u>     | <u>CANTON</u>  |
| 4. <u>Bella Waghtery</u>    | <u>5689 EASTVIEW ST NE KANSASVILLE 44241</u>                         |
| 5. <u>Rodney Reasonover</u> | <u>STARK County Comm Auth A</u><br><u>Canton 217 - 2nd Street NW</u> |
| 6. <u>DAVE CROXTON</u>      | <u>6144 WOODCREST NE</u><br><u>CANTON, OHIO 44721</u>                |
| 7. <u>RON KUNTZ</u>         | <u>134 PARKVIEW N.W. NORTH CANTON OH</u>                             |
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| 9.                          |  |
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| 14.                         |  |

Canton 7pm

**WUCO**

Ø Dominion East Ohio Gas  
07-829-GA-AIR (Canton)

ANYONE WANTING TO TESTIFY IN THE ABOVE CASE, PLEASE **PRINT** YOUR  
NAME AND ADDRESS BELOW:

NAME

ADDRESS AND ZIP CODE

1. Michele Lucas 213 E. 14th St. 44622
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