

FILE

41

DEO EXHIBIT 1.0

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

MICHAEL L. NICHOLSON,

Complainant,

v.

THE EAST OHIO GAS COMPANY D/B/A
DOMINION EAST OHIO,

Respondent.

Case No. 09-78-GA-CSS

DIRECT TESTIMONY OF
MARGARET CALLAHAN
ON BEHALF OF DOMINION EAST OHIO

PUCO

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1 **Direct Testimony of**

2 **Margaret Callahan**

3 **I. INTRODUCTION**

4 **Q1. Please state your name, occupation and business address.**

5 A1. My name is Margaret Callahan. I am employed by The East Ohio Gas Company d/b/a
6 Dominion East Ohio ("DEO" or "Company") as a Customer Service Center Supervisor in DEO's
7 Akron office. My business address is 2100 Eastwood Avenue, Akron, Ohio 44305.

8
9 **Q2. What is the purpose of your testimony?**

10 A2. In my testimony, I respond to Mr. Nicholson's allegations that DEO improperly denied
11 his request to enroll with MX Energy under DEO's Energy Choice Program. My testimony
12 concludes: (1) Mr. Nicholson was ineligible to enroll with MX Energy because his account with
13 DEO was over 60 days in arrears; (2) DEO accurately calculated the arrearage; and (3) DEO
14 complied with the meter reading requirements contained in Revised Code Section 4933.09 and
15 DEO's tariff.

16
17 **II. BACKGROUND AND QUALIFICATIONS**

18
19 **Q3. Please describe your work history.**

20 A3. I have been employed by DEO since 1990 in various positions related to customer
21 service. These positions included serving as a call center agent from 1990 to 1996, a service
22 order business process expert from 1996 to 1999, and a customer service relations
23 specialist/trainer from 1999 to 2000. From 2000 through 2006, I was a representative on DEO's

1 PUCO/Ohio Consumer Counsel help desk. Starting in 2006, I worked as a customer relations
2 program specialist. I was promoted in 2008 to the position of Supervisor of the Customer
3 Service Center, which is the position I currently hold.

4
5 **Q4. What are your current job responsibilities?**

6 A4. I am responsible for the training, development and supervision of call center employees.
7 I also often deal directly with DEO customers regarding a variety of issues related to their
8 accounts with DEO. Through my job responsibilities currently and throughout my 19 years with
9 DEO, I have personal knowledge of DEO's metering and billing practices and procedures, DEO's
10 Energy Choice Program, and applicable statutes, regulations and tariff provisions. I also have
11 personal knowledge of Mr. Nicholson's account with DEO at a property located at 715 East
12 Midlothian in Youngstown, Ohio, which is at issue in this case.

13
14 **III. RESPONSE TO COMPLAINT**

15
16 **Q5. What is your understanding of the dispute that gives rise to Mr. Nicholson's**
17 **Complaint?**

18 A5. Mr. Nicholson alleges that he attempted to enroll in an MX Energy gas program in
19 December 2004, with service effective in February 2005, for a property located at 715 East
20 Midlothian in Youngstown, Ohio. DEO denied the enrollment because the account was over 60
21 days in arrears. Mr. Nicholson disputes that the account was in arrears. He seeks money
22 damages for the difference between the rates charged by DEO during the period February 2005

1 through February 2008 and the rate he would have received from MX Energy had his enrollment
2 been accepted.

3
4 **Q6. Does Mr. Nicholson have more than one account with DEO?**

5 A6. Yes. According to DEO's records, as of May 4, 2009, Mr. Nicholson has 3 active
6 accounts with DEO. He also has a number of closed accounts and charged-off accounts. The
7 allegations in the Complaint in this matter, however, are specifically limited to the account at
8 715 East Midlothian, which is classified as a small commercial account because Mr. Nicholson
9 operates his insurance business from this location.

10
11 **Q7. What is DEO's Energy Choice Program?**

12 A7. DEO's Energy Choice Program allows eligible customers to purchase natural gas from a
13 Competitive Retail Natural Gas ("CRNG") supplier. CRNG suppliers must be registered with
14 the Commission in order to serve customers. The relationship between DEO and CRNG
15 suppliers is governed by DEO's General Terms and Conditions of Energy Choice Pooling
16 Service, which are part of DEO's tariffs. Customers who wish to buy gas from a CRNG supplier
17 continue to receive their delivery service from DEO under DEO's Energy Choice Transportation
18 Service ("ECTS") Tariff. A copy of the ECTS tariff in effect during the 2004/2005 time period
19 is attached to my testimony as Exhibit DEO 1.1. The tariff provision reflected on DEO Exhibit
20 1.1 was replaced by a new tariff filed on December 20, 2008 pursuant to DEO's last rate case.
21 However, the eligibility criteria for participation in Energy Choice is essentially the same under
22 both the current and prior tariff.

Q8. What are the eligibility criteria for customers to participate in Energy Choice?

A8. As indicated in DEO Exhibit 1.1, there are two main criteria for eligibility under the ECTS rate schedule. First, the customer must have purchased or otherwise arranged to receive all of their natural gas requirements from a qualified CRNG supplier. Second, the customer must have no arrears for 30 days or more, or, if eligible, be on a current payment plan to discharge an arrearage. The account at 715 East Midlothian was a commercial account, however, and thus was not eligible to be placed on a payment plan.

Q9. Please describe the enrollment process for the Energy Choice program.

A9. The CRNG supplier sends DEO an electronic file regarding the customer's request for enrollment. Based on the information in the electronic file, DEO verified whether the customer contained in its system to verify if the customer is eligible for service under the ECTS rate schedule. DEO then notifies the CRNG supplier accordingly.

Q10. How long does the enrollment process take?

A10. Ordinarily, one to two billing cycles.

Q11. Did Mr. Nicholson attempt to enroll with MX Energy for the 715 E. Midlothian address through the Energy Choice Program?

A11. Yes. Based on my review of the Accounts Transaction History and Supplier Order Panel in DEO's account records, DEO received a request from MX Energy on December 23, 2004 to enroll Mr. Nicholson in an MX Energy Program, effective February 23, 2005, for account number 9421104912569.

1

2 **Q12. Did DEO accept the enrollment?**

3 A12. No. DEO rejected the enrollment on February 22, 2005.

4

5 **Q13. Why did DEO reject the enrollment?**

6 A13. Mr. Nicholson's account was over 60 days in arrears. Because of the arrearage, Mr.

7 Nicholson was ineligible under the ECTS tariff to participate in Energy Choice.

8

9 **Q14. How was this arrearage incurred?**

10 A14. I have prepared a chart, DEO Exhibit 1.2, which shows the charges and payments on Mr.

11 Nicholson's account from November 15, 2004 through March 7, 2005. As shown on DEO

12 Exhibit 1.2, between November 15, 2004 and December 16, 2004, Mr. Nicholson incurred

13 charges of \$367.17. Payment was due by January 5, 2005. Mr. Nicholson paid only \$200 on

14 December 29, 2004, leaving an arrearage of \$167.17. This information is documented in DEO

15 Exhibits 1.3 and 1.4, which are copies of Mr. Nicholson's bills for December 2004 and January

16 2005, respectively. As shown on Exhibits 1.3 and 1.4, these bills were based on estimated meter

17 readings.

18

19 **Q15. Did Mr. Nicholson pay the arrearage the next month?**

20 A15. No. DEO Exhibit 1.2 shows that between December 16, 2004 and January 20, 2005, Mr.

21 Nicholson incurred charges of \$372.61. Payment was due on February 9, 2005, but Mr.

22 Nicholson paid nothing. This left an arrearage of \$539.78 as of February 9, 2005 (\$167.17 in

23 arrearage from the December 2004 bill + \$372.61 from the January 2005 bill). This information

1 is documented in DEO Exhibit 1.5, which is a copy of Mr. Nicholson's bill prepared on February
2 22, 2005. The February 22, 2005 bill also shows that between January 20, 2005 and February
3 18, 2005, Mr. Nicholson incurred additional charges of \$321.05. The February 22, 2005 bill is
4 also based on an estimated read.

5
6 **Q16. Did DEO subsequently issue a second bill in February 2005?**

7 A16. Yes. DEO Exhibit 1.6 is a copy of a second bill for February 2005, issued on February
8 25, 2005. The February 25, 2005 bill is based on a customer meter reading which, if accurate,
9 showed that Mr. Nicholson incurred charges of \$135.90 between January 20, 2005 and February
10 18, 2005, rather than \$321.50. The charges for February 2005 were revised from \$321.05 to
11 \$135.90 and this revision is reflected in the February 25, 2005 bill. Accordingly, the total bill
12 amount for February 2005 was \$675.68 (\$167.17 in arrearage from the December 2004 bill +
13 \$372.61 arrearage from the January 2005 bill + 135.90 from the revised February 2005 bill).
14 DEO mailed Mr. Nicholson both the original February 22, 2005 and revised February 25, 2005
15 bills.

16
17 **Q17. Did Mr. Nicholson finally pay the arrearage in March 2005?**

18 A17. Yes. As shown on the March 2005 bill, attached as DEO Exhibit 1.7, On March 7, 2005,
19 DEO received payment of \$675.68. This payment was received after Mr. Nicholson's enrollment
20 with MX Energy had been denied. Mr. Nicholson paid with two separate checks, one in the
21 amount of \$539.78 and the other for \$135.90. As explained above, the \$135.90 amount was for
22 usage between January 20, 2005 and February 18, 2005, and therefore was not in arrears. The
23 \$539.78 balance, however, was in arrears.

1

2 **Q.18 How long had Mr. Nicholson's account been in arrears before it was paid?**

3 A.18 Mr. Nicholson did not pay his December 2004 bill in full until March 7, 2005. As such,
4 as of February 22, 2005, when DEO denied his enrollment with MX Energy, Mr. Nicholson was
5 64 days in arrears on his December 2004 bill.

6

7 **Q19. Mr. Nicholson attached to his Complaint a "Statement of Account," a copy of which**
8 **is also attached to your testimony as DEO Exhibit 1.8, which he claims shows his account**
9 **was not in arrears as of February 22, 2005. Is Mr. Nicholson correct?**

10 A19. No. DEO Exhibit 1.8 is a Statement of Account for 715 East Midlothian for the period
11 November 15, 2004 to November 16, 2005. This document was prepared by DEO at Mr.
12 Nicholson's request in December 2005. I am informed by counsel that Mr. Nicholson stated at
13 his deposition that the handwriting on the document is his. The Statement of Account attached
14 as DEO Exhibit 1.8 shows the proper billing and payment application reflected in the bills sent to
15 Mr. Nicholson for December 2004 through March 2005, which are attached as DEO Exhibits 1.3
16 through 1.7. The references to "\$0.00" under the column labeled "ADJ" simply mean no
17 adjustments were required to be made to the account in addition to application of the payments
18 received from Mr. Nicholson, which payments are properly reflected in the "PMT AMOUNT"
19 column. The references to "\$0.00" under the columns captioned "PLAN AMT DUE" and
20 "TOTAL PLAN AMT DUE" are used only for accounts eligible for DEO's Percentage of Income
21 Payment Plan ("PIPP"), or similar DEO alternative payment plan arrangements. During 2004
22 and 2005, Mr. Nicholson's account at 715 East Midlothian was ineligible for PIPP or any other
23 DEO alternative payment plan arrangement because his account was a commercial account.

1 Finally, any blanks in the "ACCT BALANCE" column merely reflect that the corresponding
2 transaction to the left of the chart did not result in a new bill being issued on the account. The
3 presence of the blank does not mean the account was not in arrears or that the account balance
4 was zero.

5
6 **Q20. Does DEO have any interest in whether customers choose to shop with a CRNG**
7 **supplier?**

8 A20. No. Since implementing its Energy Choice Pilot Program in 1997, DEO has always
9 supported eligible customers' right to choose their natural gas supplier. Because DEO earns a
10 profit only on the delivery of natural gas, and not on the supply of natural gas, DEO is indifferent
11 to whether customers choose to exercise their right to shop for an alternative supplier. In fact, in
12 each of the bills discussed above (DEO Exhibits 1.3 through 1.7), DEO included a message on
13 the bill stating: "You may be able to save on the gas cost recovery portion of your bill by
14 shopping for an alternative supplier."

15
16 **Q21. Is DEO required to render bills based on an actual meter read?**

17 A21. No. DEO's tariff in effect during 2004/2005 required only that DEO use its "best efforts"
18 to obtain an actual read once every twelve months. A copy of the Rules and Regulations section
19 of DEO's Tariff dealing with meter reading, which was in effect during the time period covered
20 in Mr. Nicholson's Complaint, is attached to my testimony as DEO Exhibit 1.9.

1 **Q22. With respect to Mr. Nicholson, did DEO comply with the tariff provision requiring**
2 **DEO to make its best efforts to obtain an actual read at least once every twelve months?**

3 A22. Yes. I reviewed DEO's electronic order completion panels and statements of account for
4 Mr. Nicholson's 715 E. Midlothian account and determined that actual reads were obtained by
5 DEO on March 11, 2004, July 20, 2004, February 10, 2005, March 16, 2005 and December 15,
6 2005. The records I reviewed, which are kept in the ordinary course of business at DEO, are
7 attached to my testimony collectively as DEO Exhibit 1.10.

8
9 **Q23. What methodology does DEO use to estimate customers' gas usage?**

10 A23. DEO has used two related methodologies for estimating customer usage: (1) the
11 "standard method"; and (2) the "enhanced method." Under the standard method, which was
12 exclusively used prior to December 20, 2004, usage is estimated based on a formula with three
13 factors: base load, degree days and degree day factor. Base load represents the average non-
14 heating gas consumption during a one month period. Base load is determined by examining the
15 historical usage at the premises. Degree day information is obtained from the National Weather
16 Service and represents the extent to which the daily average temperature for the period in
17 question was below 65 degrees. The colder the temperature, the greater the number of degree
18 days in the billing period. The degree day factors represent the amount of gas used to heat for
19 each degree day, and is calculated by dividing the historical actual usage by the number of
20 degree days for the billing period. Thus, if an account has a base load of 2 mcf, a degree day
21 factor of .0175 and the billing cycle is assigned 1540 degree days, the estimated billing for a 30
22 day period would be 29 mcf (1540 degree days x .0175 degree day factor = 26.95 mcf (rounded
23 to 27) + 2 mcf base load = 29 mcf). DEO began to use the enhanced method on certain accounts

1 on December 20, 2004. The enhanced method varies from the standard method by considering a
2 customer's historical heating gas consumption at a particular account, rather than relying solely
3 on National Weather Service daily temperature averages.

4
5 **Q24. Did DEO use these methods during the months when it was necessary to estimate Mr.**
6 **Nicholson's usage?**

7 A24. Yes.

8
9 **Q25. Has Mr. Nicholson ever requested DEO to test the accuracy of the meter at 715 East**
10 **Midlothian?**

11 A25. No. DEO's records show no such request.

12
13 **Q26. Does DEO have any reason to believe that the meter at 715 East Midlothian does not**
14 **comply with the meter accuracy standards contained in Revised Code Section 4933.09?**

15 A26. No.

16
17 **Q27. Does this conclude your testimony?**

18 A27. Yes.

Energy Choice Transportation Service (ECTS)

DEO EXHIBIT
1.1

1. Applicability

Transportation service pursuant to this rate schedule is available to Customers throughout East Ohio's service area who:

- a) have purchased or otherwise arranged to receive all of their natural gas requirements from a qualified Supplier that is receiving service under the terms of East Ohio's Energy Choice Pooling Service;
- b) qualify for transportation service under the PUCO Gas Transportation Program Guidelines; and
- c) have no arrears of 30 days or more or are current on a payment plan to discharge such arrears for service rendered under this or any other of East Ohio's PUCO-approved rate schedules. Other Customers may begin receiving service pursuant to this rate schedule provided they have not broken a prior payment plan more than once during the preceding 12-month period. Such Customers shall be placed on a new payment plan upon enrollment and must remain current on that plan in order to continue receiving service pursuant to this rate schedule.

2. Character of Service

- 2.1 The gas received by East Ohio on any Day for the account of the Customer shall be delivered by East Ohio on a firm basis. East Ohio's obligation to deliver gas to the Customer on any Day is limited to the Daily Available Volume provided by the Customer's Supplier on behalf of the Customer.
- 2.2 In the event the Customer no longer desires to receive transportation service, the Customer must purchase and receive all of its natural gas requirements from East Ohio pursuant to East Ohio's General Sales Service or Large Volume General Sales Service rate schedules.

3. Measurement of Deliveries

Delivery Points shall be equipped with monthly gas measurement equipment or real-time electronic gas measurement capability.

4. Rates and Charges

- 4.1 The volumetric charge for each Customer at each Delivery Point served under this rate schedule shall be the rate set forth below plus the riders, as specified in 4.3, applicable to service rendered under this rate schedule:

Energy Choice Transportation Service (ECTS)

\$1.2355 per Mcf for all consumption each month.

- 4.2 In addition to the volumetric charge, each Customer shall be charged a Customer charge of \$5.70 per Delivery Point per month.
- 4.3 Customers receiving transportation service under this rate schedule shall be responsible for charges pursuant to East Ohio's Excise Tax Rider, Interim Emergency and Temporary PIP Plan Rider, Uncollectible Expense Rider and Transportation Migration Riders as applicable.

5. Billing

East Ohio shall bill for all services provided by East Ohio. Pursuant to a separate Billing Agreement, Supplier shall have the option of East Ohio rendering a combined bill for both distribution and commodity service, or the Supplier may bill for commodity service independently. All customer bills and payments will be handled in accordance with OAC rule 4901:1-29-12.

6. Resumption of Service after Interruption

If service is interrupted as a result of the Customer's failure to make payment or at the Customer's request, East Ohio shall not be under any obligation to resume service to the same Customer at the same premises unless East Ohio shall have received, in addition to payment for all gas received by the Customer under this rate schedule, a reconnection payment of \$20.

7. Reversion To Company Sales Service Upon Non-payment

Where East Ohio is rendering a combined bill for both distribution and commodity service, the agreement between the Supplier and the Customer may be terminated for non-payment of the Supplier gas commodity portion of the bill if the account is past due. East Ohio shall give no less than 14 days written notice that the Customer will be switched from the Supplier and revert to East Ohio's General Sales Service, effective with the Customer's next scheduled meter reading, unless the past due amount is paid by the Customer's next scheduled bill due date. East Ohio will notify the Customer and Supplier if the Customer is dropped for non-payment. If the past due amount is paid by Customer's next scheduled bill due date after receipt of the notice, the Customer will not revert to East Ohio's General Sales Service and will remain with the Supplier.

8. Regulations

All gas service provided by East Ohio is rendered under and subject to the Rules and Regulations contained in its tariff.

Energy Choice Transportation Service (ECTS)

9. Definitions

Customer – any individual, governmental, or corporate entity taking transportation service hereunder.

Daily Available Volume – the quantity of gas available to be redelivered by East Ohio to the Customer on any given Day.

Day – a 24-hour period beginning at 10:00 a.m. Eastern Standard Time or other such time as specified by East Ohio.

Delivery Point – the billing determinant for the application of Customer charges represented by the meter location at which gas is redelivered to the Customer.

Energy Choice Pooling Service – a gas pooling service in which Suppliers can aggregate demand and supplies for redelivery to Customers under East Ohio's Energy Choice Transportation Service and Large Volume Energy Choice Transportation Service rate schedules.

OAC – Ohio Administrative Code.

PUCO – the Public Utilities Commission of Ohio.

Supplier – any entity which has in effect an Energy Choice Pooling Service agreement with East Ohio.

NICHOLSON ACCOUNT NOVEMBER 15, 2004 - MARCH 7, 2005 (ARREARAGE ON ACCOUNT FROM DECEMBER 20, 2004 UNTIL MARCH 7, 2005)						
Usage Period	Bill Issued	Bill Amount	Due Date	Date Paid	Amount Paid	Outstanding
Nov. 15, 2004-Dec. 16, 2004	Dec. 20, 2004	\$367.17	Jan. 5, 2005	Dec. 29, 2004	\$200.00	\$167.17
Dec. 16, 2004-Jan. 20, 2005	Jan. 24, 2005	\$539.78 (\$167.17 arrearage plus \$372.61 in new charges)	Feb. 9, 2005	No Payment	\$0.00	\$539.78
Jan. 20, 2005-Feb. 18, 2005	Feb. 25, 2005	\$675.68 (\$539.78 arrearage plus \$135.90 in new charges)	March 15, 2005	March 7, 2005	\$675.68	\$0.00

MICHAEL L NICHOLSON

715 E MIDLOTHIAN BLVD
YOUNGSTOWN OH 44501-2569

Account Number 9 4211 0491 2569 Date Prepared February 22, 2005

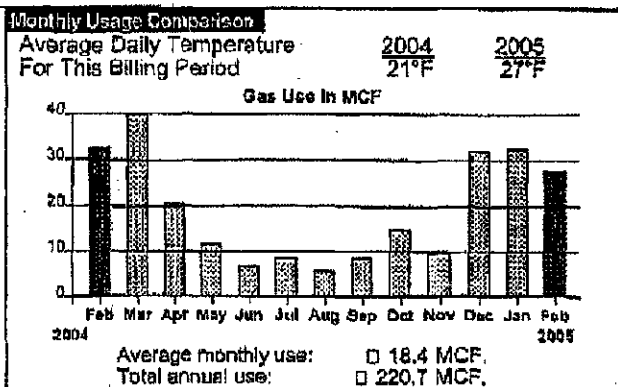
Next Billing Date March 21, 2005

For questions about Dominion East Ohio charges call 330-746-7611.

Credits And Charges Since Last Bill	
Balance from last bill	\$539.78
Balance	\$539.78
Current Charges	
General Sales Service Rate	
Monthly Service Charge	\$5.70
Gas Usage Charge	
28.1 MCF @ \$11.22/204	315.35
Total Current Charges	\$321.05
Total Account Balance	\$860.83

This bill includes \$255.28 for gas cost recovery at \$9.085 per thousand cubic feet (MCF) and \$12.49 for Gross Receipts Tax.

You may be able to save on the gas cost recovery portion of your bill by shopping for an alternative gas supplier.



Billing Period And Meter Readings			
Date	Meter Number	Read Type	Reading
Feb 18, 2005	13622476	Estimate	186.4
Jan 20, 2005		Estimate	158.3
MCF Used in 29 Days			28.1

Please Pay **Account Balance of \$860.83 by March 10, 2005**

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$539.78 by Mar 10, 2005, your gas may be shut off. If you have any questions about this pending shutoff, please call toll-free 1-800-950-7989. If your gas service is shut-off, you must pay all past-due amounts, a new security deposit and a reconnection fee. Before we can turn the gas back on, if you are on Energy Choice and do not pay the required amount in full, you will be dropped from the program and scheduled to receive your gas supply from Dominion East Ohio at the current Gas Cost Recovery rate.

To participate in the Energy Choice program, you must pay the amount due on time each month.

Please detach and return this coupon with a check made payable to Dominion East Ohio. Please see reverse side for mailing address change instructions.

PLEASE PAY BY	Mar 10, 2005	Account No.	9 4211 0491 2569
Account Balance	Amount Enclosed		
\$860.83			

View and Pay Your Bill On-Line
View and pay your bill on-line with Dominion eBill. You can start saving the time associated with writing checks and the cost of buying stamps. Best of all, eBill is a free service when your payment is made from your bank account. Learn more by visiting www.dom.com. It's worth the trip!

#BWNDJFZ
MICHAEL L NICHOLSON
715 E MIDLOTHIAN BLVD
YOUNGSTOWN OH 44501-2569

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-0785

0194211049125690000000032105000000860831

MICHAEL L NICHOLSON

715 E MIDLOTHIAN BLVD
YOUNGSTOWN OH 44502-2569

Account Number 9 4211 0491 2569 Date Prepared March 21, 2005

Next Billing Date April 20, 2005

For questions about Dominion East Ohio charges call 330-746-7611.

Credits And Charges Since Last Bill

Balance from last bill	\$675.68
Payment on Mar 7, 2005 - Thank You	539.78 CR
Payment on Mar 7, 2005 - Thank You	135.90 CR
Balance	\$0.00

Current Charges

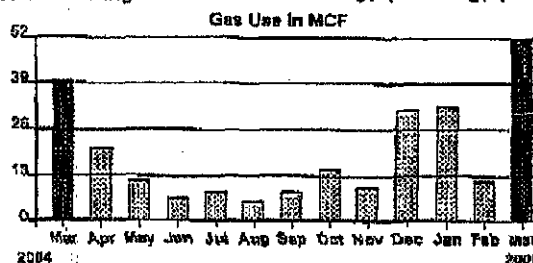
General Sales Service Rate	
Monthly Service Charge	\$5.70
Gas Usage Charge	
52.2 MCF @ \$11.80-15	584.98
Total Current Charges	\$590.68
Total Account Balance	\$590.68

This bill includes \$471.40 for gas cost recovery at \$9.069 per thousand cubic feet (MCF) and \$23.28 for Gross Receipts Tax.

You may be able to save on the gas cost recovery portion of your bill by shopping for an alternative gas supplier.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2004 37°F	2005 27°F
---	--------------	--------------



Average monthly use: 18.0 MCF.
Total annual use: 216.4 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13822476		
Mar 16, 2005	Remote	222.1	
Feb 16, 2005	Customer	169.9	52.2
MCF Used in 28 Days			52.2

Please Pay Account Balance of \$590.68 by April 6, 2005

Let Your Bank Pay Your Bills

Join our Automatic Payment Plan and stop writing checks, buying money orders, paying postage or standing in line to pay your bill. Your financial institution can deduct your payment directly from your checking account and forward it to Dominion East Ohio. Once you're on the plan, we still send you a bill each month that tells you how much to deduct from your checking account. To join, visit us at www.dom.com or call us at the number listed at the top of this bill. You also can pay this bill with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Access logo, or a Visa, MasterCard, or Discover credit card at www.dom.com or at 1-800-573-1153. BillMatrix provides this service and charges a transaction fee of \$3.50. **ENERGYSHARE:** Help people without heat by donating to EnergyShare. Add \$1, \$2, \$5, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Dominion East Ohio. Please see reverse side for mailing address change instructions.

PLEASE PAY BY April 6, 2005 **Account No.** 9 4211 0491 2569

Account Balance

\$590.68

Amount Enclosed

Avoid Estimated Bills

Enter your meter reading - day or night - at www.dom.com. It tells you how and when to read the meter for best results. You'll need your account number, zip code, a Personal ID number (usually the last four digits of your Social Security number) and your meter reading. Don't have a computer? Call in your reading anytime through our automated messaging service at 1-800-362-7557.

#BWNO.FZ
MICHAEL L NICHOLSON
715 E MIDLOTHIAN BLVD
YOUNGSTOWN OH 44502-2569

DOMINION EAST OHIO
P.O. BOX 26785
RICHMOND VA 23261-6785



0154211049125690000000059068000000590689

DOMINION EAST OHIO Statement of Account

Account Number 8421104912582
Meter Number 13822476

For Questions Call 1-800-748-7611
Hearing Impaired Customers Call TDD (800)-633-8908

Name NICHOLSON, MICHAEL
Address 715 E MIDLOTHIAN BLVD

3012
OF ESTIMATES WITH DEMO - 941
2071
A real

DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE	BILL AMT	SALES/ STATE TAX	LATE PMT CHRG	DATE	AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT DUE	TOTAL PLAN AMT DUE	ACCT BALANCE
11/18/2005	29	REMOTE	301.2	31.7	1.1	445	\$519.84	\$0.00	12/02/2005	\$0.00	\$0.00	\$0.00			\$0.00	\$0.00	\$438.29
10/18/2005	27	SYSTEM ES	259.5	7.1	3	137	\$118.65	\$0.00	11/07/2005	\$32.93	09/28/2005	\$0.00			\$0.00	\$0.00	\$116.65
09/12/2005	34	REMOTE	282.4	2.0	1	3	\$32.93	\$0.00	10/07/2005	\$28.03	09/07/2005	\$0.00			\$0.00	\$0.00	\$32.93
09/18/2005	29	SYSTEM ES	255.1	4.5	2	0	\$86.33	\$0.00		\$0.00		\$0.00			\$0.00	\$0.00	
08/18/2005	29	CALL-IN	260.4	1.8	1	0	\$28.03	\$0.00	09/15/2005	\$0.00		\$0.00			\$0.00	\$0.00	\$28.03
07/27/2005	0	CUST READ	259.3	0	0	0	\$0.00	\$0.00		\$0.00		\$0.00			\$0.00	\$0.00	
08/18/2005	29	SYSTEM ES	285.1	6.5	2	0	\$86.33	\$0.00	09/07/2005	\$0.00	09/04/2005	\$0.00	CANCEL		\$0.00	\$0.00	\$86.33
07/27/2005	0	CUST READ	259.3	0	0	0	\$0.00	\$0.00		\$0.00		\$0.00			\$0.00	\$0.00	
07/20/2005	30	SYSTEM ES	288.4	7.9	3	0	\$100.83	\$0.00		\$0.00		\$0.00			\$0.00	\$0.00	
07/20/2005	30	SYSTEM ES	288.4	7.9	3	0	\$100.83	\$0.00	08/12/2005	\$0.00		\$0.00			\$0.00	\$0.00	\$79.98
06/20/2005	28	SYSTEM ES	260.5	7.3	3	-71	\$98.19	\$0.00		\$0.00		\$0.00			\$0.00	\$0.00	
07/20/2005	30	SYSTEM ES	288.4	7.9	3	0	\$100.83	\$0.00	08/05/2005	\$0.00		\$0.00	CANCEL		\$0.00	\$0.00	\$186.72
06/20/2005	28	SYSTEM ES	260.5	7.3	3	71	\$86.19	\$0.00	07/08/2005	\$382.50	08/05/2005	\$0.00	CANCEL		\$0.00	\$0.00	\$386.19
05/23/2005	33	SYSTEM ES	233.2	31.1	5	1114	\$382.30	\$0.00	08/08/2005	\$0.00		\$0.00			\$0.00	\$0.00	\$382.30
04/20/2005	33	SYSTEM ES	261.6	39.5	12	637	\$460.49	\$0.00		\$0.00		\$0.00			\$0.00	\$0.00	
04/20/2005	33	SYSTEM ES	261.6	39.5	12	637	\$460.49	\$0.00	05/10/2005	\$0.00	05/11/2005	\$0.00	CANCEL		\$0.00	\$0.00	\$463.49
03/18/2005	26	REMOTE	222.1	52.2	13	1080	\$660.88	\$0.00	04/09/2005	\$0.00	04/07/2005	\$0.00			\$0.00	\$0.00	\$590.88
02/25/2005	0	CUST READ	172.8	0	0	0	\$0.00	\$0.00		\$0.00		\$0.00			\$0.00	\$0.00	
02/18/2005	26	SYSTEM ES	169.4	28.1	10	1087	\$321.05	\$0.00		\$0.00		\$0.00			\$0.00	\$0.00	
02/18/2005	26	CUST READ	169.9	11.6	4	1087	\$135.90	\$0.00	03/15/2005	\$0.00		\$0.00			\$0.00	\$0.00	\$875.88
02/18/2005	29	SYSTEM ES	188.4	28.1	10	1087	\$321.05	\$0.00	03/10/2005	\$0.00		\$0.00	CANCEL		\$0.00	\$0.00	\$360.83
01/20/2005	35	SYSTEM ES	158.3	32.7	9	1249	\$372.81	\$0.00	02/09/2005	\$0.00	12/29/2004	\$0.00			\$0.00	\$0.00	\$559.78
12/16/2004	31	SYSTEM ES	125.6	31.5	10	742	\$367.17	\$0.00	01/08/2005	\$0.00	11/22/2004	\$0.00			\$0.00	\$0.00	\$367.17
11/15/2004	31	REMOTE	94.1	9.9	3	477	\$113.78	\$0.00	12/01/2004	\$0.00		\$0.00			\$0.00	\$0.00	\$279.37
10/15/2004	30	SYSTEM ES	84.2	15.2	5	197	\$164.89	\$0.00	11/04/2004	\$0.00		\$0.00			\$0.00	\$0.00	\$164.89

TOTALS	USAGE:	202.2	TAXES:	\$0.00	PAYMENTS:	\$2,281.67	LATE PAYMENT CHARGES:	\$0.00
	DEGREE DAYS:	6582	BILL AMOUNTS:	\$2,887.96	ADJUSTMENTS:	\$0.00		

BUD - BUDGET PLAN	DEF - DOLLAR ENERGY FUND	DEP - DEPOSITS	CIA - CONT N AID OF CONST	NSC - INSUFFICIENT FUNDS CHARGE
DPA - DEFERRED AGREEMENT	LPA - LATE PMT CHRG (NONUTILITY)	LPC - LATE PMT CHRG	ROC - RECONNECTION CHARGE	NSA - INSUFFICIENT FUNDS AMOUNT
INT - INTEREST	NSN - NSUFFICIENT FUNDS (NONUTILITY)	UTG - UTILITY	DISCNT - DISCOUNT	CNT - CONTRACTS

Rules and Regulations

DEO EXHIBIT

1.9

SECTION I - SERVICE

1. **Application for Service.** All applications for gas service shall be made to the local office of East Ohio.
2. **Security Deposit.** If a proposed consumer is not a financially responsible freeholder or cannot give a reasonably safe guaranty in an amount sufficient to secure the payment of bills for sixty days' supply of gas, the consumer may be required to deposit with East Ohio an amount sufficient to cover an estimate of the monthly average of the annual consumption by such consumer plus 30%, upon which deposit interest at the rate of not less than 5% per annum will be allowed and paid to the consumer, provided it remains on deposit for six consecutive months.

Security deposits shall be governed by the "Establishment of Credit for Residential Utility Customers" adopted by The Public Utilities Commission of Ohio and contained in Chapter 4901:1-17-05(C) of the Ohio Administrative Code, a copy of which is included as Section M of the East Ohio Gas Company Tariff.

3. **Service Turn On.** The consumer, after making proper application for gas, shall notify East Ohio when he desires gas turned on. In no case shall he or his agent or employee turn on the gas. East Ohio may discontinue the supply of gas to premises where persons other than East Ohio's authorized employees have turned on the gas.
4. **Service Continuity.** East Ohio will use its best efforts to furnish necessary and adequate service and facilities in compliance with Section 4905.22 of the Ohio Revised Code. East Ohio cannot and does not guarantee a sufficient supply of gas or an adequate or uniform gas pressure. East Ohio shall not be liable for any damage or loss directly or indirectly due or attributable to insufficiency of the gas supply, variation in the gas pressure, partial or total interruption of gas service, the use of gas appliances on the consumer's premises, or the presence thereon of any Company property. East Ohio will provide to customers, to the extent possible under the circumstances, prior notice of planned outages or interruptions in service.
5. **Service Disturbance.** No customer shall attach or use any appliance which may result in the injection of air, water, or other foreign matter into the Company's lines and, without prior approval from the Company, no customer shall attach or use any appliance which will increase or decrease the pressure in the Company's lines intermittently to such extent as to interfere with continuous service to other customers.

6. **Access to Premises.** The authorized agents and employees of East Ohio shall at all reasonable times have access to any premises supplied with gas by East Ohio.
7. **Customer's Request for Discontinuance of Service.** The consumer shall notify East Ohio before vacating the premises where gas is used or before discontinuing the use of gas. The consumer shall be liable for all charges for gas consumed on such premises until 48 hours after such notice has been received, provided that access to the premises shall have been given East Ohio within such 48-hour period; and if access has not been given within such period then for all charges until such access has been given.

If a customer who is a Property Owner/Rental agent requests disconnection of service and, the Company through its best efforts has determined that there are remaining residential tenants at the premises, the Company is required to notify the tenants of the disconnection of service. This notification will be mailed to such tenants or posted in a conspicuous place at the premises at least 10 working days prior to the scheduled date for disconnection of service. The Property Owner/Rental Agent shall continue to be liable for all gas consumed during the 10-day notice period. This notice provision shall not preclude the Company from taking appropriate actions where safety or tampering issues are raised as cited in Rule 8, subparagraph b(4) and Rule 9 of these Rules and Regulations.

8. **Company's Right to Disconnect Service.**

- a. East Ohio shall have the right to disconnect service of any consumer for any of the following reasons or purposes:
 1. Refusing access for reading, testing, repairs or other purposes.
 2. Violation of any applicable law or ordinance or any of these Rules and Regulations.
- b. East Ohio shall have the right to disconnect and remove from the premises of any consumer the meter and any other property belonging to East Ohio for any of the following reasons or purposes:
 1. Non-payment of bills for gas within the net payment period for such bills.
 2. Non-use of gas.
 3. Fraudulent representation or practice.
 4. Whenever deemed necessary by East Ohio for the safety or integrity of the gas system (such as in instances of theft or vandalism).

Disconnection of service to residential consumers or customers pursuant to Rule 8, subparagraph a(1) of these Rules and Regulations shall include, but not be limited to circumstances where despite its reasonable efforts to do so East Ohio has been unable to obtain an actual meter reading at least once within any full

calendar year of service. "Actual meter reading" shall be as defined in Rule 15 of these Rules and Regulations. The reconnection of service after disconnection pursuant to Rule 8, subparagraph a(1) of the Rules and Regulations shall be subject to prior payment of a fee of \$20.00 for the disconnection and reconnection costs.

Disconnection of service to residential consumers or customers pursuant to Rule 8, subparagraph b(1) of these Rules and Regulations shall be governed by the "Rules, Regulations and Practices Governing the Disconnection of Gas, Natural Gas or Electric Service to Residential Customers" adopted by The Public Utilities Commission of Ohio and contained in Chapter 4901:1-18 of the Ohio Administrative Code, a copy of which is included as Section L of the East Ohio Gas Company Tariff.

SECTION II - METERING & BILLING

9. **Pressure Regulators, Gas Meters and Tampering.** The gas meter and any pressure regulator to be installed on a service line and connected with East Ohio's distribution system will be furnished by East Ohio and will remain its property, and the Company shall have the right to replace them as the Company may deem necessary. When a customer is served from the Company's field or gathering lines, then the customer shall install and maintain, at his expense, a suitable regulator or regulators for reducing the pressure. The regulator or regulators shall be installed in the manner required by the Company. If any meter or regulator, or the pipes, fittings or connections used in supplying gas to such meter or regulator, is tampered with by a consumer, his agent or employee, East Ohio may remove such meter or regulator and may discontinue the supply of gas to such consumer until payment has been made for all unregistered gas, in an amount estimated by East Ohio, and for all damage to East Ohio's property, or, at East Ohio's option, it may discontinue gas service permanently to such consumer.
10. **Meter Location.** The Company shall determine the location of the meter. When changes in a building or arrangements therein render the meter inaccessible or exposed to hazards, the Company may require the customer, at the customer's expense, to relocate the meter setting together with any portion of the customer's service line necessary to accomplish such relocation.
11. **Meter Connections.** The owner or customer shall not permit anyone who is not an authorized agent of the Company to connect or disconnect the Company's meters, regulators or gauges or in any way alter or interfere with the Company's meters, regulators or gauges.

12. **Bill Maturity Period.** Pursuant to Section 4933.122 of the Ohio Revised Code, the date of maturity for each bill for gas is fourteen (14) days after the date of its mailing to the customer.
13. **Billing Periods.** Bills ordinarily are rendered regularly at monthly intervals, but may be rendered more or less frequently at the Company's option. Non-receipt of bills by customer does not release or diminish the obligation of customer with respect to payment thereof.
14. **Payment of Bills.** Bills shall be paid by the customer at any office of the Company during its regular office hours or to any one of the Company's authorized collecting agents during the regular office hours of such agent. Any remittance received by mail at any office of the Company bearing U.S. Postal Office cancellation date corresponding with or previous to the last date of the net payment period will be accepted by the Company as within the net payment period.
15. **Meter Reading.** East Ohio will use its best efforts to obtain an actual meter reading by Company personnel or agents at least once within each full calendar year of service. "Actual meter reading" shall mean reading of an indoor or outdoor meter.

If the consumer has refused East Ohio access to its meter or other property, or if East Ohio has been unable to obtain an actual meter reading at least once within any calendar year, East Ohio may obtain a court order to gain access to its meter or other property.

If consumption is billed pursuant to an applicant requesting East Ohio to provide lighting services on an unmetered basis, the estimates used to define consumption for billing purposes will be tested and adjusted at least once within each full calendar year of service.

16. **Meter Testing.** In accordance with Section 4933.09 of the Ohio Revised Code, gas meters in use shall be tested on the request of the consumer, in his presence if desired by him, with a tested and sealed meter-prover, by an authorized employee or agent of East Ohio. If the meter is found to be correct, and it is deemed correct if the variation is not greater than three percent, the party requesting the inspection shall pay a fee for the removal of the meter for the purpose of the test. The fee for a residential consumer is \$40; for all other consumers, the fee is \$100. If the meter is proved incorrect, no fees or expense shall be paid by the consumer, and East Ohio shall furnish a new meter without charge to the consumer.
17. **Back Billing.** East Ohio's policy on backbilling shall comply with the guidelines established by The Public Utilities Commission of Ohio and the Ohio legislature (Section 4933.28 of the Ohio Revised Code) as amended from time to time.

18. Delinquent Balance Transfer.

- a. Except as otherwise provided in subparagraph b., East Ohio shall have the right to transfer a delinquent commercial or industrial account balance, regardless of the service address, to another non-delinquent commercial or industrial account in the name of or owned by the same customer or owner of that business or establishment. If the same customer or owner has more than one non-delinquent account, East Ohio shall transfer the delinquent balance to the non-delinquent account having the lowest balance due.

For purposes of this Rule 18, "customer" means the party in whose name the account is carried.

- b. East Ohio may not transfer a delinquent commercial/industrial account to any account where any end user is a residential consumer.

Section III - Service Lines & Mainline Extensions

19. **Service Line Installation.** In the installation of a service line East Ohio will make all necessary connections with its distribution system and extend its service line from the distribution main to the service valve and will install the service valve and curb box enclosing the same without cost to the property owner or consumer. Where no service valve is installed in the service line East Ohio will install a valve Tee at the main and will extend its service line from the main to a tie-in coupling, to be located between approximately 4 to 6 feet from and to the coupling closest to the owner's property line in the direction toward the main. The property owner shall install and replace as necessary, at his expense, and shall be the owner of the service line extending from the service valve, or, where there is no service valve then from and including the tie-in coupling, to the meter on the owner's property. Before turning on gas East Ohio shall have the right to inspect the owner's service line and to refuse to turn on gas if in the opinion of East Ohio the service line is not properly constructed, fitted and laid. At the request of the property owner, and at his expense, East Ohio may, upon mutual agreement with the customer, install the service line from the service valve, or from tie-in coupling where there is no service valve, to the meter on the owner's property. The property owner shall promptly pay for all material furnished and labor used in the installation of such service line, of which he shall be the sole owner. Requests for the installation by East Ohio of a service line shall be made to the local office of East Ohio on a form to be furnished by East Ohio.

20. **Service Line Responsibilities.** The service line from the service valve to the meter, or where there is no service valve then from and including the tie-in coupling mentioned in Rule 19 to the meter, all gas lines on the outlet side of the meter, and all

fittings and connections, shall be the property of the owner of the premises, shall be under his exclusive control and shall be replaced as necessary and kept by him in good repair and safe condition, and East Ohio shall not be liable for any imperfections therein or for any damage, injury or loss resulting, directly or indirectly, from the escape of gas therefrom. East Ohio shall be responsible for these facilities in accordance with the applicable provisions of the Pipeline Safety Act, 49 U.S.C. 60101 et seq., 49 C.F.R. part 192 and all applicable federal regulations, and Chapter 4901:1-16 of the Ohio Administrative Code. Such responsibilities shall include, but not be limited to, East Ohio's responsibilities for cathodic protection and leak detection of the service line up to and including the meter.

21. **Installation and Inspection.** Before applying to East Ohio to turn on gas it shall be the duty of the applicant to see that the service line and gas lines and fittings and connections mentioned in Rule 20 and all gas appliances and equipment connected thereto have been installed and tested and are maintained in accordance with governmental codes and regulations and with the reasonable requirements of East Ohio and are free of leaks.
22. **Service Line Extensions Prohibited.** No service line supplying gas to any building shall be extended by the owner or consumer so as to furnish gas to any other building.
23. **House Piping.** The customer shall install and maintain, at the customer's expense, the house piping from the outlet of the meter to gas burning appliances.
24. **Appliances.** The customer shall install and maintain all appliances, at the customer's expense.
25. **Inspections of Altered Piping.** It shall be the duty of the customer to notify the Company promptly of any additions, changes, alterations, remodeling or reconstruction affecting gas piping on the customer's premises.
26. **Extension of Distribution Mains.** East Ohio will extend its distribution mains for the furnishing of natural gas on any dedicated street or highway without cost to the consumer whenever at least one consumer on an average of each 100 additional feet of pipe in the street or highway in which the extension is to be run shall first agree to take a supply of gas at the applicable rate, measurement to be taken from the end of the nearest distribution main. Upon application for a service extension of main in excess of an average of 100 feet for each applicant for such service East Ohio may enter into an extension agreement with the applicant or applicants providing for a deposit with East Ohio of a sum deemed adequate by East Ohio to cover the cost to be incurred by it for the excess of the extension over the average of 100 feet for each applicant to be served, such deposit to be refunded within a period of 10 years from the date of the agreement at a rate per each additional consumer thereafter connected with said extension, equivalent to the rate per 100 feet deposited, the total amount refunded not to exceed the amount deposited. No refund shall be made after 10 years

from the date of the extension agreement and such deposit shall, after such period, become the property of East Ohio. Extension deposits shall bear no interest. Extensions of street and highway mains shall at all times be the property of East Ohio. Mainline extensions that are not installed in road right of way, or adjacent thereto, will be made only if the following guidelines are met:

- a. A minimum 20 foot legally described easement or blanket right of way is made and granted, provided, however, that all gas mainlines with a maximum allowable operating pressure at or above 100 psi must have a minimum 30 foot easement.
- b. Free and clear access to the gas mainline is maintained with no structures permitted on the easement.

East Ohio shall not be required to lay any service lines across paved streets or highways. East Ohio shall not be required to make any extensions of its mains or to lay any service lines during the months of December, January, February and March of any year.

Nothing contained herein shall be construed to prohibit East Ohio from making longer free extensions than herein prescribed, should the anticipated revenues exceed the anticipated costs over a period of twenty years, provided like free extensions are made to other applicants under similar conditions.

27. **Right of Removal.** No person or entity shall erect any structure within a Company easement or change the existing grade over a Company gas line without the express permission of East Ohio. East Ohio shall have the right to remove any such structure or grade change at the expense of the customer or responsible party.
28. **Discontinuance of Supply on Notice of Defect in Customer's Property.** If, at any time, in the opinion of East Ohio the property owner's service line, other gas lines, fittings, connections, gas appliances or equipment on a consumer's premises are defective or in such condition as to constitute a hazard, East Ohio, upon notice to it of such defect or condition, may discontinue the supply of gas to such appliances or equipment or to such service line or such other gas lines until such defect or condition has been rectified by the property owner or consumer in a manner satisfactory to East Ohio.

SECTION IV - MISCELLANEOUS

29. **Tariff Disclosure.** A full and complete copy of East Ohio's current tariff covering rates and charges for service and terms and conditions of service is available for public inspection at each of East Ohio's business offices during normal business hours. East Ohio shall comply with the tariff disclosure requirements established by The Public Utilities Commission of Ohio and set forth in Section 4901:1-03 of the Ohio Administrative Code, as amended from time to time.
30. **PUCO Orders.** These Rules and Regulations are subject to and include as part thereof all orders, rules and regulations applicable to East Ohio from time to time issued or established by The Public Utilities Commission of Ohio under its emergency powers.
31. **Right to Modify.** East Ohio reserves the right to modify, alter or amend the foregoing Rules and Regulations and to make such further and other rules and regulations as experience may suggest and as East Ohio may deem necessary or convenient in the conduct of its business.



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Comments:

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To:

Page: 2 of 2

Service Orders - NICHOLSON, MICHAEL 15715 E 100th St, Puyallup, WA 98449

Order Type: READ MTR-LETTER Order Status: POSTED Order State: POSTED

No of Stops: 1 Sched Date: 02/10/2005 Sched Time: PM Active Date: 02/10/2005 Comp Date: 02/10/2005

PIR Number: Agent Amt: \$0.00 Paymt Amt: \$0.00

Completion Remarks: Collection Amt: \$0.00 Ltrs Sent: 0

Private Date: 00/00/0000 ☐ Rework Required

Meter No	Work Type	Completion Code	Last Read Date	Last Read	Current Read	Current Read	Current Read
13822476X	READ METER LTR-COMplete		01/20/2005	158.3	161.7	ACTUAL	BOTH

Select ☐ Meter ☐ Appliances ☐ Service Charges \$00

Appliance Code No Action Red Tag Status Found Status Left Cycle Ind Tag Reason Text



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Comments:

Service Orders - NICHOLSON, MICHAEL L-715 F MIDLOTHIAN BLVD-9171 F04912469

Pending Orders	Invoice Detail	Initials Basic	Scheduling	Acct Transfer	Service Charges
----------------	----------------	----------------	------------	---------------	-----------------

Remarks List	App Detail	Final Bill Info	Order Errors	Acct Details	Completion
--------------	------------	-----------------	--------------	--------------	------------

Order Type	MTR MAINTENANCE	Order Status	POSTED	Order State	POSTED
No of Stops	1	Sched Date	12/15/2005	Sched Time	ALL DAY
		Arrival Date	12/15/2005	Arrival Time	09:35:03
		Completion Date	12/15/2005	Completion Time	09:44:03
PIR Number		Agmt Amt	\$ 00	Paymt Amt	\$ 00
Completion Remarks	READ IN & OUT 330 2 6000 OK READ		Collection Amt	\$ 00	Ltrs Sent 0
		Priorite Date	00/00/0000	<input type="checkbox"/> Rework Required	

Meter No	Work Type	Completion	Last Read	D Last Read	Current Read	Current Read Type	Current Read	Subtype	S
1382247	VERIFY MTR/COMPLETE	11/15/2005	301.2	330.2	ACTUAL	BOTH			

Select	<input type="radio"/> Meter Service	<input type="radio"/> Configuration	<input checked="" type="radio"/> Appliances	Service Charges	\$ 00
--------	-------------------------------------	-------------------------------------	---	-----------------	-------

Appliance Code	No Action	Red Tag	Status	Found	Status Left	Cycle Ind	Tag Reason	Text
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<div style="text-align: right;">PCV</div>								
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Comments:

From:

To:

Page: 2 of 2

Service Orders: NICHOLSON, MICHAEL, 6715 E. MOLOTHAN RD, VILAS, PA 19380

Next: 0000000000

Order Type: READ MTR LETTER Order Status: POSTED Order State: POSTED

No. of Stops: 1 Sched Date: 02/10/2005 Sched Time: PM Arrval Date: 02/10/2005 Compl Date: 02/10/2005

PIR Number: HEWLETT, CAROL Time: 13:02:02 Time: 13:09:03

Completion Remarks: Agmt Amt: \$ 00 Paymt Amt: \$ 00

Collection Amt: \$ 00 Ltrs Sent: 0

Private Date: 00/00/0000 ☐ Rework Required

Meter No	Work Type	Completion Code	Last Read	Last Read Date	Current Read	Current Read Type	Current Read
13822470X	READ METER	COMPLETE	01/20/2005	158.3	1181.7	ACTUAL	BOTH

Select: ☐ Read Orders ☐ Meters ☒ Appliances Service Charges: \$ 00

Appliance Code No Action Red Tag Status Found Status Left Cycle Ind Tag Reason Text

Page



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Comments:

From:

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Page: 2 of 2

Service Orders - NICHOLSON, MICHAEL 1745 BURN OTHMAN BND OFFER MAP PAGE

Order Type: MTR MAINTENANCE Order Status: POSTED Order State: POSTED

No. of Stops: 1 Sched Date: 03/16/2005 Sched Time: AM Arrive Date: 03/16/2005 Comp Date: 03/16/2005

Time: 09:30:03 Time: 09:43:03

PIR Number: Agmt Amt: \$ 00 Paymt Amt: \$ 00

Completion: READS AN DOT GOOD Collection Amt: \$ 00 Ltrs Sent: 0

Remarks: Priorate Date: 00/00/0000 ☐ Rework Required

Meter No	Work Type	Completion	Last Read	Last Read	Current Read	Current Read Type	Current Read Su
1382247B	VERIFY MTR	COMPLETE	02/25/2005	172.5	220.2	ACTUAL	BOTH

Select: ☐ Appliances Service Charges: \$ 00

Appliance Code No Action Red Tag Status Found Status Left Cycle Ind Tag Reason Text

DEO EXHIBIT
1.10

Pending Orders	Initiate Detail	Initiate Basic	Scheduling	Acct Transfer	Service Charges
Remarks Hist	Appl Detail	Final Bill Info	Order Errors	Audit Details	Completion
Order Type: READ MTR LETTER	Order Status: POSTED	Order Status: POSTED			
No of Stops: 1	Sched Date: 02/10/2005	Sched Time: PM	Arrival Date: 02/10/2005	Comp Date: 02/13/2005	
			Time: 13:02:02	Time: 13:08:03	
PIR Number:	HEWEETT, CAROL		Agmt Amt: \$ 00	Paymt Amt: \$ 00	
Completion Remarks:			Collection Amt: \$ 00	Ltrs Sent: 0	
			Prorate Date: 03/03/0000	<input type="checkbox"/> Rework Required	

Meter No	Work Type	Completion Code	Last Read Date	Last Read	Current Read	Current Read	Current Read
13822476X	READ METER LTR COMPLETE	01/20/2005	158.3	181.7	ACTUAL	BOTH	

Select	Service Charges	\$ 00
--------	-----------------	-------

Appliance Code	No Action	Red Tag	Status Found	Status Left	Cycle Ind	Tag Reason	Text
----------------	-----------	---------	--------------	-------------	-----------	------------	------

Order Type	MTR MAINTENANCE		Order Status	POSTED		Order State	POSTED		
No. of Stops	1	Sched Date	03/16/2005	Sched Time	AM	Arrival Date	03/16/2005	Cancel Date	03/16/2005
						Time	09:30:00	Time	09:43:07
P.R. Number			Acmt Amt	\$0.00		Paymt Amt	\$0.00		
Completion Remarks	READS AN DOT GOOD		Collection Amt	\$0.00		Ltrs Sent	0		
			Prorate Date	03/01/0000		<input type="checkbox"/> Rework Required			

Meter No	Work Type	Completion	Last Read	Last Read	Current Read	Current Read Type	Current Read Su
13022476	VERIFY MTR, COMPLETE	02/25/2005	1726		220.2	ACTUAL	BOTH

Select ☒ Meter Changes ☐ Meters ☐ Appliances ☐ Service Charges \$0.00

Appliance Code	No Action	Red Tag	Status Found	Status Left	Cycle Ind	Tag Reason	Text

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