

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

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In the Matter of the Application of The East)
Ohio Gas Company d/b/a Dominion East)
Ohio for Approval of Tariffs to Recover)
Certain Costs Associated with Automated)
Meter Reading Deployment Through an)
Automatic Adjustment Clause, and for)
Certain Accounting Treatment)

Case No. 10-2583-GA-RDR
2853

APPLICATION

The East Ohio Gas Company d/b/a Dominion East Ohio ("DEO") respectfully requests, pursuant to R.C. 4905.04, 4929.11 and the Commission's October 15, 2008 Opinion and Order in Case No. 07-829-GA-AIR *et al.* ("Distribution Rate Case"), that the Commission approve an adjustment of DEO's Automated Meter Reading ("AMR") Cost Recovery Charge from \$0.47 per customer per month to \$0.64 per customer per month, to reflect costs associated with capital investments made during the period January 1, 2010 through December 31, 2010. In support of its Application, DEO states:

1. DEO is an Ohio corporation engaged in the business of providing natural gas service to approximately 1.2 million customers in northeast, western and southeast Ohio. As such, DEO is a natural gas company as defined by R.C. 4905.03(A)(6), and a public utility as defined by R.C. 4905.02.
2. On December 13, 2006, in Case No. 06-1453-GA-UNC, DEO filed an application to establish an AMR Cost Recovery Charge, via an automatic adjustment mechanism. The application was later consolidated with the Distribution Rate Case. As described in DEO's application, AMR technology: (i) provides a cost-effective way for DEO to read customers'

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meters as required under the minimum gas service standards; (ii) lessens the need for estimated bills, which in turn results in a better match between the amount billed and actual gas consumption; (iii) facilitates more frequent actual meter reads, which improves accuracy in transferring service; and (iv) eliminates the need for DEO to schedule appointments to read meters inside customers' premises, further enhancing convenience for customers.

3. In order to implement AMR technology in a timely way, DEO proposed the use of an AMR Cost Recovery Charge applicable to all customer class rate schedules on which AMR equipment is being installed. By recovering its incremental program costs through a separate charge, DEO is able to secure the capital funds needed to complete AMR installation on a five-year timetable. Absent this charge, DEO would fund the program through its normal capital budgeting process, which would accommodate a fifteen-to-twenty year systemwide deployment.

4. On May 23, 2008, Staff filed its report in the Distribution Rate Case. The Staff Report concludes that "AMR technology is a cost effective way to achieve more frequent actual meter readings and avoid inconveniencing these customers." (Staff Report at 42.) Staff also agreed that a five-year AMR deployment period "is preferable to spreading deployment over a 15 to 20 year time span...." (*Id.* at 42-43.) Staff recommended approval of an AMR Cost Recovery Charge, subject to certain modifications.

5. On August 22, 2008, the parties in the Distribution Rate Case stipulated to the adoption of Staff's recommendations with respect to AMR. On October 15, 2008 the Commission approved the Stipulation. The Stipulation and Opinion and Order in the Distribution Rate Case contemplate an annual adjustment of the AMR Cost Recovery Charge.

6. The current AMR Cost Recovery Charge of \$0.47 per customer per month was approved in a May 5, 2010 Opinion and Order in Case No. 09-1875-GA-RDR. The May 5, 2010 Opinion

and Order also directs DEO to, on a going forward basis, exclude from future call center expense calculations: (1) the expenses associated with six categories specifically referenced on page 11 of the Opinion and Order (the "Six Categories"); and (2) any additional non-AMR related expenses first arising in 2010 and thereafter. The Commission further instructed DEO to recalculate 2009 call center costs against the 2007 baseline, excluding in the calculation the expenses associated with the Six Categories, and credit any resulting savings, if any, plus a carrying cost of 6.5%, toward the 2010 call center calculations.

7. The May 5, 2010 Opinion and Order in Case No. 09-1875-GA-RDR also requires DEO in its filing to "demonstrate how it will achieve the installation of AMR devices on the remainder of its meters by the end of 2011, while deploying the devices in a manner that will maximize savings by allowing rerouting at the earliest possible time." The Automated Meter Reading (AMR) Plan, attached as Exhibit B, explains in detail the completion plan for placing an AMR device on the remaining meters, moving to monthly meter reading, and reducing meter reading routes.

8. DEO is continuing the process of installing AMR equipment on each of the nearly 1.3 million meters in its system. In most cases, this is accomplished by attaching an AMR device to the customer's existing meter or, where necessary, by replacing the customer's meter with a meter already equipped with an AMR device. In other instances, DEO is replacing remote meter index equipment with the AMR devices. In order to fully implement AMR technology - and to realize the corresponding cost savings more quickly - DEO intends to substantially complete its AMR installations by the end of 2011. As of the date of this filing DEO remains on target to achieve this deadline, having installed 999,741, or nearly seventy-eight percent of the AMR devices through December 31, 2010.

9. On November 30, 2010, DEO submitted a pre-filing notice, including schedules reflecting estimated figures supporting the updated AMR Cost Recovery Charge. Additionally, on January 28, 2011, pursuant to R.C. 4909.18 and R.C. 4909.43, DEO provided notice, in writing, to the mayor and legislative authority of each municipality served by DEO of DEO's intent to file this Application.

10. In accordance with the Stipulation and Opinion and Order in the Distribution Rate Case, DEO hereby submits the following schedules supporting its revised AMR Cost Recovery Charge, which are attached collectively as Exhibit A:

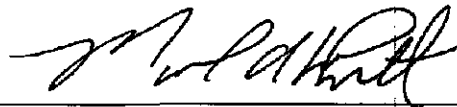
- a. Schedule 1, which summarizes the proposed AMR Cost Recovery Charge;
- b. Schedule 2, which reflects the cumulative and incremental monthly capital additions resulting from installations, system integration, and purchases of ERT devices and related computer hardware and software;
- c. Schedule 3, which reflects cumulative and incremental monthly depreciation of the capital additions;
- d. Schedule 4, which reflects cumulative and incremental post in-service carrying costs;
- e. Schedule 5, which reflects the cumulative and incremental net deferred tax balance related to post in-service carrying costs;
- f. Schedule 6, which reflects deferred taxes on liberalized depreciation;
- g. Schedule 7, which reflects annual amortization of post in-service carrying costs;
- h. Schedule 8, which reflects incremental property tax expense associated with capital additions through December 31, 2010;

- i. Schedule 9, which reflects the approved rate of return on rate base on a pre-tax basis;
 - j. Schedule 10, which reflects the number of bills issued to customers on applicable rate schedules between December 31, 2009 and December 31, 2010;
 - k. Schedule 11, which reflects the change in call-center and meter-reading expense from the 2007 approved baseline to the 2010 actual expense, in compliance with the Commission's supplemental directives contained in the May 5, 2010 Opinion and Order in Case No. 09-1875-GA-RDR; and
 - l. Schedule 12, which reflects the 2009 Call Center O&M Expenses Restated, in compliance with the Commission's Opinion and Order in Case No. 09-1875-GA-RDR.
11. As reflected in Schedule 1:
- a. The total net rate base through December 31, 2010 is \$71,318,574.45;
 - b. The annualized pre-tax return on rate base is \$8,101,790.66;
 - c. Meter-reading savings are \$1,761,163.40;
 - d. The annualized AMR-related revenue requirement is \$9,248,582.26;
 - e. The number of bills issued to customers on applicable rate schedules between December 31, 2009 and December 31, 2010 is 14,505,846; and
 - f. The resulting AMR Cost Recovery Charge is \$0.64 per customer per month.
12. In the May 5, 2010 Opinion and Order in Case No. 09-1875-GA-RDR, the Commission approved DEO's current AMR tariff sheet. Clean and scored versions of this tariff sheet, which reflect the adjusted AMR Cost Recovery Charge, are attached collectively as Exhibit C

WHEREFORE, DEO respectfully requests that the Commission, pursuant to R.C. 4905.04, 4929.11 and the Commission's October 15, 2008 Opinion and Order in the Distribution Rate Case, approve DEO's Application to adjust its AMR Cost Recovery Charge to \$0.64 per customer per month, as reflected in the revised AMR Cost Recovery Charge tariff attached as Exhibit C, and grant DEO all other necessary and proper relief.

Dated: February 28, 2011

Respectfully submitted,



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CERTIFICATE OF SERVICE

I certify that a copy of the foregoing Application and exhibits were served by ordinary

U.S. mail, postage prepaid on this 28th day of February, 2011 to the following:

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THE EAST OHIO GAS COMPANY d/b/a DOMINION EAST OHIO
AUTOMATED METER READING ESTIMATED COST RECOVERY CHARGE

CASE NO. 10-2853-GA-RDR
REVENUE REQUIREMENT

Exhibit A
Schedule 1

Line No.		As Approved 12/31/09	2010 Activity	Cumulative Through 12/31/10	Reference
1	Return on Investment				
2	Plant in Service				
3	Additions	\$53,608,800.01	\$28,439,878.87	\$82,048,678.88	Schedule 2, Lines 29 and 22
4	Retirements	\$0.00	\$0.00	\$0.00	
5	Total Plant in Service	\$53,608,800.01	\$28,439,878.87	\$82,048,678.88	
6	Less: Accumulated Provision for Depreciation				
7	Depreciation Expense	\$2,245,320.97	\$2,233,133.24	\$4,478,454.21	Schedule 3, Lines 14 and 15
8	Cost of Removal	\$0.00	\$0.00	\$0.00	
9	Original Cost Retired	\$0.00	\$0.00	\$0.00	
10	Total Accumulated Provision for Depreciation	\$2,245,320.97	\$2,233,133.24	\$4,478,454.21	
11	Net Regulatory Asset - Post-In-Service Carrying Cost	\$3,085,083.90	\$1,565,032.78	\$4,650,116.68	Schedule 4, Lines 33 and 41
12	Net Deferred Tax Balance - PISCC	(\$1,079,779.36)	(\$547,761.46)	(\$1,627,540.82)	Schedule 5, Lines 5 and 4
13	Deferred Taxes on Liberalized Depreciation	(\$2,207,179.50)	(\$7,067,046.62)	(\$9,274,226.12)	Schedule 6, Lines 30 and 31
14	Net Rate Base	\$51,161,604.08	\$20,156,970.33	\$71,318,574.41	
15	Approved Pre-Tax Rate of Return (ROR)			11.36%	Schedule 9, Line 8
16	Annualized Return on Rate Base			\$8,101,790.05	Net Rate Base * ROR
17	Operating Expense				
18	Incremental Annual Depreciation Expense			\$2,233,133.24	Schedule 3, Line 14
19	Annualized Amortization of PISCC			\$148,276.73	Schedule 7, Lines 16
20	Incremental Annual Property Tax Expense			\$526,545.63	Schedule 8, Line 4
21	Reduction in Meter Reading Expense			(\$1,761,163.40)	Schedule 11, Line 1
22	Reduction in Call Center Expense			\$0.00	Schedule 11, Line 2
23	Reduction in Call Center Expense - 2009 Restated			\$0.00	Schedule 12, Line 12
24	Annualized Revenue Requirement			\$9,248,582.25	
25	Number of Bills			14,505,846	Schedule 10, Line 4
26	AMR Cost Recovery Charge			\$0.64	Per Month

THE EAST OHIO GAS COMPANY d/b/a DOMINION EAST OHIO
AUTOMATED METER READING ESTIMATED COST RECOVERY CHARGE
CASE NO. 10 -2853- GA-RDR
Plant Additions by Month

Exhibit A
Schedule 2

Line No.	FERC	As Approved 12/31/09	01/31/10	02/28/10	03/31/10	04/30/10	05/31/10	06/30/10	07/31/10	08/31/10	09/30/10	Actual Through 09/30/10
Cumulative												
1 ERT Installation	3820	\$20,840,433.48	\$21,428,541.27	\$22,180,016.33	\$23,546,584.08	\$24,242,128.90	\$24,890,868.53	\$25,386,434.58	\$25,814,865.90	\$26,342,750.45	\$27,125,941.10	\$27,125,941.10
2 ERT Purchases	3810	29,498,726.88	37,138,443.24	37,280,527.23	39,243,044.42	41,770,815.61	42,726,319.12	43,502,341.53	44,091,670.47	44,647,047.63	45,846,549.09	45,846,549.09
3 Computer Hardware	3912	1,089,284.12	1,089,573.61	1,094,256.57	1,094,281.07	1,094,281.07	1,094,289.61	1,094,289.61	1,094,289.61	1,094,289.61	1,184,289.61	1,184,289.61
4 In House Labor - CCS IT	3990	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86
5 In House Labor - IT	3030	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46
6 Computer Software - Purchased	3030	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21
7 Total		\$53,608,800.01	\$61,836,913.65	\$62,735,155.66	\$66,064,265.10	\$69,287,581.11	\$70,891,832.79	\$72,163,421.25	\$73,181,181.51	\$74,264,443.22	\$76,337,135.33	\$76,337,135.33
Incremental												
8 ERT Installation			\$588,107.79	\$751,475.06	\$1,366,567.75	\$695,544.82	\$648,739.63	\$495,566.05	\$428,431.32	\$527,884.55	\$783,190.65	\$6,285,507.62
9 ERT Purchases			7,639,716.36	142,083.99	1,962,517.19	2,527,771.19	955,503.51	776,022.41	589,328.94	555,377.16	1,199,501.46	16,347,822.21
10 Computer Hardware			289.49	4,682.96	24.50	-	8.54	-	-	-	90,000.00	95,005.49
11 In House Labor - CCS IT			-	-	-	-	-	-	-	-	-	-
12 In House Labor - IT			-	-	-	-	-	-	-	-	-	-
13 Computer Software - Purchased			-	-	-	-	-	-	-	-	-	-
14 Total			\$8,228,113.64	\$898,242.01	\$3,329,109.44	\$3,223,316.01	\$1,604,251.68	\$1,271,588.46	\$1,017,760.26	\$1,083,261.71	\$2,072,692.11	\$22,728,335.32
Cumulative 2010 Additions			\$8,228,113.64	\$9,126,355.65	\$12,455,465.09	\$15,678,781.10	\$17,283,032.78	\$18,554,621.24	\$19,572,381.50	\$20,655,643.21	\$22,728,335.32	

Cumulative	10/31/10	11/30/10	12/31/10
16 ERT Installation	\$27,855,278.05	\$28,500,814.93	\$29,242,192.63
17 ERT Purchases	47,150,480.81	48,186,836.57	48,360,741.74
18 Computer Hardware	1,184,435.04	1,840,539.29	1,867,205.96
19 In House Labor - CCS IT	1,419,779.86	1,419,779.86	1,817,962.88
20 In House Labor - IT	410,575.46	410,575.46	410,575.46
21 Computer Software - Purchased	350,000.21	350,000.21	350,000.21
22 Total	\$78,370,549.43	\$80,708,546.32	\$82,048,678.88

Incremental	Oct.	Dec.	2010 Total Year
23 ERT Installation	\$729,336.95	\$645,536.88	\$741,377.70
24 ERT Purchases	1,303,931.72	1,036,355.76	173,905.17
25 Computer Hardware	145.43	656,104.25	26,666.67
26 In House Labor - CCS IT	-	-	398,183.02
27 In House Labor - IT	-	-	-
28 Computer Software - Purchased	-	-	-
29 Total	\$2,033,414.10	\$2,337,996.89	\$1,340,132.56
Cumulative 2010 Additions	\$24,761,749.42	\$27,099,746.31	\$28,439,878.87

THE EAST OHIO GAS COMPANY d/b/a DOMINION EAST OHIO
AUTOMATED METER READING ESTIMATED COST RECOVERY CHARGE
CASE NO. 10 -2853- GA-RDR
Provision for Depreciation

Exhibit A
Schedule 3

Line No.	Approved 12/31/09	01/31/10	02/28/10	03/31/10	04/30/10	05/31/10	06/30/10	07/31/10	08/31/10	09/30/10	10/31/10	11/30/10	12/31/10	Balance at 12/31/10
Accumulated Plant														
1 ERT Installation	\$20,640,433.48	\$21,428,541.27	\$22,180,016.33	\$23,546,584.08	\$24,242,128.90	\$24,890,868.53	\$25,386,434.58	\$25,814,865.90	\$26,342,750.45	\$27,125,941.10	\$27,855,278.05	\$28,500,814.99	\$29,242,192.63	
2 ERT Purchases	29,498,776.88	37,138,443.24	37,180,527.23	39,243,041.42	41,770,815.51	42,726,319.12	43,502,341.53	44,091,570.47	44,647,047.63	45,846,549.09	47,150,480.81	48,186,838.57	48,360,741.74	
3 Computer Hardware	1,089,284.12	1,089,573.61	1,094,265.57	1,094,265.57	1,094,281.07	1,094,289.61	1,094,289.61	1,094,289.61	1,094,289.61	1,184,435.04	1,184,435.04	1,840,538.29	1,867,205.96	
4 In House Labor - CCS IT	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,419,779.86	1,817,962.88	
5 In House Labor - IT	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	410,575.46	
6 Computer Software - Purchased	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	350,000.21	
7 Total	\$53,608,800.01	\$61,836,933.65	\$62,735,155.66	\$66,854,365.10	\$69,287,581.11	\$70,891,832.79	\$72,163,431.25	\$73,181,181.51	\$74,264,043.23	\$76,337,135.33	\$78,370,549.43	\$80,709,546.32	\$82,948,678.88	
Depreciation Expense														
8 ERT Installation		\$39,642.80	\$41,093.09	\$43,561.18	\$44,847.94	\$46,043.31	\$46,584.90	\$47,752.50	\$48,734.09	\$50,182.99	\$51,531.25	\$52,726.51	\$54,098.06	\$567,129.37
9 ERT Purchases		83,561.50	83,881.19	88,295.85	93,984.34	96,134.22	97,880.27	99,206.26	100,455.66	103,154.74	106,088.58	108,420.38	108,811.67	1,169,875.86
10 Computer Hardware		18,159.56	18,237.61	18,238.02	18,238.02	18,238.16	18,238.16	18,238.16	18,238.16	19,738.16	19,740.58	30,575.65	31,120.10	247,100.34
11 In House Labor - CCS IT		7,891.61	7,891.61	7,891.61	7,891.61	7,891.61	7,891.61	7,891.61	7,891.61	7,891.61	7,891.61	7,891.61	10,104.84	96,912.55
12 In House Labor - IT		6,842.92	6,842.92	6,842.92	6,842.92	6,842.92	6,842.92	6,842.92	6,842.92	6,842.92	6,842.92	6,842.92	6,842.92	82,115.04
13 Computer Software - Purchased		5,833.34	5,833.34	5,833.34	5,833.34	5,833.34	5,833.34	5,833.34	5,833.34	5,833.34	5,833.34	5,833.34	5,833.34	70,000.08
14 Total		\$181,981.73	\$185,719.70	\$170,663.92	\$177,638.17	\$180,988.36	\$183,651.20	\$185,769.79	\$187,995.98	\$193,643.76	\$197,919.29	\$212,390.41	\$216,810.93	\$2,233,133.24
15 Cumulative Provision for Depreciation	\$2,245,320.97	\$2,407,252.70	\$2,570,972.40	\$2,741,636.32	\$2,919,274.49	\$3,100,267.85	\$3,285,914.05	\$3,469,683.84	\$3,657,679.82	\$3,851,373.58	\$4,049,252.87	\$4,261,643.28	\$4,478,454.21	

THE EAST OHIO GAS COMPANY d/b/a DOMINION EAST OHIO
AUTOMATED METER READING ESTIMATED COST RECOVERY CHARGE
CASE NO. 10-2853-GA-RDR
Net Regulatory Asset - Post In-Service Carrying Costs (PISCC)

Exhibit A
Schedule 4

Line No.	12/31/08	01/31/10	02/28/10	03/31/10	04/30/10	05/31/10	06/30/10	07/31/10	08/31/10	09/30/10	10/31/10	11/30/10	12/31/10	Balance at 12/31/10
1				(a)	(t)	(b)								
2	\$9,492,602.23	\$10,080,110.02	\$10,831,585.08	\$12,198,152.83	\$12,893,697.65	\$4,050,435.05	\$4,546,001.10	\$4,974,432.42	\$5,502,316.97	\$6,285,507.62	\$7,014,844.57	\$7,660,381.45	\$8,401,759.15	
3	10,204,104.37	17,843,920.73	17,985,504.72	19,948,421.91	22,476,193.10	13,272,592.24	14,009,614.65	14,592,945.59	15,148,320.75	16,347,822.21	17,581,753.93	18,689,109.69	19,862,014.86	
4	\$80,963.48	\$81,258.97	\$85,641.93	\$85,966.43	\$85,966.43	\$5,005.49	\$5,005.49	\$5,005.49	\$5,005.49	\$5,005.49	\$5,005.49	\$5,005.49	\$5,005.49	
5	1,419,779.85	1,419,779.85	1,419,779.85	1,419,779.85	1,419,779.85	-	-	-	-	-	-	-	-	
6														
7														
8	\$21,696,885.94	\$29,924,969.58	\$30,623,211.58	\$34,152,821.03	\$37,375,637.04	\$17,283,032.78	\$18,554,621.24	\$19,572,301.50	\$20,655,643.21	\$22,738,795.22	\$24,763,799.42	\$27,092,746.31	\$28,459,878.67	Sch. 2, Line 30
9														
10														
11		\$51,415.01	\$54,600.60	\$58,671.09	\$66,073.33	\$69,840.86	\$21,939.86	\$24,624.17	\$26,944.84	\$29,804.22	\$34,046.50	\$37,597.07	\$41,492.73	\$517,451.28
12		\$5,272.23	\$6,654.03	\$7,423.65	\$8,534.95	\$12,746.05	\$13,746.05	\$15,852.91	\$17,045.11	\$18,053.40	\$21,550.70	\$23,553.67	\$25,777.26	1,073,142.42
13		\$3,148.92	\$3,148.92	\$3,173.85	\$3,173.85	\$3,173.85	\$3,173.85	\$3,173.85	\$3,173.85	\$3,173.85	\$3,173.85	\$3,173.85	\$3,173.85	21,024.97
14		\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	38,452.35
15														
16		\$117,524.63	\$157,093.59	\$166,956.06	\$184,991.73	\$202,451.35	\$216,616.43	\$230,504.39	\$246,017.06	\$263,884.73	\$283,113.81	\$304,126.14	\$326,790.29	\$1,650,071.02
17														
18		\$895.66	\$895.66	\$895.66	\$895.66	\$895.66	\$895.66	\$895.66	\$895.66	\$895.66	\$895.66	\$895.66	\$895.66	20,182.16
19		\$2,310.15	\$2,310.15	\$2,310.15	\$2,310.15	\$2,310.15	\$2,310.15	\$2,310.15	\$2,310.15	\$2,310.15	\$2,310.15	\$2,310.15	\$2,310.15	41,959.96
20		\$439.15	\$439.15	\$439.15	\$439.15	\$439.15	\$439.15	\$439.15	\$439.15	\$439.15	\$439.15	\$439.15	\$439.15	9,799.64
21														
22		\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	6,720.04
23		\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	5,376.44
24		\$4,424.12	\$4,424.12	\$4,424.12	\$4,424.12	\$4,424.12	\$4,424.12	\$4,424.12	\$4,424.12	\$4,424.12	\$4,424.12	\$4,424.12	\$4,424.12	\$5,088.24
25														
26		\$50,519.35	\$53,704.84	\$57,775.43	\$65,177.67	\$67,765.92	\$19,864.92	\$22,542.23	\$24,888.90	\$27,729.28	\$31,971.56	\$35,922.13	\$39,418.79	487,269.12
27		\$52,962.08	\$54,343.88	\$55,113.50	\$57,743.80	\$57,743.80	\$67,434.54	\$71,657.59	\$74,830.19	\$77,838.48	\$84,335.78	\$91,396.75	\$97,012.34	1,080,182.46
28		\$2,707.77	\$2,707.77	\$2,734.70	\$2,734.70	\$2,734.70	\$2,734.70	\$2,734.70	\$2,734.70	\$2,734.70	\$2,734.70	\$2,734.70	\$2,734.70	3,063.32
29		\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	\$7,690.47	1,005.38
30		\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	\$436.45	621.78
31		\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	\$342.21	500.70
32		\$113,100.51	\$157,569.47	\$162,534.94	\$180,567.61	\$194,033.64	\$216,198.71	\$232,086.47	\$249,599.34	\$269,467.01	\$291,694.08	\$315,208.42	\$338,372.57	\$1,555,032.78
33														
34		\$113,100.51	\$170,769.98	\$433,304.92	\$613,872.53	\$807,906.17	\$893,104.88	\$985,491.35	\$1,082,790.69	\$1,186,337.70	\$1,300,951.79	\$1,426,660.21	\$1,555,032.78	
35														
36		\$1,114,421.65	\$1,114,421.65	\$1,114,421.65	\$1,114,421.65	\$1,114,421.65	\$1,114,421.65	\$1,114,421.65	\$1,114,421.65	\$1,114,421.65	\$1,114,421.65	\$1,114,421.65	\$1,114,421.65	\$1,611,690.77
37		\$1,652,737.50	\$1,652,737.50	\$1,652,737.50	\$1,652,737.50	\$1,652,737.50	\$1,652,737.50	\$1,652,737.50	\$1,652,737.50	\$1,652,737.50	\$1,652,737.50	\$1,652,737.50	\$1,652,737.50	2,882,919.95
38		\$6,896.69	\$6,896.69	\$6,896.69	\$6,896.69	\$6,896.69	\$6,896.69	\$6,896.69	\$6,896.69	\$6,896.69	\$6,896.69	\$6,896.69	\$6,896.69	68,035.92
39		\$9,512.46	\$9,512.46	\$9,512.46	\$9,512.46	\$9,512.46	\$9,512.46	\$9,512.46	\$9,512.46	\$9,512.46	\$9,512.46	\$9,512.46	\$9,512.46	38,452.35
40		\$3,376.42	\$3,376.42	\$3,376.42	\$3,376.42	\$3,376.42	\$3,376.42	\$3,376.42	\$3,376.42	\$3,376.42	\$3,376.42	\$3,376.42	\$3,376.42	27,094.83
41		\$3,085,088.90	\$3,190,184.41	\$3,353,853.68	\$3,686,956.43	\$3,892,990.07	\$4,271,341.60	\$4,670,276.25	\$5,167,874.59	\$5,721,341.60	\$6,380,935.69	\$7,124,446.11	\$7,950,118.88	

(a) Prior year cumulative assets are included in the calculation of PISCC up to the month in which the associated AMR Cost Recovery charge was put into effect.

Exhibit A
Schedule 5[illegible]

THE EAST OHIO GAS COMPANY d/b/a DOMINION EAST OHIO
AUTOMATED METER READING ESTIMATED COST RECOVERY CHARGE

CASE NO. 10-2853-GA-RDR

Deferred Taxes on Liberalized Depreciation

Exhibit A
Schedule 6

Line No.	Plant In-Service	FERC Account	Tax Life	Approved Total 12/31/2009	Tax Year 2010									
					Vintage 2007 Total	Vintage 2008 Total	Vintage 2009 Total	Vintage 2010 Jan - Sep (Actual)	Vintage 2010 Oct - Dec (Actual)	Vintage 2010 Total	Vintage 2010	Vintage 2010	Vintage 2010	Vintage 2010
1	ERT Installation	3820	15/20		\$2,756,263.11	\$8,592,168.14	\$9,492,002.23	\$6,285,507.62	\$2,116,251.53	\$8,401,759.15				
2	ERT Purchases	3810	15/20		4,523,047.88	14,771,574.63	10,204,104.37	16,347,822.21	2,514,192.65	18,862,014.86				
3	Computer Hardware	3912	5		115,959.17	392,355.47	580,969.48	95,005.49	682,916.35	777,921.84				
4	Computer Software - CCS IT	3990	1		0.00	0.00	1,419,779.86	0.00	398,183.02	398,183.02				
5	Computer Software - IT	3030	1		226,195.37	184,380.09	0.00	0.00	0.00	0.00				
6	Computer Software - Purchased	3030	3		278,945.51	71,054.70	0.00	0.00	0.00	0.00				
7	Total Plant In-Service				\$7,900,411.04	\$24,011,533.03	\$21,696,855.94	\$22,728,335.32	\$5,711,543.55	\$28,439,878.87				
8	Tax Base In-Service subject to:													
9	MACRS - 5 Year Property				\$115,959.17	\$392,355.47	\$580,969.48	\$95,005.49	\$682,916.35	\$777,921.84				
10	MACRS - 15 Year Property				7,279,310.99	23,363,742.77	19,696,106.60	22,633,329.83	4,630,444.18	27,263,774.01				
11	MACRS - 20 Year Property				0.00	0.00	0.00	0.00	0.00	0.00				
12	MACRS - 3 Year Property				278,945.51	71,054.70	0.00	0.00	0.00	0.00				
13	MACRS - 1 Year Property				226,195.37	184,380.09	1,419,779.86	0.00	398,183.02	398,183.02				
14	Total Tax Depreciation Base				\$7,900,411.04	\$24,011,533.03	\$21,696,855.94	\$22,728,335.32	\$5,711,543.55	\$28,439,878.87				
15	Tax Rates													
16	MACRS - 5 Year Property				11.52%	19.20%	32.00%	20.00%	100.00%	100.00%				
17	MACRS - 15 Year Property				7.70%	8.55%	9.50%	5.00%	100.00%	100.00%				
18	MACRS - 20 Year Property				6.18%	6.68%	7.22%	3.75%	100.00%	100.00%				
19	MACRS - 3 Year Property				16.67%	33.33%	33.33%	16.67%	100.00%	100.00%				
20	MACRS - 1 Year Property				0.00%	0.00%	0.00%	100.00%	100.00%	100.00%				
21	Book Depreciation													
22	MACRS - 5 Year Property				\$13,358.50	\$75,332.25	\$185,910.23	\$57,003.29	\$682,916.35	\$739,919.64				
23	MACRS - 15 Year Property				560,142.98	1,997,600.01	1,371,130.13	11,882,498.16	4,630,444.18	16,512,942.34				
24	MACRS - 20 Year Property				0.00	0.00	0.00	0.00	0.00	0.00				
25	MACRS - 3 Year Property				46,491.01	23,684.90	0.00	0.00	0.00	0.00				
26	MACRS - 1 Year Property				0.00	0.00	0.00	0.00	398,183.02	398,183.02				
27	Total Tax Depreciation				\$619,992.49	\$2,096,617.16	\$2,057,040.36	\$11,939,501.45	\$5,711,543.55	\$17,651,045.00				
28	Book Depreciation													
29	ERT - Installations													
30	ERT - Purchases													
31	ERT - Other													
32	Total Book Depreciation													
33	Tax Depreciation in Excess of Book Depreciation													
34	Federal Deferred Taxes @ 35.00%													
35	Accumulated Deferred Income Tax (ADIT)				\$2,207,179.50									
36	Federal Deferral Rate													

* Jan - Sep plant additions are subject to a 50% tax depreciation bonus. Accordingly, tax depreciation is calculated as 50% of the plant value + (50% of the plant value * the stated depreciation rates).

** Bonus depreciation for Oct-Dec additions = 100% of plant value.

THE EAST OHIO GAS COMPANY d/b/a DOMINION EAST OHIO
AUTOMATED METER READING ESTIMATED COST RECOVERY CHARGE
CASE NO. 10 -2853- GA-RDR
Annualized Amortization of PISCC

Exhibit A
Schedule 7

Line No.	Description	PISCC Deferrals			Accumulated Deferrals at 12/31/10
		2008	2009	2010	
1	Regulatory Asset-Deferrals				
2	ERT Installation	\$484,140.14	\$637,446.79	\$517,451.28	\$1,639,038.21
3	ERT Purchases	1,025,594.22	845,624.48	1,073,142.42	\$2,944,361.12
4	Computer Hardware	26,349.10	33,973.79	21,024.97	\$81,347.86
5	In House Labor - CCS IT	0.00	0.00	38,452.35	\$38,452.35
6	In House Labor - IT	26,186.72	11,119.75	0.00	\$37,306.47
7	Computer Software - Purchased	20,562.72	9,479.15	0.00	\$30,041.87
8	Cumulative Total-Deferred PISCC	\$1,582,832.90	\$1,537,643.96	\$1,650,071.02	\$4,770,547.88

Line No.	Description	Annual Amortization of:			Total Annual Amortization
		2008 PISCC	2009 PISCC	2010 PISCC	
9	Annualized Amortization of PISCC				
10	ERT Installation	\$10,747.91	\$14,151.32	\$11,487.42	\$36,386.65
11	ERT Purchases	\$27,721.81	\$22,857.23	\$29,007.04	\$79,586.08
12	Computer Hardware	\$5,269.82	\$6,794.76	\$4,204.99	\$16,269.57
13	In House Labor - CCS IT	\$0.00	\$0.00	\$2,564.77	\$2,564.77
14	In House Labor - IT	\$5,237.34	\$2,223.95	\$0.00	\$7,461.29
15	Computer Software - Purchased	\$4,112.54	\$1,895.83	\$0.00	\$6,008.37
16	Total -- Annualized PISCC Amortization	\$53,089.42	\$47,923.09	\$47,264.22	\$148,276.73

17	Monthly Amortization			(a)	
18	ERT Installation	\$895.66	\$1,179.28		2,074.94
19	ERT Purchases	2,310.15	1,904.77		4,214.92
20	Computer Hardware	439.15	566.23		1,005.38
21	In House Labor - CCS IT	0.00	0.00		0.00
22	In House Labor - IT	436.45	185.33		621.78
23	Computer Software - Purchased	342.71	157.99		500.70
24	Total -- Monthly PISCC Amortization	\$4,424.12	\$3,993.60		\$8,417.72

(a) Amortization of 2010 PISCC will begin when the rate resulting from this application is implemented.

THE EAST OHIO GAS COMPANY d/b/a DOMINION EAST OHIO
 AUTOMATED METER READING ESTIMATED COST RECOVERY CHARGE
 CASE NO. 10-2853-GA-RDR
 Property Tax Expense Calculation

Exhibit A
Schedule 8

Line No.			
	Approved Through 12/31/09	Actual Through 12/31/10	Balance 12/31/10
1	Total Plant In Service	\$53,608,800.01	\$28,439,878.87
2	2009 Effective Rate	0.9822%	\$82,048,678.88
3	Ohio Property Tax - Accumulated		
4	Tax on Property Through 12/31/2009 - Expensed in 2010	<u>\$526,545.63</u>	

Schedule 2

THE EAST OHIO GAS COMPANY d/b/a DOMINION EAST OHIO
AUTOMATED METER READING ESTIMATED COST RECOVERY CHARGE

CASE NO. 10 -2853- GA-RDR

Approved Rate of Return on Rate Base

Exhibit A
Schedule 9

Line No.		
1	Capital Structure	
2	Debt	48.66%
3	Equity	51.34%
4	Cost of Capital	
5	Debt	6.50%
6	Equity	10.38%
7	Return on Rate Base	<u>8.49%</u>
8	Return on Rate Base using Pre-Tax Equity	<u>11.36%</u>

THE EAST OHIO GAS COMPANY d/b/a DOMINION EAST OHIO
 AUTOMATED METER READING ESTIMATED COST RECOVERY CHARGE
 CASE NO. 10 -2853- GA-RDR

Actual Bills Issued

Twelve Months Ended December 31, 2010

Exhibit A
 Schedule 10

Line No.	Customer Class	CCS	SBS	Total Bills
1	GSS / ECTS	14,426,653	7,447	14,434,100
2	GTS / TSS	14,188	16,919	31,107
3	LVGSS / LVECTS	34,874	5,765	40,639
4	Total	14,475,715	30,131	14,505,846

THE EAST OHIO GAS COMPANY d/b/a DOMINION EAST OHIO
AUTOMATED METER READING ESTIMATED COST RECOVERY CHARGE
CASE NO. 10 -2883- GA-RDR

Meter Reading and Call Center O&M Expense

For the Twelve Months Ended December 31, 2010 vs. the 2007 Baseline Level of Expense

Exhibit A
Schedule 11

Line No.		2007		2010		Variance		Reduction of AMR Revenue Requirement
		Baseline		Actual		2010 Actual vs. 2007 Baseline		
1	Meter Reading	\$8,684,136.64		\$6,922,973.24		(\$1,761,163.40)		(\$1,761,163.40)
2	Call Center - Restated	19,031,482.22		19,528,255.93		496,773.71		0.00
3	Total	\$27,715,618.86		\$26,451,229.17		(\$1,264,389.69)		(\$1,761,163.40)

THE EAST OHIO GAS COMPANY d/b/a DOMINION EAST OHIO
AUTOMATED METER READING ESTIMATED COST RECOVERY CHARGE
CASE NO. 10 -2853- GA-RDR

2009 Call Center O&M Expense Restated

For the Twelve Months Ended December 31, 2009 vs. the 2007 Baseline Level of Expense

Exhibit A
Schedule 12

Line No.	2007 Baseline	2009 Restated	Variance 2009 Restated Actual vs. 2007 Baseline	Reduction of AMR Revenue Requirement
1	\$19,031,482.22	\$20,982,257.75		
2				
3				
4		(1,060,435.38)		
5		(972,546.53)		
6		(798,500.96)		
7		1,926,136.92		
8		(905,345.96)		
9		(120,355.78)		
10		24,866.63		
11		(1,000,835.11)		
12	\$19,031,482.22	\$19,981,422.64	\$949,940.42	\$0.00

1 Call Center O&M Expense

2 Per Commission Order In Case No. 09-1875-GA-RDR, Reduce 2009 Call Center O&M Expenses for:

3 Labor adjustments not related to AMR:

4 Forty-nine Call Center representatives hired for bilingual service, MGSS and reorganization

5 Increased support staff costs resulting from new hires

6 Overtime used to reduce peak Monday call volumes & 6% call volume increases

7 Reorganization of Call Center

8 Subtotal Labor Adjustments: (lines 4 - 7)

9 Third party vendor utilized to comply with MGSS including implementation of Natural Language Technology

10 Other : Telephone/ Wireless/Other

11 Subtotal: Adjustments (lines 8 - 10)

12 Total

DOMINION EAST OHIO AUTOMATED METER READING PLAN

Introduction

This automated meter reading (AMR) plan is submitted to the Public Utilities Commission of Ohio accompanying Dominion East Ohio's Application filed on February 28, 2011 in Case No. 10-2853-GA-RDR pursuant to the Commission's Opinion and Order dated May 5, 2010 in Case No. 09-1875-GA-RDR. The plan describes the steps, notices and measures that Dominion East Ohio ("DEO" or "Company") will take to achieve the installation of ERT devices on the remainder of the meters for active accounts by the end of 2011 and to provide customer benefits associated with the AMR program at the earliest possible time.

Meter Equipment Summary

As of December 31, 2010 the total population of DEO meters at customer premises is 1,275,033. The breakdown of the location of meters and metering equipment is indicated below.

Meter Location	Population	Percentage
Inside	527,306	41%
Outside	747,727	59%
Total	1,275,033	

AMR Installations

DEO continues to deploy AMR equipment pursuant to the program approved in Case Nos. 07-829-GA-AIR, et al. The Company has installed AMR devices on 999,741 meters, or 78% of the current meter population, as of December 31, 2010. The remaining 275,292 meters will be prioritized for installation of an AMR device or will be scheduled for removal of the meter if the premise is unoccupied and/or inactive. The Company's first priority is to complete 243,783 installations on accounts with active meters. The second priority will be contacting property owners of accounts that have been inactive 24 months or less (approximately 4% of total remaining to AMR) to schedule an appointment to complete the installation or make arrangements to remove the meter. Any remaining meters that have been inactive for longer than 24 months (approximately 8% of total remaining to AMR) will initially be scheduled for removal.

AMR Project Status as of 12/31/2010

Year	AMR Installations
Through 2007	132,004
2008	278,582
2009	332,135
2010	257,020
Total	999,741

DEO will continue to use a two-prong strategy for the remaining AMR installations: (1) installing a device while performing other scheduled work at a customer's premise and (2) installing devices by targeting communities within a Local Office service area as described below. Once a Local Office reaches approximately 95% AMR saturation, accounts will be switched to a monthly meter reading schedule. Field personnel (the installers do not read meters) will be transferred to the next targeted office for completion of the AMR installations.

The table below provides a breakdown of the plan status by Local Office. The lines that shaded show offices where accounts were converted to monthly meter reading by December 31, 2010.

Local Office	Total Meter Population	Percent Complete	Read Frequency Changed to Monthly	Re-Route Initiated
Ashtabula	41,463	99%	Jul 2010	Jul 2010
Northeast	203,911	96%	Oct 2010	Oct 2010
Lima	67,393	97%	Jun 2010	Jun 2010
Marietta (River)	21,038	99%	Dec 2009	Dec 2009
New Philadelphia	20,284	95%	Dec 2010	1 st Q 2011
Canton Perry Yard	118,370	78%	2 nd Q 2011	2 nd Q 2011
Akron	257,602	77%	3 rd Q 2011	3 rd Q 2011
Western	162,627	70%	4 th Q 2011	2012
Youngstown	163,966	66%	4 th Q 2011	2012
Eastern	196,977	64%	4 th Q 2011	4 th Q 2011
Wooster	21,402	64%	4 th Q 2011	4 th Q 2011
TOTAL	1,275,033	78%		

The following table gives an approximate indication by Local Office of the remaining AMR installations needed, categorized by "Appointment Needed" or "No Appointment Needed," as of December 31, 2010.

Local Office	Meters Remaining	Appointment Needed to Install AMR	No Appointment Needed to Install AMR	Appointment Needed for Meter Read
Ashtabula	547	184	357	6
Northeast	8,051	1,553	642	5,856
Lima	1,883	872	513	498
Marietta (River)	159	37	97	25
New Philadelphia	1,288	654	392	242
Canton Perry Yard	25,876	14,544	9,761	1,571
Akron	58,104	21,851	32,751	3,502
Western	48,231	27,878	13,237	7,116
Youngstown	54,168	16,708	32,525	4,935
Eastern	69,330	17,243	44,456	7,631
Wooster	7,655	987	6,541	128
TOTAL	275,292	102,511	141,272	31,509

As the Company targets a community within a Local Office for completion of AMR installations, meter read routes are identified and letters are mailed to all customers who do not require an appointment advising that Dominion East Ohio is working in the area to install AMR devices. These customers are advised there is no need to contact the Company. If an appointment is necessary, a different letter is mailed asking the customer to call to schedule an appointment for the Company to complete the installation. This letter is sent to both the service address and the mailing address for the account if it is different. Copies of these letters are included in the Appendix.

Once the Company has made an initial attempt to complete the installation of an AMR device on a meter that requires access, or if the customer has not responded to a request for access, DEO moves the account into the "40-day No Access" communication process which may ultimately lead to the gas service being turned off until access is granted. If an account is turned off as a result of the No Access process, the meter will be equipped with an AMR device when gas service is restored. Details of the No Access process communications are included in the Appendix.

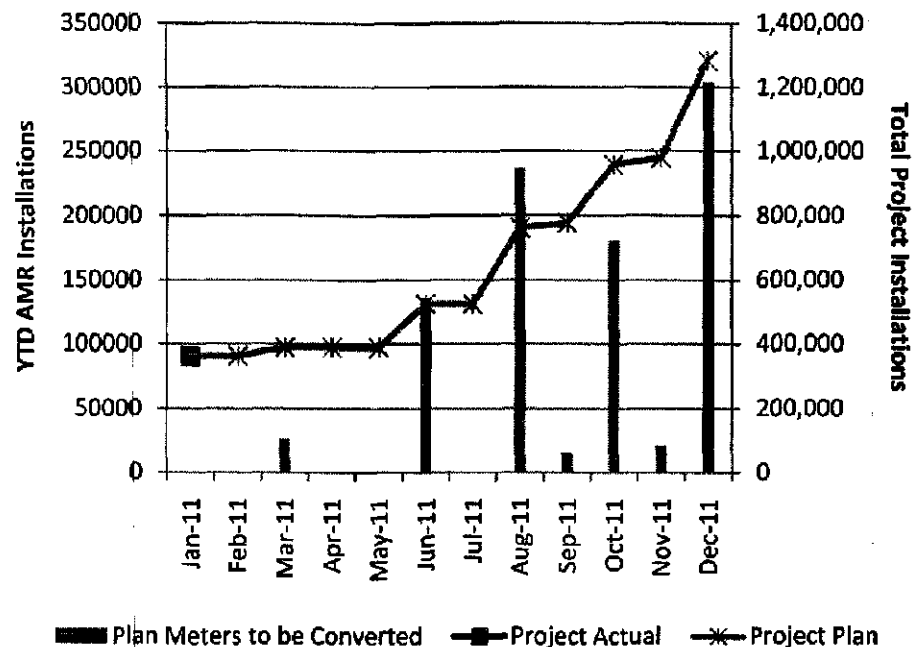
To complete installations on meters requiring an appointment, service orders may need to be worked outside normal business hours, such as evenings or weekends, when the customer is available to provide access to the metering equipment. DEO will accommodate these requests by working non-traditional schedules which may require

incremental overtime to support completion of the program. DEO anticipates that approximately 5% of the remaining premises may be subjected to a no access turn-off. Multiple meter manifold set-ups with non-AMR meters may also lead to an AMR customer being inconvenienced if a non-AMR account leads to a no access termination. In all instances, if DEO does turn the gas off for no access, the service will be restored once the customer contacts DEO to provide access to the meter at the premise.

Monthly Meter Reading

When a target area or Local Office reaches 95% AMR saturation, the customer accounts will be moved from a bi-monthly read frequency to a monthly meter read frequency in preparation for the eventual re-route of that service area. The Company has created the following plan to move Local Offices and targeted communities to a monthly read frequency based on anticipated installation rates. By implementing this plan, DEO expects to read all areas on a monthly schedule by the end of 2011.

Conversion to Monthly Meter Reading 2011



As the Company shifts accounts to a monthly meter read frequency, DEO will generate letters to the customer premises without AMR devices installed ("non-AMR" premises). This letter informs customers that the Company may not be able to read their meter monthly without installation of an AMR device, and encourages them to contact DEO to schedule the appointment for an AMR device to be installed.

DEO will reroute an entire area once AMR devices have been installed on nearly all active accounts in order to minimize the impact on customers of potential changes in bill due dates. Notification is provided to all customers whose billing cycle changes in order to provide the customer the opportunity to prepare for the change

In an effort to minimize the impact to a customer's billing cycle, reroutes are strategically planned to maintain billing cycles at 35 days or less. This reduces the impact caused by rate changes that may occur during the cycle, and allows the customer to plan for any changes to bank draft accounts.

DEO successfully implemented reroutes in Lima, Ashtabula and Northeast service territories in 2010.

APPENDIX

AMR METER: INSTALLERS WORKING IN AREA - NO APPOINTMENT NECESSARY

CurrDate

XX
 XX
 XX

SERVICE

ADDRESS:

XX *Addr

Service Street*

XX

*AddrServ.CitySt

ate*

XX

METER NO:

UVar1

Subject: Upgrading Our Metering Equipment - No Appointment Needed

Over the next 10 days, *EAST OHIO GAS* will upgrade the metering equipment on your street, **including the equipment at your service address. You do not need to call us to schedule an appointment.** We need clear access to read and service the meter.

Your gas service will remain on as we perform the work. For your safety, our employees carry Dominion identification cards at all times should you wonder who's on your property. Before we leave, we will post a notice informing you if we successfully completed the work.

The new equipment, known as automated metering equipment (AMR), provides computerized technology that allows us to read the gas meter remotely. It will reduce our need for company personnel to enter your property, lessen the number of estimated bills and is more convenient for customers who must provide access to meters.

The battery-powered equipment will send a signal to our representative when he or she is in the area to obtain a meter reading. For now, we will continue to read the meter every other month. Once we have installed all of the meter upgrades in your neighborhood, we will read meters every month.

If you wish to learn more about this new meter reading technology, please visit www.dom.com and enter the key words "GAS AMR."

Sincerely,

Signature1CallCenter

Signature2CallCenter

lmr130

AMR METER: INSTALLERS WORKING IN AREA - APPOINTMENT NECESSARY

CurrDate

XX
 XX
 XX

**SERVICE
 ADDRESS:**

XX *Addr
 Service Street*

XX
 *AddrServ.CitySt
 ate*

XX

METER NO:
 UVar1

Subject: We Are Upgrading or Repairing Our Metering Equipment on Your Street

EAST OHIO GAS is upgrading or repairing the metering equipment on your street, **including the equipment at your service address.** We must change the meter or the dials on the gas meter to complete the upgrade. We need your help to complete this task.

If this work has already been completed at your service address, and you receive this letter, it means the upgraded equipment is not functioning properly. Therefore, we need to gain access to the meter to correct the problem.

We may need to turn off your gas service for a brief time. If we turn off gas service to perform a meter change, we will need access inside to check the gas lines and appliances to make sure your service is safe.

This new equipment, known as automated metering equipment (AMR), provides computerized technology that allows us to read the gas meter remotely. It will reduce our need for company personnel to enter your property, lessen the number of estimated bills and is more convenient for customers who must provide access to meters.

The battery-powered equipment will send a signal to our representative when he or she is in the area to obtain a meter reading. For now, we will continue to read the meter every other month. Once we have installed all of the meter upgrades in your area, we will read meters every month. After the equipment is installed, there still will be the need for us to inspect the gas meter and interior service lines to meet Federal Safety requirements at least every 36 months.

To arrange a morning or afternoon appointment to upgrade or repair our metering equipment, please schedule an appointment online by signing in or registering in Manage Your Account at www.dom.com, or contact us at 1-877-306-8290 *HoursCalCenter* We can call you when our representative leaves the previous stop. He or she could arrive as soon as 5 minutes later. If you would like to receive this free service, please request the automated call feature when scheduling your appointment.

As a reminder, please ensure that the area around the gas meter is clear of any obstructions on the day of your appointment.

Sincerely,
 Signature1CallCenter
 Signature2CallCenter

lmr131

AMR METER: ACCOUNT IS IN 40-DAY PROCESS – FIRST LETTER

CurrDate

XX
 XX
 XX

**SERVICE
 ADDRESS:**

XX *Addr
 Service Street*

XX
 *AddrServ.CitySt
 ate*

XX
METER NO:
 UVar1

Subject: We Are Upgrading or Repairing the Metering Equipment -- 2nd Request

You did not respond to our previous letter requesting access to upgrade or repair the metering equipment at the above service address. We must change the meter or the dials on the gas meter to complete the upgrade.

If this work has already been completed at your service address, and you receive this letter, it means the upgraded equipment is not functioning properly. Therefore, we need to gain access to the meter to correct the problem.

We may need to turn off your gas service for a brief time. If we turn off gas service to perform a meter change, we will check the gas lines and appliances to make sure your service is safe.

The new equipment, known as automated metering equipment (AMR), provides computerized technology that allows us to read the gas meter remotely. It will reduce our need for company personnel to enter your property, lessen the number of estimated bills and is more convenient for customers who must provide access to meters.

The battery-powered equipment will send a signal to our representative when he or she is in the area to obtain a meter reading. For now, we will continue to read the meter every other month. Once we have installed all of the meter upgrades in your area, we will read meters every month. After the equipment is installed, there still will be the need for us to inspect the gas meter and interior service lines to meet Federal Safety requirements at least every 36 months.

If you do not schedule an appointment and allow us to upgrade or repair the metering equipment, we will shut off your gas service until we are able to perform the work. The last thing we want to do is shut off your service, which would not only inconvenience you, but could cost you a \$*UVar2* reconnection fee.

Even if your account is paid in full, we can still disconnect your service if we are unable to access our equipment. To arrange a morning or afternoon appointment to upgrade or repair our metering equipment, please schedule an appointment online by signing in or registering in Manage Your Account at www.dom.com, or contact us at 1-877-306-8290 *HoursCalCenter*. We can call you when our representative leaves the previous stop. He or she could arrive as soon as 5 minutes later. If you would like to receive this free service, please request the automated call feature when scheduling your appointment.

As a reminder, please ensure that the area around the gas meter is clear of any obstructions on the day of your appointment.

Thank you for your cooperation.

Sincerely,
 Signature1CallCenter
 Signature2CallCenter

lmr132

AMR METER: ACCOUNT IS IN 40-DAY PROCESS - SECOND LETTER

CurrDate

XX
 XX
 XX

**SERVICE
 ADDRESS:**

XX *Addr
 Service Street*

XX
 *AddrServ.CitySt

ate*

XX

METER NO:

UVar1

Subject: Your Gas Service Could Be Shut Off-- We Must Upgrade or Repair the Metering Equipment

This is your last warning before *EAST OHIO GAS* turns off your service because we have not been able to upgrade or repair the metering equipment at your service address. We must change the meter or the dials on the gas meter to complete the upgrade. We have made several attempts to contact you:

DATE	CONTACT TYPE
UVar2	*UVar3*

If this work has already been completed at your service address, and you receive this letter, it means the upgraded equipment is not functioning properly. Therefore, we need to gain access to the meter to correct the problem. We may need to turn off your gas service for a brief time. If we turn off gas service to perform a meter change, we will check the gas lines and appliances to make sure your service is safe.

The new equipment, known as automated metering equipment (AMR), provides computerized technology that allows us to read the gas meter remotely. It will reduce our need for company personnel to enter your property, lessen the number of estimated bills and is more convenient for customers who must provide access to meters.

The battery-powered equipment will send a signal to our representative when he or she is in the area to obtain a meter reading. For now, we will continue to read the meter every other month. Once we have installed all of the meter upgrades in your area, we will read meters every month. After the equipment is installed, there still will be the need for us to inspect the gas meter and interior service lines to meet Federal Safety requirements at least every 36 months.

We need your help. As a courtesy, we do not shut off gas service between December 1 and March 1 when we are unable to access our equipment. However, we do ask that you schedule a meter equipment change by *UVar12*. You may schedule the appointment online by signing in or registering in Manage Your Account at www.dom.com, or by calling us at *PhonCallCen*, *HoursCalCenter* If we don't hear from

you by *UVar12*, we will turn off your gas service until you grant us access to perform the work. The last thing we want to do is shut off your service, which would not only inconvenience you, but could cost you a \$*UVar13* reconnection fee. A morning or afternoon appointment can be arranged to upgrade or repair our metering equipment. We can call you when our representative leaves the previous stop. He or she could arrive as soon as 5 minutes later. If you would like to receive this free service, please request the automated call feature when scheduling your appointment. As a reminder, please ensure that the area around the gas meter is clear of any obstructions on the day of your appointment.

Sincerely,

Signature1CallCenter

Signature2CallCenter

lmr133

BILLING NOTICE - NO ACCESS SHUT-OFF**NO ACCESS SHUTOFF**

Page 1 of 2

ADDRESS
CITY, STATE ZIPAccount Number Date Prepared Next Meter Reading
00000000000000 September 15, 2006 11/14 - 11/17/2006For questions about Dominion East Ohio charges call 1-800-382-7567. Avoid an estimate-enter a read between 10/17 & 5 p.m. on 10/19/2006 at www.dom.com

**** THIS IS A SHUT-OFF NOTICE ****
**FOR NOT LETTING US GET
 TO OUR METER.**

SHUT-OFF NOTICE FOR NOT LETTING US GET TO OUR METER

We have made repeated attempts to read and inspect our gas meter. Because you have not given us access to our meter, we will turn off gas service no sooner than 8 a.m. on [DATE] or any business day thereafter. We will take this action regardless of your account balance.

You can avoid a loss of service if you call us before [DATE] and arrange a day for us to read and inspect our meter. If we shut off gas service, you must schedule an appointment and you will be charged a fee of \$xx.xx, which will appear on the bill after we restore service.

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

Removing Yourself from Customer Listing
 We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please call Dominion East Ohio at 1-800-382-7567 or write us at P.O. Box 28685, Richmond, VA 23261-6868, or complete the appropriate form on the www.dom.com web site.
 DOMINION EAST OHIO
 P.O. BOX 28735
 RICHMOND VA 23261-6735

XXXXX
 XXXXX
 XXXXXXXXX

Page 1 of 4

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate—enter a read between 10/17 & 6 p.m. on 10/19/2006 at www.dom.com

****THIS IS A SHUT-OFF NOTICE****
FOR NOT PAYING AND FOR NOT
LETTING US GET TO OUR METER

NOTICE #1 – FOR NOT PAYING

If you have made your payment, please accept our thanks and disregard this notice.

NOTICE #2 - FOR NOT LETTING US GET TO OUR METER

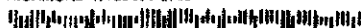
You can avoid a loss of service if you call us before [DATE] and arrange a day for us to read and inspect our meter. If we shut off gas service, you must schedule an appointment and you will be charged a fee of \$45.00, which will appear on the bill after we restore service.

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

Amount Enclosed

Monthly Charge, Usage-Based Charges Change
With this bill, customers on the General Sales Service or Energy Choice Transportation Service will see an increased Basic Monthly Charge to \$6x.xx, plus applicable riders, and a related decrease in the base transportation rate of \$6x.xx per MCF for the first 50 MCF per month and \$4x.xx per MCF for usage above 50 MCF per month, as approved in Case No. 07-829-GA-AIR by the Public Utilities Commission of Ohio.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



0199999999999999000000007089000000490000

SCREEN SHOT - NO ACCESS LETTER

CCS Desktop

File Edit Objects Views Options Window Help

Communications

Communication Maintain Equip Access

☒ For Customer
 ☐ For Account
 ☐ For Premise
 ☒ Save To Premise
 Returned Mail in Last 120 Days

Date/Time Received	Account No	Street Address	Method	Direction	Communica
03/12/2010 10:30 PM			PHONE	OUTGOING	OUTBOUN
03/12/2010 08:00 AM			PHONE	OUTGOING	OUTBOUN
03/05/2010 04:19 AM			LETTER	OUTGOING	METER OF
03/03/2010 09:01 AM			PHONE	OUTGOING	CREDIT

Contact Taken By BATCH.SYSTEM ☐ Dispute ☒ Gas
 Date Closed 03/05/2010 Closed By BATCH.SYSTEM ☐ PSC Compliance ☐ Electric
☒ Customer Satisfied ☐ Lighting ☐ Sewer
 Referred To Resolution

CONTACT MADE
 DISPUTE REPORT SENT
 INFORMATION GIVEN

Remarks LMR133 INSIDE EQUIPMENT CHANGE #3

Post-Cust Remarks

Suggestions

Images Dispute Request Letter...

Customer Communications List

SCREEN SHOT - NO ACCESS PHONE CALL

CCS Desktop

File Edit Objects Views Options Window Help

Communications

Communication Maintain Equip Access

☒ For Customer
 ☐ For Account
 ☐ For Premise
 ☒ Save To Premise
 Returned Mail in Last 120 Days 0

Date/Time Received	Account No	Street Address	Method	Direction	Communications
03/12/2010 10:30 PM			PHONE	OUTGOING	OUTBOUND
03/12/2010 08:00 AM			PHONE	OUTGOING	OUTBOUND
03/05/2010 04:19 AM			LETTER	OUTGOING	METER OF
03/03/2010 09:01 AM			PHONE	OUTGOING	CREDIT

Contact Taken By BATCH, SYSTEM ☐ Dispute ☐ Gas
 Date Closed 03/12/2010 Closed By BATCH, SYSTEM ☐ PSC Compliance ☐ Electric
☐ Customer Satisfied ☐ Lighting
☐ Sewer

Referred To Resolution

Remarks 3308199595EQUIPMENT ACCESS CALL

Post-Cust Remarks

Suggestions

Images Dispute Request Letter...

Customer Communications List

SCRIPT – NO ACCESS PHONE CALLWEST TELESERVICES CORPORATION
INTERACTIVE DIVISION

Client: Dominion

Program: EOG Automated
Equipment no Access Outdial
CallsTeam:
Hahn/Dominion/Thompson and Sempek/Lucy
Orig. Date: 09/19/2008
Revised:j drive\scripts\Dominion Outdial\EOG
Automated Equipment No Access Outdial Calls
Bravo: NEW

EOG Automated Equipment no Access Outdial calls

C100

Script 1

Hello. This call is from Dominion East Ohio. We recently sent you a letter about our need to read, inspect or service our metering equipment, but we haven't heard from you. Please call us at 1-877-306-8290 between 7 a.m. and 7 p.m. Monday through Friday to schedule an appointment. Again, our number is 1-877-306-8290. Thank you.

C200

Script 2

Hello. This call is from Dominion East Ohio. We sent you a letter about our urgent need to perform work on our metering equipment. Please call us at 1-877-306-8290 between 7 a.m. and 7 p.m. Monday through Friday to schedule an appointment. Just a reminder – we may turn off service if you do not allow us to get to our metering equipment. Again, our number is 1-877-306-8290. We appreciate your cooperation.

C300

Script 3

Hello. This call is from Dominion East Ohio. We have been trying to reach you so that we can perform work on our metering equipment. If we do not hear from you within 5 days, your account will be scheduled for shutoff. Once service is off, you will need to give us access before we restore service. Avoid an unpleasant situation – please call us within 5 days at 1-800-362-7557 between 7 a.m. and 7 p.m. Monday through Friday to schedule an appointment. Thank you!

C400

Script 4 (same as Script 3)

Hello. This call is from Dominion East Ohio. We have been trying to reach you so that we can perform work on our metering equipment. If we do not hear from you within 5 days, your account will be scheduled for shutoff. Once service is off, you will need to give us access before we restore service. Avoid an unpleasant situation – please call us within 5 days at 1-800-362-7557 between 7 a.m. and 7 p.m. Monday through Friday to schedule an appointment. Thank you!

AMR Cost Recovery Charge

A monthly charge of \$0.64 shall be added to the otherwise applicable monthly service charge for all customers receiving service under the following rate schedules to recover the depreciation, incremental property taxes and post in-service carrying charges associated with the installation of automated meter reading (AMR) equipment throughout East Ohio's system:

- a) General Sales Service – Residential
- b) General Sales Service – Nonresidential
- c) Large Volume General Sales Service
- d) Energy Choice Transportation Service – Residential
- e) Energy Choice Transportation Service – Nonresidential
- f) Large Volume Energy Choice Transportation Service
- g) General Transportation Service
- h) Transportation Service for Schools



Issued:

Filed under authority of The Public Utilities Commission of Ohio in Case No. 10-2853-GA-RDR
Anne E. Bomar, Senior Vice President

Effective:

AMR Cost Recovery Charge

A monthly charge of ~~\$0.470.64~~ shall be added to the otherwise applicable monthly service charge for all customers receiving service under the following rate schedules to recover the depreciation, incremental property taxes and post in-service carrying charges associated with the installation of automated meter reading (AMR) equipment throughout East Ohio's system:

- a) General Sales Service – Residential
- b) General Sales Service – Nonresidential
- c) Large Volume General Sales Service
- d) Energy Choice Transportation Service – Residential
- e) Energy Choice Transportation Service – Nonresidential
- f) Large Volume Energy Choice Transportation Service
- g) General Transportation Service
- h) Transportation Service for Schools