DEO EXHIBIT 1

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

PAUL J. MAHOLTZ,	۲ د
Complainant,	2
v .	
THE EAST OHIO GAS COMPANY D/B/A DOMINION EAST OHIO,	:
Respondent.	

Case No. 10-1411-GA-CSS

DIRECT TESTIMONY OF ROXIE A. EDWARDS ON BEHALF OF THE EAST OHIO GAS COMPANY D/B/A DOMINION EAST OHIO

2011 MAR 29 PM 1: 12 RECEIVED-DOCKETING DIV

TABLE OF CONTENTS

I.	INTRODUCTION	.1
II.	ACCOUNT HISTORY	.2
III.	DEO BILLING HISTORY	4
IV.	METER READINGS	.7

1		Direct Testimony of
2		Roxie A. Edwards
3	I.	INTRODUCTION
4	Q1.	Please state your name, occupation and business address.
5	A1.	My name is Roxie A. Edwards. I am employed by The East Ohio Gas Company d/b/a
6		Dominion East Ohio ("DEO" or "Company") as a Customer Relations Support Manager.
7		My business address is 1201 E. 55th Street, Cleveland, Ohio 44103.
8	Q2.	Please describe your work history.
9	A2.	I have been employed by DEO since 1978 in various positions related to customer
10		service, including call center representative and representative in the consumer affairs,
11		billing and customer relations departments.
12	Q3.	What are your responsibilities as a Customer Relations Support Manager?
13	A3.	I am responsible for responding to general billing inquiries, administering payment plans
14		and options for repayment of delinquent accounts, and handling customer billing
15		disputes.
16	Q4.	What is the purpose of your testimony?
17	A4.	My testimony explains the account history of Paul J. Maholtz for natural gas service
18		provided to his home at 9 Blueberry Lane S.W., Warren, Ohio 44485-4205. My
19		testimony concludes that DEO has properly billed Mr. Maholtz for gas service used at his
20		home.
21	Q5.	What information have you reviewed to prepare your testimony?
22	A5.	I have reviewed the Complaint and Mr. Maholtz's account history as documented in
23		DEO's customer information system and Mr. Maholtz's billing statements. The Statement

1		of Account summary chart for Mr. Maholtz's account is attached to my testimony as DEO
2		Exhibit 1.1, and Mr. Maholtz's billing statements from June 2009 to June 2010 are
3		attached to my testimony as DEO Exhibit 1.2.
4	Q6.	What is your understanding of the dispute giving rise to Mr. Maholtz's Complaint?
5	A6.	Mr. Maholtz seems to believe that his natural gas meter misread his consumption during
6		the winter months of 2008 and 2009. Because of this alleged misread, Mr. Maholtz
7		alleges that DEO improperly billed his account.
8	II.	ACCOUNT HISTORY
9	Q7.	When did Mr. Maholtz establish gas service with DEO?
10	A7.	Paul Maholtz established gas service at 9 Blueberry Lane S.W., Warren, Ohio on April
11		21, 1986.
12	Q8.	Was he recently placed on any payment program options?
13	A8.	Yes. Since 2007, Mr. Maholtz had participated in DEO's budget payment plan. The
14		Budget Payment Plan is a payment option that allows customers to pay a specific amount
15		every month. The Plan is only available for participants who pay the budgeted amounts
16		on time. The Plan amount is also adjusted periodically based on gas usage or rates.
17		From March 2008 to August 2008, Mr. Maholtz owed \$105 per month under the Plan.
18		From September 2008 to January 2009, the Plan amount was lowered to \$85 per month.
1 9		However, due to Mr. Maholtz's increased consumption, the Plan amount was increased to
20		\$193 per month in February 2009, and then to \$212 per month in April 2009. Mr.
21		Maholtz, however, failed to pay his full bill. For example, in February 2009, Mr.
22		Maholtz was billed \$193, but only paid \$65. Because Mr. Maholtz failed to keep his
23		Budget Payment Plan current, the Plan was cancelled in June 2009.

1Q9.After the Budget Payment Plan was cancelled, was Mr. Maholtz placed on any other2plans?

3	A9.	Yes. On June 10, 2009, Mr. Maholtz was transitioned from the budget plan to the
4		Current Plus (1/6th) Payment Plan. Under this Plan, DEO divides a customer's arrearage
5		by sixth and adds that amount to the current month's charges. For example on the June
6		29, 2009 billing statement, Mr. Maholtz incurred \$20.73 in monthly charges for the
7		month of June. However, since he had an outstanding balance of \$950.82 when he went
8		on the Current Plus Payment Plan, Mr. Maholtz also owed \$158.47 (\$950.82 ÷ 6).
9		Therefore, his total amount due was \$179.20. Mr. Maholtz only paid \$105. Similarly, in
10		July 2009, Mr. Maholtz was billed for \$22.98 in monthly gas service charges plus
11		\$158.47 under the Current Plus Payment Plan. He again only paid \$105. Mr. Maholtz
12		was removed from the Current Plus Payment Plan in October 2009, because he did not
13		make the equation of the Direction of th
13		make the agreed payments under the Plan.
13	Q10.	After the Current Plus Payment Plan was cancelled, did Mr. Maholtz pay his bill on
	Q10.	
14	Q10. A10.	After the Current Plus Payment Plan was cancelled, did Mr. Maholtz pay his bill on
14 15	-	After the Current Plus Payment Plan was cancelled, did Mr. Maholtz pay his bill on time and in full?
14 15 16	-	After the Current Plus Payment Plan was cancelled, did Mr. Maholtz pay his bill on time and in full? No. Mr. Maholtz continued to significantly underpay the amounts due on his monthly
14 15 16 17	-	After the Current Plus Payment Plan was cancelled, did Mr. Maholtz pay his bill on time and in full? No. Mr. Maholtz continued to significantly underpay the amounts due on his monthly billing statements. Because he failed to timely make full payments, Mr. Maholtz was
14 15 16 17 18	-	After the Current Plus Payment Plan was cancelled, did Mr. Maholtz pay his bill on time and in full? No. Mr. Maholtz continued to significantly underpay the amounts due on his monthly billing statements. Because he failed to timely make full payments, Mr. Maholtz was disconnected for nonpayment on May 21, 2010. At that time, he carried an outstanding
14 15 16 17 18 19	A10.	After the Current Plus Payment Plan was cancelled, did Mr. Maholtz pay his bill on time and in full? No. Mr. Maholtz continued to significantly underpay the amounts due on his monthly billing statements. Because he failed to timely make full payments, Mr. Maholtz was disconnected for nonpayment on May 21, 2010. At that time, he carried an outstanding balance of \$1,111.43.

\$405 on August 8, 2010, in the Statement of Account summary chart located at DEO
 Exhibit 1.1.

3 Q12. Is it accurate to say Mr. Maholtz failed to properly pay his account?

- A12. Yes. Mr. Maholtz consistently did not pay the amounts due on his account. Instead, on a
 monthly basis, Mr. Maholtz ignored the amounts due and continued to pay his previous
 Budget Payment Plan amounts long after the Plan was cancelled. At its peak in March
 2010, Mr. Maholtz accrued an arrearage totaling \$1,202.14. Mr. Maholtz still carries an
 outstanding arrearage of \$706.43.
- 9 III. DEC

DEO BILLING HISTORY

Q13. Do the bills rendered on Mr. Maholtz's account accurately reflect the charges from DEO and Mr. Maholtz's commodity supplier?

12 A13. Yes. The billing statements attached to my testimony as DEO Exhibit 1.2, as

13 summarized by the Statement of Account chart attached as DEO Exhibit 1.1, accurately

- 14 reflect the charges assessed to Mr. Maholtz based upon the gas readings from the meter at
- 15 his premises. The only "adjustments" to Mr. Maholtz's account, as reflected on June 10,
- 2009, were to transition him from the Budget Payment Plan to the Current Plus Payment
 Plan.

18 Q14. Mr. Maholtz claims that his bills started to increase in the fall of 2009. Do you have 19 an explanation for this increase?

A14. Mr. Maholtz's bills started to increase because his usage increased. On the September 30,
 2009 billing statement, Mr. Maholtz accrued \$28.81 in natural gas service charges for
 September, which included \$12.51 in gas costs from Commerce Energy for consuming
 1.2 Mcf and \$16.30 representing DEO's monthly distribution charges. Charges on the

1		October 27, 2009 bi	lling statement, incre	eased to \$91.82 b	ased on charges from Just			
2		Energy of \$62.56 fo	r consuming 6.0 Mc	f, and DEO distri	bution charges of \$29.26.			
3		Similarly, in Novem	ber 2009, Mr. Maho	oltz owed \$98.80,	consisting of Just Energy			
4		charges of \$69.85 fo	or consuming 6.7 Mc	:f, and DEO distri	bution charges of \$28.95. So it			
5		is not surprising that	as his usage increas	sed, so did his bill	s.			
6	Q15.	Was Mr. Maholtz's	s consumption in th	e winter of 2009	similar to his consumption in			
7		the winter of 2008?	,					
8	A15.	Yes. Below is a list	comparing Mr. Mah	oltz's gas consum	ption in the Winters 2008 and			
9		2009:						
10			<u>Winter 2008</u>	<u>Winter 2009</u>	<u>)</u>			
11		October	5.8 Mcf	6.0 Mcf				
12		November	9.0 Mcf	6.7 Mcf				
13		December	22.5 Mcf	17.8 Mcf				
14		January	20.6 Mcf	18.0 Mcf				
15		February	18.5 Mcf	17.0 Mcf				
16		March	10.1 Mcf	11.1 Mcf				
1 7		Total 86.5 Mcf 76.6 Mcf (-9.9 Mcf)						
18		Based on this comparison, it is clear Mr. Maholtz actually consumed less of gas in 2009						
19		than he did in 2008.						
20	Q16.	Did Mr. Maholtz's	bills decrease betw	een the winter m	onths of 2008 and 2009?			
21	A16.	Yes. Because his co	onsumption decrease	d and gas commo	dity prices significant dropped,			
22		Mr. Maholtz's bills a	actually decreased be	etween the winter	s of 2008 and 2009. To aid in			
23		comparison, below i	s a list of Mr. Maho	ltz's total monthly	charges for the two periods:			

1		<u>Winter 2008</u>	Winter 2009
2	October	\$87.31	\$91.82
3	November	\$179.77	\$98.80
4	December	\$430.29	\$235.30
5	January	\$373.10	\$238.51
6	February	\$342.29	\$226.78
7	March	\$192.80	\$154.03
8	Total	\$ 1,605.56	\$ 1,045.24 (~\$506.32)

9 This comparison shows that Mr. Maholtz actually paid *less* for natural gas service during 10 the time he complained of an "exorbitantly high" bill than he did the year before.

11 Q17. Was the increase in Mr. Maholtz's bill in October 2009 typical?

A17. Yes. Customers typically increase their consumption of natural gas as the weather turns
 colder. As shown above, Mr. Maholtz's gas consumption consistently increases into the
 colder months of December, January, and February. It is not unusual for gas bills to
 increase as a customer uses more natural gas.

16 Q18. Did DEO properly bill Mr. Maholtz?

17 A18. Yes. DEO properly billed Mr. Maholtz for his gas service from September 2008 to May

18 2010. As Mr. Resnik explains, DEO tested the meter to confirm that it was measuring

- 19 usage per the standard required by Ohio law. All of the charges applied to Mr. Maholtz's
- 20 account for his usage complied with DEO's tariff.

1 IV. METER READINGS

2 Q19. Are you familiar with the requirements of Ohio Adm. Code 4901:1-13-04(G)?

3 A19. Yes. This Commission Rule requires a natural gas company to obtain actual meter 4 readings from a customer every twelve months. The Rule also requires that a natural gas 5 company make reasonable attempts to obtain actual readings of its customers' meters 6 every other month. Finally, the natural gas company, pursuant to Ohio Adm. Code 7 4901:1-13-04(G)(5), must provide two actual meter readings annually per a customer's 8 request. These meter readings are provided without charge if the customer's usage has 9 been estimated for more than two consecutive billing cycles or if the customer has 10 reasonable grounds to believe the meter is malfunctioning.

11 Q20. Does DEO's tariff contain similar language?

A20. Yes. Rule 9 of DEO's Rules and Regulations require DEO to obtain an actual meter
 reading at least once within any twelve-month period. Rule 18 ensures that DEO will
 make reasonable attempts to obtain an actual meter reading every other month by DEO
 personnel or agents.

Q21. At any point, did DEO receive a request from Mr. Maholtz to provide an actual meter reading?

A21. Yes. On January 7, 2009, at Mr. Maholtz's request, DEO went to his residence and
 reread his meter, located on the outside of his premises.

20 Q22. How did DEO's reading compare to Mr. Maholtz's reading?

- 21 A22. In December 2008, Mr. Maholtz provided an actual reading of 608.8. On January 7,
- 22 2009, DEO read the meter at 615.5. Both readings were consistent with his prior usage.

1	Q23.	Did Mr. Maholtz continue to provide actual meter readings to DEO?
2	A23.	Mr. Maholtz read his meter for another few months until April 2009. On April 2, 2009,
3		DEO installed an Automated Meter Reading ("AMR") device on his meter.
4	Q24.	Since the AMR installation, did Mr. Maholtz receive actual meter readings?
5	A24.	Yes. Beginning with Mr. Maholtz's April 28, 2009 billing statement, continuing to April
6		27, 2010, DEO utilized the AMR device to actually read Mr. Maholtz's meter, per Ohio
7		Adm. Code 4901-1-04(G)(1).
8	Q25.	Did DEO comply with Ohio law, the Commission's rules, and its tariff when reading
9		Mr. Maholtz's meter?
10	A25.	Yes.
11	Q26.	Does this conclude your testimony?
12	A26.	Yes.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing Direct Testimony of Roxie Edwards on

behalf of The East Ohio Gas Company d/b/a Dominion East Ohio was served by regular U.S.

mail to the following person on this 29th day of March 2011:

Paul J. Maholtz 9 Blueberry Lane, SW Warren, Ohio 44485-4205

Melissa L. Thompson Melissa L. Thompson

Attorney for The East Ohio Gas Company d/b/a Dominion East Ohio

860-009/276419

DEO EXHIBIT 1.1

STATEMENT OF ACCOUNT Summary Chart

DOMINION EAST OHIO Statement of Account

Address DETALS READ BILL I DATE DAYS S(0805/2010 D	,	9 BLUEBERRY LN SW	No N													
BILL							Meter Number	7210	31	Heating Impaired Customers Call TDD (800)-833-8903	Customers	Call TDD	800-833-	8003		
BILL																Γ
	READ METER DAILY SOURCE READING USAGE USAGE	Meter Veading U	A Dr SAGE US		DEGREE DAYS	BILL	SALES/ STATE TAX	DUE	LATE PMT CHRGE	PMT AMOUNT PMT DATE	4D7	ADJUST DESC	PLAN DESC AI	PLAN MT DUE A	PLAN PLAN TOTAL DESC ANT DUE ANT DUE BALANCE	CCT
		0	0	q	-	5 .00	\$.00		\$:00	\$405.00 08/05/2010	\$.00			8	\$.00	
12/31/2010 0		Q.	0	a.	C	\$.00	\$.00		\$.00	\$.00	\$-599.30	UTG		S.00	\$ 00	T
		Ģ	O,	Q.	0	\$.00	\$00		\$.00	\$.00	\$-107.13	DC		\$ 00	\$.00	Ţ
	24 SYSTEM ES	8.78	33		213	\$27.10		06/18/2010	\$.00	\$135.00 05/05/2010	\$.00			\$.00		\$1,111.43
	0 ACTUAL	97.8	o,	٩	0	\$.00	\$:00		\$.00	\$.00	\$.00			\$.00	\$.00	
05/21/2010 0 AC	0 ACTUAL	97.8	ο.	9	0	\$.00	\$.00		\$.00	\$.00	\$.00			8.00	5.00	
		0	Q	۹	•	534.41			\$.00	\$.00	\$.00 B	BROKER		88	S .00	ļ
04/27/2010 29 AC	29 ACTUAL	94.5	62	Ņ	341	\$36.38	\$.00 05	05/13/2010	\$16.75	\$135.00 04/05/2010	8 \$			8.00		\$1,184.92
•		q.	o.	Ģ	c	\$64.65	\$3.96		\$.00	\$.00	\$.00 B	BROKER		S.00	\$.00	Ţ
03/29/2010 32 Sh	32 SYSTEM ES	88.3	1.1	e.	779	\$38.30	\$.00 D4	04/16/2010	\$16.19	\$135.00 03/06/2010	\$.00			8.8	\$.00 \$1	\$1,202.14
		q	0.	o,	0	\$115.73	\$7.06		\$ 00	\$.00	\$.00 B	BROKER		<u>\$.00</u>		
02/25/2010 28 AC	28 ACTUAL	77.2	17.0	e,	1124	\$49.53	\$.00	03/18/2010	\$14.52	\$135.00 02/06/2010	\$.00			5.00		\$1,156.92
		q	a	q	•	\$177.25	\$10.82		S.00	\$.00	\$.00 B	BROKER		\$.00	5 .00	
01/28/2010 31 51	31 SYSTEM ES'	60.2	18.0	9	1219	\$50.84	\$.00	02/17/2010	\$12.70	\$125.00 01/06/2010	\$.00			\$.00	\$.00 \$1	\$1,060.62
		o,	Q.	¢,	0	\$187.67			\$.00	\$.00	1	BROKER		\$:00	\$.00	
12/28/2009 33 A(33 ACTUAL	42.2	17.8	ŝ	1072	\$49.71		01/14/2010	\$10.80	\$83.00 12/07/2009	\$.00			\$.00		5934.41
		٩	q	9	٥	\$185.59	\$11,33		\$.00	\$.00		BROKER		8.8	3.00	
11/25/2009 30 SY	30 SYSTEM ES	24.4	8.7	2	499	\$28.95		12/16/2009	\$9:56	\$83.00 11/05/2009	\$.00			\$.00	\$.00.3	\$771.31
ļ		0.	0.	q	a	\$69.85			\$.00	\$.00		BROKER		\$.00	\$.00	
10/26/2009 28 A(28 ACTUAL	17.7	6.0	7	457	\$29.26	\$.00 11	11/12/2009	\$6.83	\$83.00 10/06/2009	\$	•	AGREEM	\$250.29	\$692.48	\$745.95
		Q	e,	o,	0	\$62.56	53,82		\$.00	\$.00	1	BROKER		\$.00	5.00	
09/28/2009 33 SV	33 SYSTEM ES'	11.7	1.2	o,	20	\$16.30	\$.00 10	10/15/2009	\$5.12	\$105.00 09/08/2009	\$.00	4	AGREEM	\$187.28	\$518.36 \$	\$730.30
		0,	0	0.	0	\$12.51	§.78		\$.00	\$.00	1	BROKER		\$.00	90 S	
08/26/2009 28 A(28 ACTUAL	10.5	2	q	S	\$13.87	\$.00		\$.00	\$.00	\$			\$.00	\$.00	
		o,	Q,	ą	٥	\$2.09	5.13		\$.00	\$.00	\$.00 B	BROKER		\$,00	5.00	Γ
	33 SYSTEM ES	10.8	e	0	27- -	\$-15,32	\$.00		\$.00	\$.00	\$.00			S .00	\$.00	
07/29/2009 33 51	33 SYSTEM ES'	10.3	ŋ	Q.	ន	\$14.11		09/14/2009	\$4.06	\$105.00 06/05/2009	\$.00	×	AGREEM	\$191.42	\$430.96	\$801.37
0		o;	o.	o,	0	\$-7.65	\$-47		\$.00	\$.00	8 00 3	BROKER		\$.00	60.8	
		Ċ,	0'	o.	D	\$2.88	\$.18		\$.00	\$.00	\$.00 B	BROKER		\$.00	2°00	
07/29/2009 33 \$1	33 SYSTEM ES'	10.8	ø	9	ន	\$15.32		08/18/2009	\$2.81	\$.00			AGREEM	S181.45	\$363.46	\$892.34
ł		0	0	Q	o	\$7.66			\$.00	\$.00		BROKER	ļ	1	\$.00	
06/26/2009 28 A(28 ACTUAL	10.0	ß	ą	79	\$14.99		07/15/2009	\$.00	\$105.00 06/11/2009			AGREEM	\$179.20	\$179.20 \$	\$866.55
		Ģ	o,	o,	۵	\$5.74	\$.35		\$:00	\$.00		BROKER		\$.00	\$.00	
06/10/2009 0		o,	Q	Q,	0	\$.00	\$,00		\$.00	\$.00	\$234.25	25		8.00	\$.00	

DOMINION EAST OHIO

Statement of Account

			<u>ir</u> N				Account Number	lber			For Que	For Questions Call (800)-362-7557	1001-362-7	<u>'557</u>		
Address		9 BLUEBERRY LN SW	N SW				Meter Number	nber <u>7210</u>	a	Hearing Impaired Customers Call TDD (800)-633-8903	i Customer	s Call TDD (§	<u>300)-633-5</u>	5003		
																[
read Bill Date Days	AVG Read Meter Daily Source reading Usage Usage	Meter Eading U	SAGE US		DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHRGE	PMT AMOUNT PMT DATE	ADJ	ADJUST	PLAN PLAN DESC AMT DUE	NAN IT DUE A	TOTAL PLAN ACCT E AMT DUE BALANCE	ACCT
06/10/2009 0		q	a,	0	0	S.00	\$.00		\$,00	\$.00	\$342.29	UTG		\$.00	\$0 \$	T
		Ģ	¢,	Q,	0	\$.00	\$.00		\$.00	\$.00	\$192.80	UTG	ļ	\$.00	8.8	T
		ą	a.	0	0	\$.00	8:00		\$:00	\$.00	\$122.36	UTG		\$.00	8.00	Τ
		ą	o.	Q	0	\$.00	\$.00		\$.00	\$.00	\$51.33	UTG		\$.00	8	
06/10/2009 0		q	o,	O,	0	\$.00	5.00		\$.00	\$.00	\$-234.25	BUD		\$.00	200	
		ą	o;	e,	9	\$.00	\$.00		\$.00	\$.00	\$-342.29	BUD		\$.00	00,5	
		q	o,	0	0	\$.00	\$.00		\$.00	\$.00	\$-192.80	ana		\$.00	\$.00	Τ
		q	a.	0.	0	\$.00	\$:00		\$.00	\$.00	\$-122.36	BUD		\$.00	5.00	1
		o.	0'	o.	0	\$.00	5.00		\$.00	\$.00	\$-51.33	BUD		2:00	5.00	
05/29/2009 31 5	31 SYSTEM ES	9.4	3.1	۲.	219	\$21.65	\$.00	06/18/2009	\$4.76	\$105.00 05/14/2009	\$.00	ne	BUDGET \$	\$212.00		\$950.82
		q	0,	O.	0	\$29.68	\$1.81		\$,00	\$.00	2.00	BROKER		\$.00	\$.00]
04/28/2009 29 /	29 ACTUAL	ខ្ល	9.6	с .	519	\$40.88	\$.00	05/15/2009	E0'E\$	\$128.00 04/06/2009	\$.00	BU	BUDGET S			\$999.73
		o,	о.	٩	•	\$81.48	\$4.97		\$.00	2.00	\$ 00	BROKER		\$.00	\$.00	
	0 ACTUAL	q	٩	Q	ò	s.00	\$.00		\$.00	\$.00	\$.00			\$.00	\$.00	}
	0 ACTUAL	661.3	q	0.	0	\$.00	\$.00		\$.00	\$.00	\$.00			\$.00	\$.00	
32 8 03/30/2008	32 SYSTEM ES'	658.0	1D.1	£.	857	\$42.32	\$.00	04/17/2009	\$.00	\$65.00 03/09/2009	5.00	08	BUDGET \$	\$193.00	5321.00 \$1	\$1,002.34
		o,	o,	D,	0	\$150.48	\$9.18		\$:00	\$.00	\$.00	BROKER		\$.00	\$.00	
02/26/2009 28 /	28 ACTUAL	647.9	18.5	7.	1057	\$66.65	\$.00	03/17/2009	\$.DO	\$65.00 02/05/2009	\$.00	BU	BUDGET	\$193.00	\$193.00	\$874.54
		e,	o,	0.	0	\$275.64	\$16.82		\$.00	\$.00	\$.00	BROKER		\$.00	\$.00	Γ
01/29/2009 34 5	34 SYSTEM ES	629.4	20.6	9	1452	\$66.18	\$.00	02/18/2009	\$.00	\$85.00 01/03/2009	\$.00	B	BUDGET	\$85.00	\$65.00	\$597.25
		ą	0.	q	•	\$306.92	\$18.73		\$.00	\$.00	8.00	BROKER		\$.00	\$.00	
1	0 ACTUAL	615.5	q,	0.	0	\$.00	\$.00		\$.00	\$.00	\$.00			\$.00	\$.00	[
12/26/2008 32/	32 ACTUAL	608.8	22.5	7	1143	\$71.09	\$.00	01/14/2009	\$.00	\$85.00 12/08/2008	\$.00	Da	BUDGET	\$85.00	\$65.00	\$309.15
		¢,	o.	0	0	\$359.20	\$21.92		\$.00	\$.00	\$.00	BROKER		\$.00	8.00	
11/24/2008 31 5	31 SYSTEM ES	586.3	9.0	E.	730	\$36.09	\$.00	12/16/2008	\$.00	\$85.00 11/07/2008	\$.00	80	BUDGET	\$85.00	\$65.00	\$-36.14
		Q	0.	0	0	\$143.68	\$8.77		\$.00	\$.00	\$.00	BROKER		\$.00	\$.00	
10/24/2008 29 /	29 ACTUAL	577.3	5.8	2	330	\$26.84	\$.00	11/11/2008	\$.00	\$105.00 10/07/2008	803 8	na	BUDGET	\$85.00	\$65.00 \$	\$-130.91
		Q	0	Q.	0	\$80.47	\$3.69		\$.00	\$.00	\$.00	BROKER		\$.00	5.00	
09/25/2008 30 5	30 SYSTEM ES	571.5	11	a,	76	58.83	\$.00	10/15/2008	\$.00	\$105.00 09/09/2008	\$.00	3	BUDGET	\$85.00		\$-113.22
		9	Q.	o,	Þ	\$12.52	5.76		\$.00	\$.00	\$.00	BROKER		\$.00	5.00	
08/26/2008 61 /	61 ACTUAL	570.4	¢?	9	15	\$13.73	\$.00	09/11/2008	\$.00	\$105.00 08/05/2008	\$.00	DB.	BUDGET	\$105.00	\$105.00	\$-29.62
		O.	Q	9	0	\$9.65	5:59		\$.00	\$.00	\$.00	BROKER		\$.00	\$.00	
07/28/2008 -32 S	-32 SYSTEM ES'	570.5	6,-	a.	7	\$-8.32	\$.00		\$.00	\$:00	\$,00			\$.00	\$.00	T
0		q	q	a	0	\$-11.49	\$70		00 \$	500	¥ 00	DOVED				T

DOMINION EAST OHIO

Statement of Account

		<u> </u>			81						
			ACCT		\$71.81				HARGE	TNUOM	
			PLAN PLAN TOTAL PLAN PLAN ACCT DESC AMT DUE BALANCE		\$105.00	\$.00			NSC - INSUFFICIENT FUNDS CHARGE	NSA - INSUFFICIENT FUNDS AMOUNT	
22	03		LAN DUR A		\$105.00	\$.00	7.13		FICIENT		ACTS
362-75	<u>633-89</u>		A A A A A A A A				\$107.13		INSUF	NSUF	CNT - CONTRACTS
-1008) I	D (800)-		PLA		BUDGE		IGES:		NSC -	- VSN	- IND
ions Cal	Call TD		ADJUST		\$.00 CANCEL BUDGET	\$.00 BROKER	т снағ				
For Questions Call (800)-362-7557	Hearing Impaired Customers Call TDD (800)-633-8903		Ą		\$.00	\$.00 E	LATE PAYMENT CHARGES:				
ш.	aired Cu		ATE		800		LATE		NST	HARGE	
	dul Su		PMTD		07/08/2			~	OFCO	ONOL	F
	Heari		PMT AMOUNT PMT DATE		\$105.00 07/08/2008	\$.00	2,672.00	\$-706.43	CIA - CONT IN AID OF CONST	RCC - RECONNECTION CHARGE	DSCNT - DISCOUNT
			LATE PMT CHRGE	-	\$.00	\$.00	PAYMENTS: \$2,672.00		CIA - CO	RCC - RI	DSCNT -
	7210		DUE DATE C		908		AYMEN	ADJUSTMENTS:			
አ	er		68		08/15/2008			ADJ		CHRGE	
Numb	Meter Number			:			ş	8	OSITS	E PMT (۲I
Account Number	Meter		SALES/ STATE TAX		\$ 00	\$.70	\$143.45	UNTS: \$3,114.30	DEP - DEPOSITS	LPC - LATE PMT CHRGE	עופ - עווגדע
			A'S IS I				TAXES:	TS:		_	5
				:			TAX	AMOUI		۶	(ווחדץ
			BILL		\$8.32	\$11.49		BILL AMO	Ģ	SNUTILLING	(NONU
			EGREE		-	0	189.5	12278	DEF - DOLLAR ENERGY FUND	LPN - LATE PMT CHRGE (NOWUTELITY)	NSN - INSUFFICIENT FUNDS (NONUTILITY)
			AVG DARY DEGREE USAGE DAYS	Ī	o,	o,		-	AR ENE	PMT CI	FFICIEN
¦د_	<u>NS N</u>		≪ QSU SO SO SO SO SO SO SO SO SO SO SO SO SO		σ	0.	USAGE:	DAYS:	- DOLL	·LATE	NSNI-1
PAUL	RRY LN		R NG USJ		570.5	۹,	ິລ	DEGREE DAYS:	Ц Ц Ц Ц Ц	NA_	úSN N
10,12	UEBEI		METE READI					ŨŨ		F	
Name <u>MAHOLTZ, PAUL J</u>	<u>9 Bi</u>		AVG READ METER DALY DEGRE SOURCE READING USAGE USAGE DAYS	•	32 SYSTEM ES					SEMEN	
Name	Address <u>9 BLUEBERRY LN SW</u>		BILL DAYS SC		32 SY	0			T PLAN	(ED AG	ار
	ব	DETAILS	READ BI DATE DA	l	07/28/2008		TOTALS		BUD - BUDGET PLAN	DFA - DEFERRED AGREEMENT	INT - INTEREST
		DE	2 	i	82120		2		- dna	DFA.	INT -

DEO EXHIBIT 1.2

BILLING STATEMENTS June 29, 2009 through June 2, 2010

PAUL J MAHOLTZ JR

9 BLUEBERRY LN SW WARREN OH 44485-4205

i

Account Number Date Prepared June 29, 2009

Next Meter Reading 08/26 - 08/31/2009

For questions about Dominion East Ohio charges cell 1-800-362-7557, Avoid an estimate-enter a read between 07/29 & 5 p.m. on 07/31/2009 at www.dom.com.

Cred te And Charges Since Your Last Bill		Monthly Usage Comparison
Balance from last bill	\$950.82	Average Daily Temperature 2008 2009
Payment on Jun 11, 2009 - Thank You	105.00 CR	t.Di (Interprintid) i della esta esta esta esta esta esta esta est
Balance	\$845,82	Gas Use in MCF
Current Charges		
Dominion East Ohio Distribution Charges		21
Basic Monthly Charge	\$12.80	
Usage-Based Charges		14
.6_MCF@_\$2,5500	1.53	
Gross Receipts Tax	.66 \$14.99	
Total Dominion East Ohio Charges For questions about Dominion East Ohio charges, call	\$14.8 8	
us at 1-800-362-7557.		Jun Jul Aug Sep Cicl Nov Dec Jen Feb Mar Apr May Jun
		Juna Jun Aug sep (Jot Here det Jahr res met her met stan 2005
I G S ENERGY Charges	\$5.39	Average monthly use: 0 8.5 MCF.
Gas Cost .6 MCF @ \$8.99	30.39 .35	Total annual use: D 101.7 MCF.
Sales Tax Total I G S ENERGY Charges	.55 \$5.74	d
For questions about gas supply costs, contact I G S	40. C 4	Elling Penad And Meter Readings
ENERGY at 1-800-280-4474 or 5020 Bradenton Ave.		Date Read Type Reading Vitterence
Dublin, OH 43017 or www.igsenergy.com.		Meter Number 7210
Total Current Charges	\$20.73	
Total Account Balance	\$866.55	
YOU ARE ON A CURRENT PLUS (\$158.47) PAY	MENT PLAN.	MCF Used in 28 Days .5
I OR FUSE ALL CARDENESS FOR MINERAL FUEL		
	المحمدية المحمد منافقة بمرجوع ومحمد والمحمد	
Please Pay Plan Amount of \$179.20 by Jul 15, 2009	to Avoid Late Payme	ent Charge of 1.5% per month.
	Special Payment	
	abanut alumur	
		tened the plan to help you nay off your halance and
Thank you for participating in our special pa	yment plan. we det	signed the plan to help you pay off your balance and
to keep you current with new bills. The due	date and the amour	it you owe appear each month on the payment stub below.
To remain on the plan and to avoid a shut-o	ff notice, please be	sure to pay the correct amount by the due date. If you have
any questions, please call toil free 1-800-95	0-7989.	
To participate in the Energy Choic	ce program and/or	remain on any payment plan, you must
pay the s	amount due on tim	e each month.
Plasse detach and return this coupon with a check made payab	te to Dominion East One	
PLEASE PAY BY Jul 15, 2009 Account No.		Hemoving Yourself from Customer Listing
	1	We are required to include your name, address and
		usage information on a list of eligible customers that
\$179.20		is made available to other retail natural gas suppliers i or governmental aggregators. If you do not wish to
Blop Americat	nt Enclosed	ha included on this list please call Dominicit East [
Plan Amount Amou		Louis at C.900.382-7557 or write us at P.O. Box 1
		I pages Richmond, VA 23261-6666, or complete the I
73		appropriate form on the www.dom.com web site.
		-
		DOMINION EAST OHIO
PAUL J MAHOLTZ JR		PO BOX 26785
9 BLUEBERRY LN SW WARREN OH 44485-4205		RICHMOND VA 23261-6785
		فالمراجبة والمراجبة والمراجبة والمروان والمروان والمراجبة والمراجبة والمراجبة والمراجبة
U a 1 b 1 d a Dùr La Con U Brr (b à da Con U bhaid a Bhail a Bh		
)		in the second
	• • •	
-		

Explanation of Billing Terms (The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. CR - Credit

Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your mater is read or you may enter your own mater reading online at www.dom.com.

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio,

Gross Receipts Tax - Ohio tax levied on public utilities.

÷

.

investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's freudulent or damaging practice related to gas service,

Tenerou to year out vice, Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generaled. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount. MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter tast certained at the customer's request.

Meter Test Fee - Fee charged for a meter test performed at the customer's request. Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided. Monthly Service Charge - Covers such costs as the maintenance of the gas mater, meter reading, billing and record keeping. Monthly Service Charge - Covers such costs as the maintenance of the gas mater, meter reading, billing and record keeping. Monthly Service Charge - Covers such costs as the maintenance of the gas mater, meter reading, billing and record keeping. Monthly Variable Rate (MVR) - Cost of natural gas for outcomers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominican East Chice assigns a participating supplier to provide gas supply at that supplier's prevailing rate. Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment. Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment. Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment. Reset Read - Adjusted meter reading that establishes due or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected functs chosed exerumed reuthorized as payment.

insufficient or uncollected funds, closed account, revolved authorization or stop payment. Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East

Standard Choice Oner (SCO) - Cost of acquiring natural gas for sale to changy Choice eagore Costantias by a particulating opposition of acquiring natural gas for sale to changes who pumhase gas from Dominion East Ohio. Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to chalomers who pumhase gas from Dominion East Ohio. Transportation Changes / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

. . .

. . . .

PAUL J MAHOLTZ JR **9 BLUEBERRY LN SW** WARREN OH 44485-4205 lalar halada historia hala halar halar hali hara hali hara halar

PAUL J MAHOLTZ JR

.9 BLUEBERRY LN SW WARREN OH 44485-4205

Summary of Payment Due		
Current Plan Amount Past Due Plan Amount Total Payment Due by August 18, 200	184.26 179.20 9 \$363.46	**** THIS IS A SHUT-OFF NOTICE ****

YOU ARE ON A CURRENT PLUS PAYMENT PLAN.

YOUR ACCOUNT IS PAST DUE, Unless Dominion East Ohio receives your past due payment of \$179.20 in full by August 18, 2009, the company can shut off your gas service. Partial payment will not protect you from stutoff unless you arrange one of the following payment plans with us in advance, if eligible;

Current Plus - You pay your current charges, and make one of up to six equal payments of the past-due emount, each month.

Percentage of Income Payment Plan (PIPP) - Income-eligible customers pay 10% of their monthly gross household income. Cell the Ohlo Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

One-Third Option - Between November 1 and April 15, customers can pay one third of their total bill to avoid a shutoff of service.

If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33,00. Also, you will be billed for a security deposit of \$137,00 in three equal monthly installments or you need to have a creditworthy guarantor.

Payment Methods. Pay your over-due balance through Bill/latrix day or night with an electronic check, ATM/debit cand with a Pulse; Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience lee of \$3.95 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visk www.dom.com or call Dominion East Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$0.88 for each transaction.

Energy Assistance, If you meet income requirements, you might qualify for financial aid or weatherization services. To loam more, call the Ohio Department of Development, Office of Community Services, at 1-800-282-0880 or contact us.

Medical Certificate. A medical certification delays a shuloff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment errangements. It does not reduce the amount you owe. You can get a medical-certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. You can apply by phone, provided that Dominion-East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore cervice. Be sure to give your health care provider permittation to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

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

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 Aug 18, 2009	Account No.
\$363.46	
Plan Amount	Amount Enclosed
13	

PAUL J MAHOLTZ JR **9 BLUEBERRY LN SW** WARREN OH 44485-4205

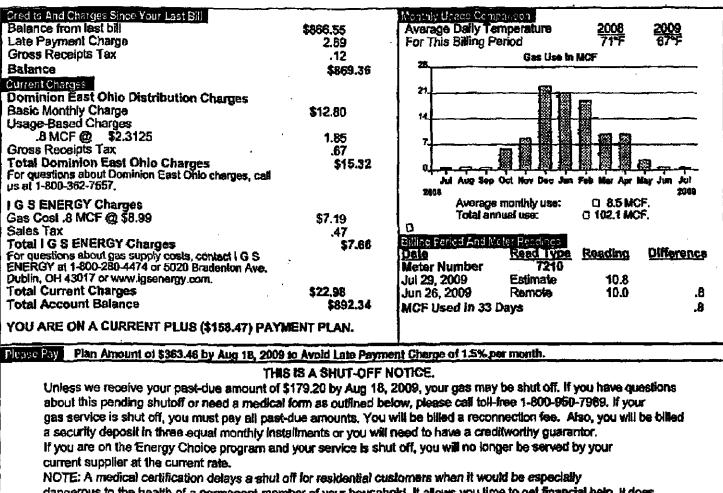
Removing Yourself from Customer Listing We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please call Dominion East Ohio at 1-800-362-7557 or write us at P.O. Box 26666, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

> DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

> Ladaha Haasha kallar an Mallan hasel hate da kala hada da haral h

9 BLUEBERRY LN SW WARREN OH 44485-4205

Account Number	Date Prepared	Next Meter Reading	For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 08/27 & 5 p.m. on 08/31/2009 at www.dom.com.
1	July 31, 2009	08/26 - 08/31/2009	B200306-0008, S 1930 DStagen Oox1, P o but on one 1500s St waaroour four



dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe, A ficensed medical professional must sign the form.

Explanation of Billing Terms (The following items will not appear on every bill.)

Cancel Blilling - A credit issued to the account when a correction is needed on past charges. CR - Credil Estimated Gas Bill - During the months we don't need your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may onler your own meter reading online at www.dom.com. Gas Cost - The price charged to cover the cost of natural gas. Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio. Gross Receipts Tax - Ohio tax levied on public utilities. Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the oustomer's fraudulant or damaging practice related to gas service. Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount. MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

Monthly Variable Rate (MVR) - Cost of netural gas for customers whose Energy Choice or opt-in governmental aggregation contract her expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Lonninon cast onto assignts a participating supplier to provide gas supply at that suppliers prevaling rate. Reconnection Fee - Fee charged to reconnect service at a service address following a shufoli for nonpayment. Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment. Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any teason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment.

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. Standard Choice Offer (SCO) - Cost of acquiring natural ges for sale to Energy Choice aligible customers by a perticipating suppliar assigned by Dominion East Ohio to provide gas supply at this regulated rate.

Cho to provide gas opping at the regulation rate. Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio. . Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the mater, including all applicable riders and tipes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not be including all the rate. include the cost of the gas.

PAUL J MAHOLTZ JR **9 BLUEBERRY LN SW** WARREN OH 44485-4205 المامية والمجاج المربق بالمراج والمهارية وماريك والمحاج المحاج المامة

9 BLUEBERRY LN SW WARREN OH 44485-4205

Current Plan Amount Past Due Plan Amount Total Payment Due by September 14, 2009	172.50 258.46 \$430.96	**** THIS IS A SHUT-OFF NOTICE ****
--	-------------------------------------	-------------------------------------

YOU ARE ON A CURRENT PLUS PAYMENT PLAN.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past this payment of \$258,45 in full by Beptember 14, 2009, the company can shull off your gas pervice. Partial payment will not protect you from shuloff unless you arrange one of the following payment plans with us in advance, if eigible:

Current Plus - You pay your current charges, and make one of up to six equal payments of the post-due amount, each month.

Percentage of Income Payment Plan (PIPP) - Income-eligible customers pay 10% of their monitily gross household income. Call the Ohio Department of Development at 1-800-282-0680 for an application or for the location of the nearest Community Action Agency.

One-Third Option - Between November 1 and April 15, customers can pay one third of their total bill to avoid a studoff of service.

If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$156.00 in three equal monthly installments or you need to have a creditivoritry guarantor.

Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit-card with a Pulse. Star, NVCE or Accel logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$3.95 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohio at the number in the top right comer of this bill. Authorized payment agents charge a service fee of \$0.88 for each transaction.

Energy Assistance. If you meet income requirements, you might qualify for financial and or waatherization services. To learn more, call the Ohio Department of Development, Office of Community Services, at 1-800-282-0880 or context us.

Medical Certificate. A medical calification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It slives you time to get financial help or make payment arrangements. It does not reduce the amount you owe. You can get a medical certification form by celling 1-800-950-7989. A ficensed medical professional must sign the form. You can apply by phone, provided that Dominion East Ohio sectives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health-care provider permission to release your medical information to us.

Failure to pay all changes for non-regulated Dominion Products & Services may result in termination of your contract.

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

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 Sep 14, 2009	Account No.
\$430.96	
Plan Amount	Amount Enclosed

13

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205 Jand Jandshalladad Janda Jahlima Jahlima Jahli

. . .

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 1-800-362-7557 or while us at P.D. Box 26656, Richmond, VA 23261-8666, or complete the appropriate form on the www.dom.com web site.

DOMINION EAST OHIO PO BOX 26785 RICHMONO VA 23261-8785

المحارف الالمنصاف والمراجر الم

•

a second second

. 1

والمرفقة والمستني والمروق

9 BLUEBERRY LN SW WARREN OH 44485-4205

count Number	Date Prepared August 27, 2009	Next Meter Reading 10/26 - 10/29/2009	For question estimate ont	s about Dominion East Chio charges call 1-800-362-7557. An ar a read between 09/28 & 5 p.m. on 09/30/2009 at www.dom.c
mmary of Payme	nt Due			(See Next Page for Usage Comparison and Mater Readings
ment Plan Am	ount		172.50	
si Due Plan A			258.46	
tai Payment L	ue by September	14, 2009	\$430.96	
			:	
ase Pay <mark>Plen</mark>	Amount of \$430.96 b		HUT-OFF N	it Charge of 1.5% per month.
Unless we	receive your pest-d	lus amount of \$258.46	by Sep 14, 2	009, your gas may be shut off. If you have questions
about this	pending shutoff or I	need a medical form as	outlined bel	ow, please call toll-free 1-800-950-7989. If your
gas servio	e is shut off, you mu	ust pay all past-due am	ounts, You w	ill be billed a reconnection fee. Also, you will be billed
a security	deposit in three equ	al monthly installment	s or you will n	eed to have a creditworthy guarantor.
	on the Energy Choic oplier at the current		ervice is shul	off, you will no longer be served by your
			sidential cus	lomens when it would be especially
den gerous	to the health of a p	emanent member of y	our househo	td. It allows you time to get financial help. It does
nol reduce	i ine amount you ov	ve. A licensed medical	protessional	nust sign me ionn.

13

.. .

.

1

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205 Islandshila Islandshila Islandshillessol Islandshila

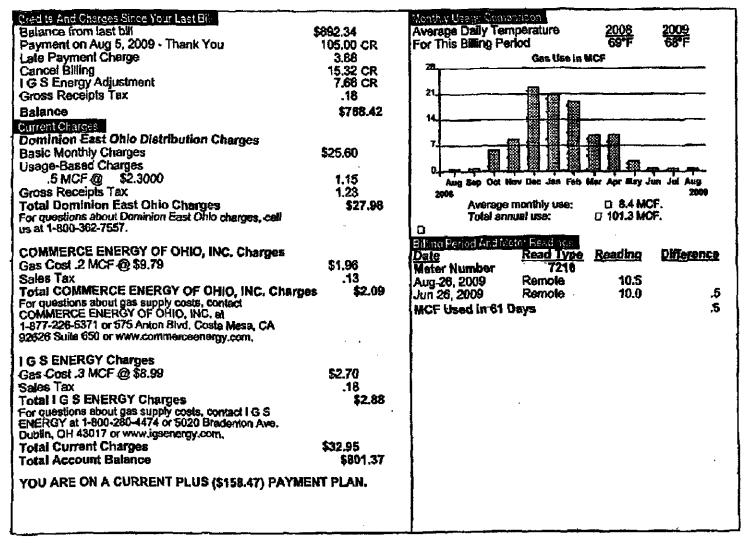
-- - -

PAUL J MAHOLTZ JR

9 BLUEBERRY LN SW WARREN OH 44485-4205

B

WARKEN OF 4	******		The second start Deviction Fast Ohis shows and 4.000.9267 Avail on
Account Number	Date Prepared	Next Meter Reading	For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an
	August 27, 2009	10/26 - 10/29/2009	estimate-enter a read between 09/28 & 5 p.m. on 09/S0/2009 at www.dom.com.



.

Explanation of Billing Terms (The following items will not appear on every bill.)

	Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges.
	CR - Credit
	Estimated Gas Bill - During the months we don't read your metar, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be
	ventiled when your meter is read or you may enter your own meter reading online at www.dom.com.
1	Gas Cost - The price charged to cover the cost of natural data.
	Gas Usage Charge - Covers expenses, including SSO gas cost and transpontation charges, involved in providing gas services to customers who purchase gas from
1	
Í	Gross Receipts Tax - Ohio lax levied on public utilities,
1	Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's inactulent or damaging practice
ł	reigned ro dise service.
1	Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due belances if the required payment is not paid in full by the time the next
ł	Dill is seneralise. For Yayment Man and Suchat customers, the LPC angles new in the host due day amount
l	NUL - AD BIDDIEVISION IOF IDE SIBUGAID MEASure of Das meaning 1.000 Cubic Feel
ł	Meter Test Fee - Fee charged for a meter test performed at the customer's sourcest
ł	Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.
1	Manthis Carsting Chama Frank and a maintenant of the and material and an and the set

Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping. Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping. Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's provaing rate. Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment. Reserved meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment. Return ad Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or unontacted index around item tendered or authorized as payment of

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, incurcing insufficient or uncollected funds, closed account, revoked authorization or stop payment. Security Deposit Installment - One-third of the total security deposits are billed to customers in three equal montify installments. Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate. Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio. Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the mater, including all applicable riders and leves. All oustomers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. There charges do not include the cost of the cast. include the cost of the gas.

- ----

PAUL J MAHOLTZ JR **9 BLUEBERRY LN SW** WARREN OH 44485-4285

PAUL J MAHOLTZ JR

Account Number Date Prepared

9 BLUEBERRY LN SW WARREN OH 44485-4205

September 30, 2009 10/28 - 10/29	1/2009 estimate-er	tter a read between 10/27 & 5 p.m. on 10/28/2009 at www.dom.com.
Summary of Payment Due Current Plan Amount Past Due Plan Amount Total Payment Due by October 16, 2009	192.40 325.96 \$518.36	**** THIS IS A SHUT-OFF NOTICE ****
YOU ARE ON A CURRENT PLUS PAYMENT PLE	AN.	
YOUR ADCOUNT IS PAST DUE. Unless Dominion East Ohio n gas service. Partial payment will not protect you from shutoff un	woelves your past due pa liess you arrange one of i	yment of \$325.95 in full by October 16, 2009, the company can shul off your the following payment plans with us in advance, if sligible:
Current Plus - You pay your current charges, and make one of	up to six equal payments	of the past-due smount, each month.
Percentage of Income Payment Plan (PIPP) - Income-eligible Development at 1-800-282-0880 for an application or for the loca	customers pay 10% of th ation of the nearest Com	eir monthly gross household income. Call the Ohio Department of munity Action Agency.
One-Third Option -Between November 1 and April 15, custome	ers can payrona third of t	heir totel bill to avoid a shuloff of sarvice.
if the company shuts off your gas service for nonpayment, ; \$33.00. Also, you will be billed for a security deposit of \$150	you musi pay your past 5.60 in three equal mont	due amount(s) or plan arears. You will be tilled a reconnection fee of his installments or you need to have a creditworthy guarantor.
Visa, MasterCard, or Discover credit card. Contact BillMatrix by	phone at 1-800-573-115 uthorized payment center	ectronic check, ATM/debit card with a Pulsa, Star, NYCE or Accellingo or a 3 or online through www.dom.com. BillMatrix charges a convenience fee of . For the payment location nearest you, visit www.dom.com or call Dominion arge a service fee of \$0.88 for each transaction.
Energy Assistance. If you meet income requirements, you mig Development, Office of Community Services, at 1-800-282-0880	ht quality for financial aid) or contact us.	or weatherization services. To learn more, call the Ohio Department of
you time to get financial help or make payment arrangements. It 1-600-950-7989. A licensed medical professional must sign the	it doas not reduce the sm form. You can apply by	iangerous to the health of a permanent member of your household. It allows ound you owe. You can get a medical certification form by celling phone, provided that Dominion East Ohlo receives the written natification ervice. Be sure to give your health care provider permission to release your
Failure to pay all charges for non-regulated Dominion Products (5. Services may result in (lemination of your contract.
tf you have made your payment, please accept our thanks and d	jisregard this notice.	

Next Meter Reading For questions about Dominion East Ohio charges cell 1-800-362-7557. Avoid an

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

PLEASE PAY BY Oct 16, 2009	Account No.
\$518.36	
Plan Amount	Amount Enclosed

13

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205 Inter Interior Indentified at the Interior Interiore Interior Interior Interior Interior Inte

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 is made available to dirier retail induces gas suppliers or governmental aggregators. If you do not wish to be included on this list, please call Dominion East Ohio at 1-800-362-7557 or write us at P.O. Box 26666, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

> DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 28261-6765 البيدا باباديا والمادا وباستا ليورا وبلا بالمربور البزية وباليها بالباريا

- -----

-

•9 BLUEPERRY LN SW WARREN OH 44485-4205

Account Number	Date Prepared September 30, 2009	For questions about Dominion East Ohio charges call 1-800-362-7557, Avoid an astimate-enter a read between 10/27 & 5 p.m. on 10/29/2009 at www.dom.com.

Summary of Payment Due	[[See Next Page for Usage Comparison and Meter Readings]			
Current Plan Amount 192.4	0			
Past Due Plan Amount 325.8				
Total Payment Due by October 16, 2009 \$518.3	6			
·				
· · · · · · · · · · · · · · · · · · ·				
Plan Amount of \$518.36 by Oct 16, 2009 to Avoid Late P	ayment Charge of 1.5% per month.			
THIS IS A SHUT-C				
Unless we receive your past-due amount of \$325.96 by Oc	16, 2009, your gas may be shut off. If you have questions			
about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your				
gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed				
a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor.				
If you are on the Energy Choice program and your service is shut off, you will no longer be served by your				
current supplier at the current rate. NOTE: A medical certification delays a shut off for residential customers when it would be especially				
dangerous to the health of a permanent member of your ho	usehold it allows you time to get financial help. It does			
not reduce the amount you owe. A ticensed medical profes				

13

.

PAUL J MAHOLTZ JR 8 BLUEBERRY LN SW WARREN OH 44485-4205 1 Intel Martin (Intel (Intel Martin Intel Martin Int

والمراجعة والمراجعة

Page 3 of 4

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-onter a read between 10/27 & 5 p.m. on 10/29/2009 at www.dom.com.

.........

• •

9 BLUEBERRY LN SW WARREN OH 44485-4205

ļ

13

• • •

Account Number Date Prepared Next Meter Read September 30, 2009 10/26 - 10/29/200	Ing estimate on	ns about Dominion East Ohio charges ter a read between 10/27 & 5 p.m. on	s call 1-800-3 10/29/2009 a	62-7557. Avoid a t www.dom.com.
Credits And Charges Since Your Lest B.H. Balance from last bill Payment on Sep 8, 2009 - Thank You Lale Payment Charge Gross Receipts Tax Balance Current Charges	\$801.37 106.00 CR 4.89 .23 \$701.49	Average Daily Temperature For This Billing Period Gas Use In I 21	2008 64°F NGF	2009 64*F
Dominion East Ohio Distribution Charges	\$12.80 2.78 .72 \$16.30	14 7 Sep Oct Nov Dec Jan Feb Mar 2008 Average monthly use: Total annual use:	Apr May Jun . □ 8.5 MA	2009 CF.
COMMERCE ENERGY OF OHIO, INC. Charges Gas Cost 1.2 MCF @ \$9.79 Sales Tax Total COMMERCE ENERGY OF OHIO, INC. Charges For questions about gas supply costs, contact COMMERCE ENERGY OF OHIO, INC. (acct# 200479) at 1-877-226-5371 or 575 Anion Bivd. Costa Mesa, CA 92626 Suite 650 or www.commerceenergy.com. Total Current Charges Total Account Balance	\$11.75 .76 \$12.51 \$28.81 \$730.30	D Silling Fences And Mater Readings Date Read Lype Meter Number 7210 Sep 28, 2009 Estimate Aug 26, 2009 Remote MCF Used in \$3 Days	<u>Reading</u> 11.7 10.5	<u>Difference</u> 1.2 1.2
YOU ARE ON A CURRENT PLUS (\$158.47) PAYMEN	IT PLAN.			

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205 الالمتارك بالملبط المرابط والمرابط والمراجع والمراجع والمراجع والمراجع والمراجع والمراجع والمراجع والمراجع

Page 4 of 4

محمل بيورج مرجم والرابي والواري والمترين الراب

Explanation of Billing Terms (The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. **CR - Credit** Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be

verified when your meter is read or you may enter your own meter reading online at www.dom.com.

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

L

investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's tradulant or demaging practice related to ges service.

Late Payment Charge - A 1,5% late payment charge (LPC) may be imposed on all past-due belances if the required payment is not paid in fall by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Motor Test Fee - Fee charged for a motor tast performed at the customar's request.

Niscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping. Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate,

Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevaiing rate. Reconnection Fee - Fee charged to reconnect service address following a stutoif for non-gyment. Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment. Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment.

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. Standard Choice Offer (\$CO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion-East Ohio to provide gas supply at this regulated rate.

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio. Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to she meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an attempte supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

> PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205

9 BLUEBERRY LN SW WARREN OH 44485-4205

	Uctober 27, 2009	12/24 - 12/30/2009	860003 19-0 000	a a lean genweer lives of a brut oil liveored at www.dour.com.
Semmary of Paynet Current Plan Amo Past Due Plan Am Total Payment D	ount	, 2009	267.12 435.36 \$692.48	**** THIS IS A SHUT-OFF NOTICE ****
YOU ARE ON TH	E CURRENT PLUS	PAYMENT PLAN.		
YOUR ACCOUNT IS I your gas service. Par	PAST DUE, Unless Domi tial payment will not prote	nion East Ohio receives d you from stutoff unles	your past due payr is you arrange one	cent of \$435.36 in full by November 12, 2009, the company can shul off of the following payment plans with us in advance, if aligible:
Budget Plus - Pay a s gas you use.	special budget amount, pl	us one of 12 equal paym	ents of the past-du	e amount. Plan subject to review periodically so that you only pay for the
Current Pius - You pa	iy your current charges, a	nd make one of up to sb	aquel peyments o	f the past-due amount, each month.
	e Payment Plan (PIPP) - 00-282-0880 for an applic			10% of their monthly gross household income. Call the Ohio Department munity Action Agency.
One-Third Winter Has	ating Plan - Pay one-third	of the account balance	if charges include (as used between November 1 and April 15.
K the company shuts \$33.00. Also, you will	off your gas service for be billed for a security	r nonpayment, you mu deposit of \$157.00 in t	st pay your past-d hree equal month	ius amount(s) or plan arrears. You will be billed a resonnection fee of y installments or you need to have a creditarorthy guaranter.
Visa, MasterCard, or D \$3.95 for each transact	Niscover credit card. Cont Non. You may also pay in	act BillMatrix by phone : n person at an authorizat	at 1-800-573-1153 d payment center.	tronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a or online through www.dom.com. DillMatrix charges a convenience fee of For the payment location nearest you, visit www.dom.com or call Dominion ge a service fee of \$0.88 for each transaction.
Energy Assistance, 1 Development, Office o	fyou meet income require f Community Services, at	ments, you might quality 1-800-282-0860 or cont	y for linencial aid or act us.	weatherization services. To learn more, call the Ohio Department of
you time to get financia 1-800-950-7989. A lice	al help or make payment a ensed medical profession (as service is off, return th	arrangements. It does n al must sign the form. Y	ot reduce the amou ou can apply by pt	ngerous to the health of a permanent reember of your household. It allows Int you owe. You can get a medical certification form by-celling kine, provided that Dominion Sast Ohio receives the written extilication vice. Be sure to give your health care provider permission to release your
Feilure to pay sil-charg	es for non-regulated Don	ninion Products & Servic	es may result in ter	mination of your contract.
li you have made your	payment, please accept (our thanks and disregan	l this notice.	

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

Monthly Charge, Usage-Based Charges Change With this bill, customers on the General Sales PLEASE PAY BY Nov 12, 2009 Account No. Service or Energy Choice Transportation Service \$692.48 will see an increased Basic Monthly Charge to With see an increased basic monthly charge to \$15.40, plus epplicable riders, and a related decrease in the base transportation related \$0.27 per MCF for the first 50 MCF per month and \$0.448 per MCF for usage above 50 MCF per month, as approved in Case No. 07-829-GA-A/R by the Public Utilities Commission of Ohio. Plan Amount Amount Enclosed 13 DOMINION EAST OHIO PAUL J MAHOLTZ JR PO BOX 25785 RICHMOND VA 23261-6785 9 BLUEBERRY LN SW WARREN OH 44485-4205

...

A 4 44 494 A

. . .

.....

Next Meter Reading

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an

Account Number Date Prepared

9 BLUEBERRY LN SW WARREN OH 44485-4205

WARKEN UT 44	460-4200			
Account Number	Date Prepared October 27, 2009	Next Meter Reading 12/24 - 12/30/2009	For question estimate-ent	e about Dominion East Ohio charges call 1-800-362-7557. Avoid a ter a read between 11/25 & 5 p.m. on 11/30/2009 at www.dom.com.
Summary of Payme Current Plan Am Past Due Plan A Total Payment D	ount	, 2009	257.12 435.36 \$692.48	(See Next Page for Usage Comparison and Meter Readings)
Pjease Pay Plan	Amount of \$602.49 by	Nov 12 2000 to Avoid		nt Charge of 1.5% per month.
Unless we about this gas servic a security If you are a current su	receive your past-due pending shutoff or ne e is shut off, you must deposit in three equal on the Energy Choice pplier at the current ra	THIS IS A S e amount of \$435.36 ed a medical form as I pay all past-due am I monthly installments program and your set ile.	HUT-OFF N by Nov 12, 2 soutlined bela counts, You w s or you will r ervice is shut	
				Id H allows you lives to get financial halm. It does

.

دى المراجع ماييسيات المتباخين ويتتبعونهما الم

dangerous to the health of a permanent member of your household, it allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

13

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205 Idaidadadad Inda Jakatatat

...

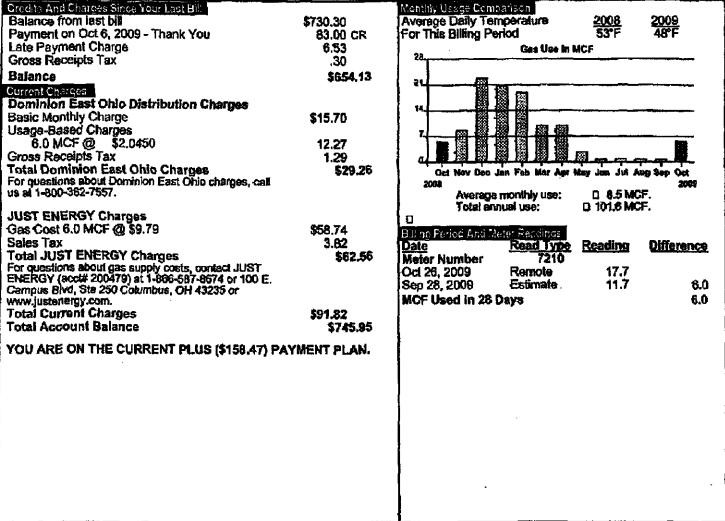
.

.

PAUL J MAHOLTZ JR

9 BLUEBERRY UN SW WARREN OH 44485-4205

Account Number	Date Prepared October 27, 2009	Next Meter Reading 12/24 - 12/30/2009	For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 11/25 & 5 p.m. on 11/30/2009 at www.dom.com.



Ð

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205 Multimitimitikanikalahitanikalihitanika

Explanation of Billing Terms (The following items will not appear on every bit.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges.

CR - Credit

Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own mater reading online at www.dom.com.

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from **Dominion East Ohio.**

Gross Receipts Tax - Ohlo tax levied on public utilities.

Investigation Fee . Fee to be levied in these circumstances where Dominion East Ohio has reasonable proof of the customer's traudulent or damaging practice related to gas servica.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount. MCF - An abpreviation for the standard measure of gas meaning 1,000 Cubic Feel.

Meler Test Fee - Fee charged for a melar test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Service Charge - Covers such costs as the maintenance of the gas metar, malar reading, biting and record keeping. Monthly Variable Rats (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's pravailing rate.

Reconnection Fee - Fee charged to reconnect service at a service address following a sturoff for nonpayment.

Reset Read - Adjusted mater reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment. Reset Read - Adjusted mater reading that establishes the point from which you are responsible for gas use following equipment neplacement or a billing adjustment. Resturned Payment Fee - Fee for each returned item tendered or euthorized as payment on the customer's account and returned for any reason, including

insufficient or uncollected funds, closed account, revoked authorization or stop payment. Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Daminion East.

ocandara Unoice Offer (SOO) - Cost of acquiring natural gas for sale to Energy Unoice eligible costiniers by a periadjular solution of California of California Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio. Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio. Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the mater, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an allemate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205 Account Number Date Prepared

9 BLUEBERRY LN SW WARREN OH 44485-4205

November 30, 2009 12/28 - 12/31	//2009 estimate-e	
Summary of Payment Due Current Gas Amount Past Due Gas Amount Total Payment Due by December 16, 2009	108.36 662.95 \$771.31	**** THIS IS A SHUT-OFF NOTICE ****
You are not currently on a payment plan.		
YOUR ACCOUNT IS PAST DUE. Unless Dominion East Onio r your gas service. Partial payment will not protect you from shuld		ayment of \$662,95 in full by December 16, 2009, the company can shut off ne of the following payment plans with us in advance, if eligible;
Budget Plus - Pay a special budget amount, plus one of 12 equi gas you use.	ual payments of the past-	-due amount. Plan subject to review periodically so that you only pay for the
Current Ptus - You pay your current charges, and make one of	up to six equal payments	s of the past-due amount, each month.
Percentage of income Payment Plan (PIPP) - income-eligible of Development at 1-800-282-0880 for an application or for the le		ay 10% of their monthly gross household income. Call the Ohio Department ommunity Action Agency.
One-Third Winter Heating Plan -Pay one-third of the account t	balance if charges includ	le gas used between November 1 and April 15.

If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$151.00 in three equal monthly installments or you need to have a creditworthy guarantor.

Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$3.95 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohio at the number in the lop right corner of this bill. Authorized payment agents charge a service fee of \$0.88 for each transaction.

Energy Assistance. If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Department of Development, Office of Community Services, at 1-800-282-0880 or contact us.

Medical Certificate. A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the emount you owe. You can get a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. You can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

Next Meter Reading

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

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	Dec 16, 200	9 Account No.	
\$771.31			
Account Balan		Amo	unt Enclosed

13

F

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205 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 1-800-362-7557 or write us at P.O. Box 26666, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an

DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

9 BLUEBERRY LN SW WARREN OH 44485-4205

Account Number Date Prepared Next Meter Re November 30, 2009 12/28 - 12/31/2		ons about Dominion East Ohio charge nter a read between 12/29 & 5 p.m. on	12/31/2009 a	t www.dom.com.
Credits And Charges Since Your Last Bill Balance from last bill Payment on Nov 5, 2009 - Thank You Late Payment Charge	\$745.95 83.00 CR 9.14	Monthly Usage Comparison Average Daily Temperature For This Billing Period Gas Use In	2008 41°F	<u>2009</u> 48°F
Gross Receipts Tax Balance Dominion East Ohio Distribution Charges Basic Monthly Charge Usage-Based Charges 6.7 MCF @ \$1.7880 Gross Receipts Tax Fotal DOMINION EAST OHIO Charges For questions about DOMINION EAST OHIO charges, ball us at 1-800-362-7557. UST ENERGY Charges Gas Cost 6.7 MCF @ \$9.79 Gales Tax Fotal JUST ENERGY Charges For questions about gas supply costs, contact JUST ENERGY (acct# 200479) at 1-866-587-8674 or 100 E. Campus Blvd, Ste 250 Columbus, OH 43235 or www.justenergy.com. Fotal Current Charges Fotal Account Balance	.42 \$672.51 \$15.70 11.98 1.27 \$28.95 \$65.59 4.26 \$69.85 \$69.85 \$98.80 \$771.31	21. 14. 7. Nov Dec Jan Feb Mar Apr May 2009 Average monthly use: Total annual use: 3 3 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1	G 8.3 MC O 99.3 MC	2009 2F.
lease Pay Account Balance of \$771.31 by Dec 16, 20				
THIS Unless we receive your past-due amount of \$ about this pending shutoff or need a medical 4 gas service is shut off, you must pay all past- a security deposit in three equal monthly insta If you are on the Energy Choice program and current supplier at the current rate. NOTE: A medical certification delays a shut o dangerous to the health of a permanent mem not reduce the amount you owe. A licensed m	form as outlined be due amounts. You illments or you will your service is sho ff for residential cu ber of your houset	2009, your gas may be shut off. If slow, please call toll-free 1-800-850 will be billed a reconnection fee. A need to have a creditworthy guara at off, you will no longer be served stomers when it would be especial cold. It allows you time to get finance)-7989. If you Niso, you will Intor. by your Ny	n be billed

13

۲ļ

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205

Explanation of Billing Terms (The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. CR - Credit

Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your mater is read or you may enter your own meter reading online at www.dom.com.

Gas Cost - The price charged to cover the cost of natural gas,

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulant or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided. Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping. Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment. Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment. Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments.

Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate.

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio.

Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable iders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

> PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205 الماسط والمعالية المتعالية والمعالية والمراجع والم

Account Number	Date Prepared December 29, 2009	Next Meter Reading 02/25 - 03/02/2010	For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 01/28 & 5 p.m. on 02/01/2010 at www.dom.com.
Lo.			

Current Gas Amount Past Due Gas Amount Total Payment Due by January 14, 2010	246.10 688.31 \$934.41	**** THIS IS A SHUT-OFF NOTICE ****
--	-------------------------------------	-------------------------------------

You are not currently on a payment plan.

YOUR ACCOUNT (S PAST DUE. Unless Dominion East Ohio receives your past due payment of \$668.31 in full by January 14, 2010, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you arrange one of the following payment plans with us in advance, if eligible:

Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount. Plan subject to review periodically so that you only pay for the das vou use.

Current Plus - You pay your current charges, and make one of up to six equal payments of the past-due emount, each month.

Percentage of Income Payment Plan (PIPP) - Income-eligible residential customers pay 10% of their monthly gross household income. Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

One-Third Winter Heating Plan - Pay one-Ihird of the account balance if charges include gas used between November 1 and April 15.

If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$144.00 in three equal monthly installments or you need to have a creditworthy guarantor.

Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$3,95 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohlo at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$0.88 for each transaction.

Energy Assistance. If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, cell the Ohio Department of Development, Office of Community Services, at 1-800-282-0880 or contact us.

Medical Certificate. A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. You can get a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. You can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

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

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 Jan 14, 201	0 Account No.
\$934.41	
Account Balance	Amount Enclosed

13

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 1-800-362-7557 or write us at P.O. Box 26666, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

Removing Yourself from Customer Listing

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205 DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785 المدابلا بمايرا والمتعادية المتقاصية المعادية والمتعادية والمتعادة المتعادة

	December 29, 2009	Next Meter Reading For que 02/25 - 03/02/2010 estimat	e-enter a read between 01	1/28 & 5 p.m. on	02/01/2010 a	it www.dom.coi
Balance from last Payment on Dec Late Payment Ch	7, 2009 - Thank You arge	\$771.31 83.00 CR 10.32	Monthly Usage Com Average Daily Te For This Billing P	mperature	2008 29°F MCF	<u>2009</u> 32°F
Gross Receipts T	ax	.48	28			
Basic Monthly Ch Usage-Based Cha 17.8 MCF @ Gross Receipts Ta Fotal DOMINION	arges \$1.7876 ax EAST OHIO Charge DOMINION EAST OHI -7557.	\$15.70 31.82 2.19 s \$49.71	2008 Average	Mar Apr May Jun monthly use: nual use:	Jul Aug Sep 10 7.9 MC	2009 DF.
Bas Cost 17.8 MC Sales Tax Fotal JUST ENER For questions about ENERGY (acct# 201	CF @ \$9.79 RGY Charges gas supply costs, cont. 1479) at 1-866-587-867 50 Columbus, OH 4323	4 or 100 E.	D Billing Period And M Date Meter Number Dec 28, 2009 Nov 25, 2009	Read Type 7210 Remote Estimate	<u>Reading</u> 42.2 24.4	Difference
Fotal Current Ch Fotal Account Ba	arges	\$235.30 \$934.41	MCF Used in 33	Days		17.8
lease Pay Accou	nt Balance of \$934.41	by Jan 14, 2010 to Avoid Late	Payment Charge of 1.5	% per month		
about this p gas service a security d If you are o	ending shutoff or nee is shut off, you must eposit in three equal	THIS IS A SHUT-OF amount of \$688.31 by Jan 1 ad a medical form as outlined pay all past-due amounts. Y monthly installments or you program and your service is le.	4, 2010, your gas may below, please call toll- ou will be billed a recon vill need to have a cred	free 1-800-950 nection fee. A litworthy guara	-7989. If you Iso, you will ntor.	1r

dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

13

Explanation of Billing Terms (The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. CR - Credit

Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com.

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, Involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount. MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided. Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate. Reconnection Fee - Fee charged to reconnect service at a service address following a shuloff for nonpayment.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment. Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment,

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate. Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio.

Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

> PAUL J MAHOLTZ JR **9 BLUEBERRY LN SW** WARREN OH 44485-4205 المانية ببراية ببراك أواليا ببالبا برايية والمرابط المجار المرابا

PAUL J MAHOLTZ JR

9 BLUEBERRY LN SW WARREN OH 44485-4205

S

F

Account Number	Date Prepared February 1, 2010	Next Meter Reading 02/25 - 03/02/2010	For quest estimate-	lons about Dominion East Ohio charges call 1-800-362-7557. Avoid an enter a read between 02/26 & 5 p.m. on 03/02/2010 at www.dom.com.
Summary of Payme Current Gas Amo Past Due Gas An Total Payment D	ount		251,21 809.41 ,060.62	**** THIS IS A SHUT-OFF NOTICE ****
You are not curr	ently on a paymen	t plan.		
YOUR ACCOUNT IS your gas service. Par	PAST DUE. Unless Dom tial payment will not prote	tinion East Ohio receives yo act you from shutoff unless	our past due (you arrange (payment of \$809.41 in full by February 17, 2010, the company can shut off one of the following payment plans with us in advance, if eligible:
Budget Plus - Pay a : gas you use.	special budget amount, p	lus one of 12 equal paymer	nts of the pas	-due amount. Plan subject to review periodically so that you only pay for the
Current Plus - You pa	ay your current charges, a	and make one of up to six ϵ	equal paymen	ts of the past-due amount, each month.
Percentage of Incom of Development at 1-8	ie Payment Plan (PIPP) 100-282-0880 for an appli	 Income-eligible residential loation or for the location of 	I customers p the nearest C	ay 10% of their monthly gross household income. Call the Ohio Department community Action Agency.
One-Third Winter He	ating Plan -Pay one-thin	d of the account balance if	charĝes in cl u	de gas used between November 1 and April 15.
if the company shuts \$33.00. Also, you wil	s off your gas service fo I be billed for a security	er nonpayment, you must deposit of \$144.00 in thr	pay your pa ee equal moi	st-due amount(s) or plan arrears. You will be billed a reconnection fee of thily installments or you need to have a creditworthy guarantor.
Visa, MasterCard, or I \$3.95 for each transac	Discover credit card. Cor stion. You may also pay [ntact BillMatrix by phone at In person at an authorized p	1-800-573-11 payment cent	electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a 53 or online through www.dom.com. BillMatrix charges a convenience fee of er. For the payment location nearest you, visit www.dom.com or call Dominion tharge a service fee of \$0.88 for each transaction.
Energy Assistance. I Development, Office of	f you meet income requir f Community Services, a	rements, you might qualify fi t 1-800-282-0880 or contac	'or financial ai 1 us.	d or weatherization services. To learn more, call the Ohio Department of
you time to get financi 1-800-950-7989. A lice	al help or make payment ensed medical profession pas service is off, return t	arrangements. It does not nal must sign the form. You	reduce the a u can apply b	dangerous to the health of a permanent member of your household. It allows mount you owe. You can get a medical certification form by calling y phone, provided that Dominion East Ohio receives the written notification service. Be sure to give your health care provider permission to release your
Failure to pay all charge	es for non-regulated Do	minion Products & Services	s may result ir	termination of your contract.
If you have made your	payment, please accept	our thanks and disregard t	his notice.	

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

j	PLEASE PAY BY Feb 17,	2010 Account No.	Pipeline Infrastructure Replacement Charge Starts
			In Case No. 09-458-GA-UNC, the Public Utilities
ŀ			Commission of Ohio (PUCO) approved an
ļ	\$1,060.62		adjustment to the Pipeline Infrastructure
ł	L		Replacement (PIR) Cost Recovery Charge. This
l	Account Balance	Amount Enclosed	charge provides recovery of certain costs associated
			with the replacement of older pipelines and
	15		ownership of and responsibility for service lines
	19		There is a second of the provide second of the second second second second second second second second second s

In Case No. 09-458-GA-UNC, the Public Utilities Commission of Ohio (PUCO) approved an adjustment to the Pipeline Infrastructure Replacement (PIR) Cost Recovery Charge, This charge provides recovery of certain costs associated with the replacement of older pipelines and ownership of and responsibility for service lines. Effective with this bill, the Basic Monthly Charge will increase by \$0.72 to a total of \$16.42 per month.

PAUL J MAHOLTZ JR **9 BLUEBERRY LN SW** WARREN OH 44485-4205 DOMINION EAST OHIO PO BOX 26785 **RICHMOND VA 23261-6785**

18.0

9 BLUEBERRY LN SW WARREN OH 44485-4205

Account Number	Date Prepared February 1, 2010	Next Meter Reading 02/25 - 03/02/2010	For question estimate-ent	s about Dominio er a read betwee	n East Ohio charge n 02/26 & 5 p.m. on	es call 1-800-3 03/02/2010 a	162-7557 . Avoi t www.dom.co
Credits And Charge Balance from las	s Since Your Last Bill	\$934		Monthly Usage C Average Daily		2009 22°F	2010 25°F
Payment on Jan	6, 2010 - Thank You		.00 CR	For This Billin		22°F	25°F
Late Payment Ch		12	.14		- Gas Use ir	MCF	
Gross Receipts 7	ax		.56	28	<u></u>		
Balance		:	\$822.11	21			
Basic Monthly Ch Usage-Based Ch 18.0 MCF @ Gross Receipts 7 Total Dominion For questions abou us at 1-800-362-75	arges \$1.7877 ax East Ohio Charges t Dominion East Ohio o 57.	\$16 32 2	.42 .18 .24 \$ 50.84	2009 Aver	Mar Apr May Jun Jul age monthly use:	Aug Sep Oct 1 D 7.7 MC D 92.0 MC	2010 CF.
ENERGY (acct# 20	CF @ \$9.79	act JUST 74 or 100 E.	.22 .45 \$187.67	8	l annual use: d <u>Meter Reacings Read Type</u> r 7210 Estimate Remote		Difference 18.0

Please Pay Account Balance of \$1,060.62 by Feb 17, 2010 to Avoid Late Payment Charge of 1.5% per month.

THIS IS A SHUT-OFF NOTICE.

\$1.060.62

\$238.51

Unless we receive your past-due amount of \$809.41 by Feb 17, 2010, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

MCF Used in 31 Days

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

13

www.justenergy.com.

Total Current Charges

Total Account Balance

Explanation of Billing Terms (The following Items will not appear on every bill.)

(The following items will not appear on every bill.)
Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering ges, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. CR - Credit
Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com.
Gas Cost - The price charged to cover the cost of natural gas. Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.
Gross Receipts Tax - Ohio tax levied on public utilities. Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulant or damaging practice related to gas service.
Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount. MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.
Meter Test Fee - Fee charged for a meter test performed at the customer's request. Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided. Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping. Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate,
Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate. Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment.
Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment. Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment.
Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate.
Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion Eest Ohio. Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

.

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205 الماملين الرابين المامل بينالا بانتاب استليان بلان المتأمل والتناب

Su Ci

Account Number	Date Prepared March 2, 2010	Next Meter Reading 04/26 - 04/29/2010		ter a read between			-362-7557 . Avoid an at www.dom.com.
Summary of Payme Current Gas Amo Past Due Gas Ar Total Payment D	punt		241.30 925.62 , 166.92	**** THIS	IS A SHU	T-OFF NC	DTICE ****
You are not curr	rently on a payme	nt plan.					
YOUR ACCOUNT IS gas service. Partial p	PAST DUE. Unless D ayment will not protect	ominion East Ohio receives y you from shutoff unless you a	our past due pay arrange one of th	ment of \$925.62 in the following payment	uli by March 18, 2 plans with us in a	010, the company dvance, if eligible	y can shut off your
Budget Pius - Pay a gas you use.	special budgel amount	, plus one of 12 equal payme	nts of the past-d	ue amount. Plan sub	ject to review peri	odically so that yo	ou only pay for the
Current Plus - You p	ay your current charge:	a, and make one of up to six a	equal payments	of the past-due amou	nt, each month.		
Percentage of Incon of Development at 1-8	n e Payment Plan (P IPI 800-282-0880 for an ap	 Income-eligible residential plication or for the location of 	I customers pay the nearest Cor	10% of their monthly nmunity Action Agen	r gross household cy.	income. Call the	Ohio Department
One-Third Winter He	ating Plan -Pay one-t	hird of the account batance if	charges include	gas used between N	ovember 1 and Ap	oril 15.	
if the company shut \$33.00. Also, you wi	s off your gas service Il be billed for a secur	for nonpayment, you must ity deposit of \$143.00 in th	pay your past- ree equal month	due amount(s) or pl ily installments or y	ian arrears. You ou need to have	will be billed a m a creditworthy g	connection fee of juarantor.
Visa, MasterCard, or I \$3.95 for each transa	Discover credit card. C ction. You may also pa	nce through BiliMatrix day or iontaci BillMatrix by phone at y in person at an authorized er of this bill. Authorized pay	1-800-573-1153 payment center.	for online through we For the payment loc	ww.dom.com, Bill ation nearest you	Matrix charges a c , visit www.dom.c	convenience fee of
Energy Assistance. Development, Office of	If you meet income req of Community Services	uirements, you might qualify i , at 1-800-282-0880 or contac	for financial aid (at us.	or weatherization serv	rices. To learn m	are, call the Ohio I	Department of
you time to get financi 1-800-950-7989. A lic	ial help or make payme censed medical profess gas service is off, retur	lelays a shuloff when it would nt arrangements. It does not ional must sign the form. Yo n the signed form within 21 d	l reduce the amo	unt you owe. You ca hone, provided that t	an get a medical c Dominion East Oh	ertification form b to receives the wr	y calling illen notification
Failure to pay all char	ges for non-regulated [ominion Products & Service:	s may result in te	mination of your co	ntract.		ļ
If you have made you	r payment, please acce	pl our thanks and disregard l	ihis notice.				

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

PLEASE PAY BY Mar 18, 2010 Account No.

\$1,166.92	[]
Account Balance	Amount Enclosed

13

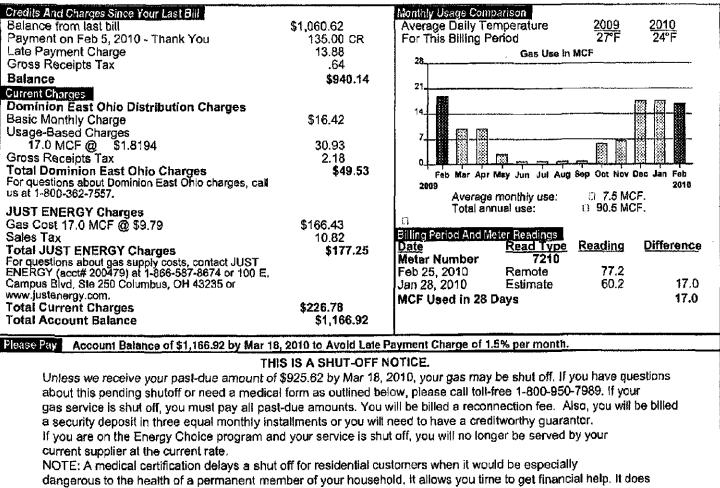
┝

PAUL J MAHOLTZ JR **9 BLUEBERRY LN SW** WARREN OH 44485-4205 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 1-800-362-7557 or write us at P.O. Box 26866, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

> DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

13

Account Number Date Prepared Next Meter Reading For questi	ons about Dominion East Ohio charges call 1-800-362-7557 . Avoid an
March 2, 2010 04/26 - 04/29/2010 estimate-c	nter a read between 03/29 & 5 p.m. on 03/31/2010 at www.dom.com.



not reduce the amount you owe. A licensed medical professional must sign the form.

 Explanation of Billing Terms

(The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders.

	CK - Credit
	Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be
	verified when your meter is read or you may enter your own meter reading online at www.dom.com.
	Gas Cost - The price charged to cover the cost of natural gas.
ł	Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from
	Dominion East Ohio.
	Gross Receipts Tax - Ohio tax levied on public utilities.
	Investigation Fee - Fee to be levied in those discumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice
Į	related to gas service.
1	Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next
1	bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.
	MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.
	Meter Test Fee - Fee charged for a meter test performed at the customer's request.
	Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.
ļ	Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.
	Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate,
	Dominion East Ohlo assigns a participating supplier to provide gas supply at that supplier's prevailing rate.
ĺ	Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment.
I	Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.
I	Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including
l	insufficient or uncollected funds, closed account, revoked authorization or stop payment.
I	Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments.

Sei Security Deposit Installment - One-third of the total security deposit required. Security deposit are billed to dustomers in three equal monthly installments. Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohlo to provide gas supply at this regulated rate. Standard Service Offer (890) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio. Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not including the active the active the active.

include the cost of the gas.

PAUL J MAHOLTZ JR 9 BLUESERRY LN SW WARREN OH 44485-4205 $\{i_1, i_2, i_3, i_4, i_1\}, i_1, i_2, i_3, i_4\} \\ \{i_1, i_2, i_3\}, i_1, i_2, i_3\}, i_1\} \\ \{i_1, i_2, i_3\}, i_1\}, i_2\}, i_1\}, i_2\}, i_3\}, i_1\}, i_2\}, i_3\}, i_1\}, i_2\}, i_2\}, i_1\}, i_2\}, i_1\}, i_2\}, i_1\}, i_2\}, i_1\}, i_2\}, i_2\}, i_2\}, i_1\}, i_2\}, i_2\}, i_2\}, i_2\}, i_2\}, i_1\}, i_2\}, i_1\}, i_1\}, i_2\}, i_2\},$

Cancel Billing - A credit issued to the account when a correction is needed on past charges.

CR - Credit

PAUL J MAHOLTZ JR

9 BLUEBERRY LN SW WARREN OH 44485-4205

F

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an Account Number Date Prepared **Next Meter Reading** March 31, 2010 04/26 - 04/29/2010 estimate-enter a read between 04/27 & 5 p.m. on 04/29/2010 at www.dom.com. Summary of Paymont Due Current Gas Amount 170.22 **** THIS IS A SHUT-OFF NOTICE **** Past Due Gas Amount 1.031.92 Total Payment Due by April 16, 2010 \$1,202,14 You are not currently on a payment plan. YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$1,031.92 In full by April 16, 2010, the company can shul off your gas service. Partial payment will not protect you from shutoff unless you arrange one of the following payment plans with us in advance, if eligible:

Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount. Plan subject to review periodically so that you only pay for the gas you use.

Current Plus - You pay your current charges, and make one of up to six equal payments of the past-due amount, each month.

Percentage of Income Payment Plan (PIPP) - Income-eligible residential customers pay 10% of their monthly gross household income. Cell the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

One-Third Winter Heating Plan - Pay one-third of the account balance if charges include gas used between November 1 and April 15.

If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$143.00 in three equal monthly installments or you need to have a creditworthy guarantor.

Payment Methods, Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$3.95 for each transaction. You may also pay in person at an authorized payment center. For the payment focation nearest you, visit www.dom.com or call Dominion East Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$0.88 for each transaction.

Energy Assistance. If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Department of Development, Office of Community Services, et 1-800-282-0880 or contact us.

Medical Certificate. A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. You can get a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. You can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

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

PAUL J MAHOLTZ JR

9 BLUEBERRY LN SW

WARREN OH 44485-4205

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 Apr 16, 2010 A	ccount No.	Automatic Bank Draft Saves You Time & Money
\$1,202.14 Account Balance	Amount Enclosed	Our Automatic Bank Draft saves you the time and expense of buying postage, writing a check, getting a money order, or standing in line. Each month, your bank automatically pays your gas bill. Visit
	Amount Enclosed	bank automatically pays your gas bill. Visit www.dom.com to enroli online or call us for an
13		application.

Page 1 of 3

	Next Meter Reading For question 04/26 - 04/29/2010 estimate-e	ons about Dominion East Ohio charge nter a read between 04/27 & 5 p.m. on	es call 1-800-362-7557 . Avo 04/29/2010 at www.dom.co
redits And Charges Since Your Last Bill Jalance from last bill ayment on Mar 5, 2010 - Thank You ate Payment Charge Bross Receipts Tax Balance	\$1,166.92 135.00 CR 15.48 .71 \$1,048.11	Monthly Usage Comparison Average Daily Temperature For This Billing Period 28Gas Use In	2009 2010 38°F 40°F IMCF
urrent Charges Jominion East Ohio Distribution Cha asic Monthly Charge Isage-Based Charges 11.1 MCF @ \$1.8189 Gross Receipts Tax otal Dominion East Ohio Charges or questions about Dominion East Ohio ch s at 1-800-362-7557. UST ENERGY Charges ias Cost 11.1 MCF @ \$9.79 ales Tax otal JUST ENERGY Charges or questions about gas supply costs, conta NERGY (acct# 200479) at 1-866-587-8674 ampus Blvd, Ste 250 Columbus, OH 43235 ww.justenergy.com.	rges \$16.42 20.19 1.69 \$38.30 arges, call \$108.67 7.06 \$115.73 ct JUST or 100 E.	21 14 7 Mar Apr May Jun Jul Aug Sep 2009 Average monthly use: Total annual use: 1 Billing Period And Meter Readings Date Meter Number Mar 29, 2010 Feb 25, 2010 Remote	2010 □ 7.6 MCF. □ 91.5 MCF. Reading Difference 88.3 77.2 11.1
otal Current Charges otal Account Balance	\$154.03 \$1,202.14	MCF Used in 32 Days	11.1
about this pending shutoff or nee gas service is shut off, you must a security deposit in three equal If you are on the Energy Choice (current supplier at the current rat	THIS IS A SHUT-OFF I amount of \$1,031.92 by Apr 16 d a medical form as outlined be bay all past-due amounts. You nonthly installments or you will program and your service is shu		f you have questions)-7989. If your Ilso, you will be billed ntor. by your

13

ł

Explanation of Billing Terms

(The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. **CR** - Gredit Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com. Gas Cost - The price charged to cover the cost of natural gas.

Cas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed al the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping. Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment. Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including Insufficient or uncollected funds, closed account, revoked authorization or stop payment. Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments.

Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate.

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio. Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

> PAUL J MAHOLTZ JR **9 BLUEBERRY LN SW** WARREN OH 44485-4205 أيابيه المتراعك والمراجع المراجع المراجع

PAUL J MAHOLTZ JR

9 BLUEBERRY LN SW WARREN OH 44485-4205

Account Number	Date Prepared April 27, 2010	Next Meter Reading 06/24 - 06/29/2010	For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/26 & 5 p.m. on 05/28/2010 at www.dom.com.
Summary of Paymer Current Gas Amo Past Due Gas An Total Payment D	unt	1,	117.78 ,067.14 ,184.92 ***** THIS IS A SHUT-OFF NOTICE ****
You are not curr	ently on a paymer	nt plan.	
YOUR ACCOUNT IS gas service. Partial p	PAST DUE, Unless Doa ayment will not protect y	ninion East Ohlo receives yo ou from shutoff unless you a	our past due payment of \$1,067.14 in full by May 13, 2010, the company can shut off your arrange one of the following payment plans with us in advance, if eligible:
Budget Plus - Pay as ges you use.	special budget amount,	plus one of 12 equal paymen	nts of the past-due amount. Plan subject to review periodically so that you only pay for the
Current Plus - You pa	ay your current charges,	and make one of up to six e	equal payments of the past-due amount, each month.
Percentage of Incom of Development at 1-8	e Payment Plan (PIPP) 800-282-0880 for an app	 Income-eligible residential lication or for the location of 	I customers pay 10% of their monthly gross household income. Cell the Ohio Department the nearest Community Action Agency.
One-Third Winter He	ating Plan - Pay one-thi	rd of the account balance if o	charges include gas used between November 1 and April 15.
If the company shute \$33.00. Also, you wil	off your gas service f be billed for a securit	or nonpayment, you must y deposit of \$151.00 in thre	pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of se equal monthly installments or you need to have a creditworthy guarantor.
Visa, MasterCard, or 0 \$3.95 for each transact	Discover credit card. Co tion. You may also pay	ntact BillMatrix by phone at 1 in person at an authorized p	hight with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of payment center. For the payment location nearest you, visit www.dom.com or call Dominion ment agents charge a service fee of \$0.88 for each transaction.
Energy Assistance. I Development, Office o	f you meet income requi f Community Services, i	rements, you might qualify fo at 1-800-282-0580 or contect	for financial aid or weatherization services. To learn more, call the Ohio Department of the services and the services.
you time to get financia 1-800-950-7989. A lic	al help or make paymen ensed medical professio jas service is off, return	t arrangements. It does not i mat must sign the form. You	t be especially dangerous to the health of a permanant member of your household. It allows reduce the amount you owe. You can get a medical certification form by calling u can apply by phone, provided that Dominion East Ohio receives the written notification ays to restore service. Be sure to give your health care provider permission to release your
Failure to pay all charg	ges for non-regulated Do	minion Products & Services	s may result in termination of your contract.
If you have made your	payment, please accep	t our thanks and disregard th	his notice.

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

13

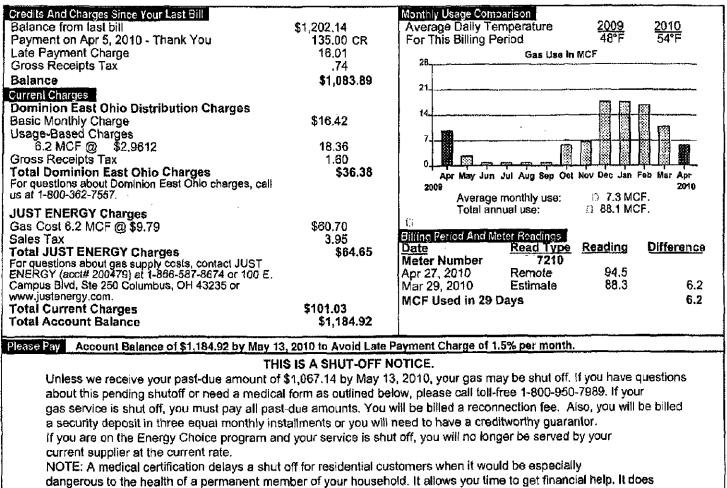
lf

F

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205

DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-8785 fachilardi, a fail dha an dhallarda a dhalan dha dh

Account Number	Date Prepared April 27, 2010	Next Meter Reading 06/24 - 06/29/2010	For questions about Dominion East Ohio charges call 1-800-362-7557 . Avoid an estimate-enter a read between 05/26 & 5 p.m. on 05/28/2010 at www.dom.com.



not reduce the amount you owe, A licensed medical professional must sign the form.

13

Explanation of Billing Terms (The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. CR . Credit

Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com.

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio,

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due belances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Mater Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge (s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided. Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping. Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate. Reconnection Fee - Fee charged to reconnect service at a service address following a shuloff for nonpayment.

Reset Read - Adjusted mater reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment. Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including

insufficient or uncollected funds, closed account, revoked authorization or stop payment. Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice aligible customers by a participating supplier assigned by Dominion East

Ohio to provide gas supply at this regulated rate. Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio. Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regerdless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not Include the cost of the gas.

> PAUL J MAHOLTZ JR **9 BLUEBERRY LN SW** WARREN OH 44485-4205 المراجع والمرجع المراجع المحمد الإلمانية المراجع والمراجع والمراجع والمراجع والمراجع والمراجع والمراجع

Account Number Date Prepared June 2, 2010

For questions about Dominion East Ohio charges call 1-800-362-7557.

Credits And Charges Since Your Last Bill	.	Monthly Usage Comparison		
Balance from last bill	\$1,184,92	Average Daily Temperature	2009 58°F	<u>2010</u> 56°F
Payment on May 5, 2010 - Thank You	135.00 CR	For This Billing Period	58"F	56°F
Balance	\$1,049.92	Gas Use In	MCF	
Current Charges	-	28		
Dominion East Ohio Distribution Charges		21		
Basic Monthly Charge	\$16.59	41- <u></u>		
Usage-Based Charges	• • • -	14	8 8 m	
3.3 MCF @ \$2.8242	9.32	19		·····
Gross Receipts Tax	1.19	7		
Total Dominion East Ohio Charges	\$27.10	1		(773)
For questions about Dominion East Ohio charges, call	+=			
us at 1-800-362-7557,				
JUST ENERGY Charges		May Jun Jul Aug Sep Oct Nov 2009	Dac Jan Feo M	аг Арг мау 2010
Gas Cost 3.3 MCF @ \$9.79	\$32.31	Average monthly use:	() 7.4 MCI	
Sales Tax	2.10	Total annual use:	1 88,3 MCI	
Total JUST ENERGY Charges	\$34.41	0		
For mustions should be supply costs contact IUS7	\$ 34. 41	Billing Period And Meter Readings		
For questions about gas supply costs, contact JUST ENERGY (acct# 200479) at 1-866-587-8674 or 100 E.		Date Read Type	Reading	Difference
Campus Blvd, Ste 250 Columbus, OH 43235 or		Meter Number 7210	Homening	<u>O III VI VI V</u> Y
www.justenergy.com.		May 21, 2010 Estimate	97.8	
Total Current Charges	\$61.51	Apr 27, 2010 Remote	94.5	3.3
Total Account Balance	\$1,111.43		94.0	
		MCF Used in 24 Days		3.3
This is your Final Bill.				
Please Pay Account Balance of \$1,111.43 by June 1	8, 2010			
	tice Dropped fro	m Energy Choice		_
			in voue last	
Dominion East Ohio shut off service to you I				
bill for this account, which is now closed. We				
your natural gas supplier. If you wish to esta				
your natural gas supplier. If you wish to esta				
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of	leposit in three equa	al monthly installments or you need l		
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security o guarantor. You will also have to pay a recor	leposit in three equa nnection fee if you r	al monthly installments or you need to emain at the same address.	to have a cr o	
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security o guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C	leposit in three equa nnection fee if you r Choice program, you	al monthly installments or you need l ernain at the same address. I must pay all dollars owed or be elig	to have a cre gible for a	
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C payment plan. When you can participate in t	leposit in three equa nnection fee if you n Choice program, you the Energy Choice p	al monthly installments or you need l emain at the same address. I must pay all dollars owed or be elig rogram, you will be able to purchase	to have a cre gible for a	
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security o guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C	leposit in three equa nnection fee if you n Choice program, you the Energy Choice p	al monthly installments or you need l emain at the same address. I must pay all dollars owed or be elig rogram, you will be able to purchase	to have a cre gible for a	
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C payment plan. When you can participate in t	leposit in three equa nnection fee if you n Choice program, you the Energy Choice p	al monthly installments or you need l emain at the same address. I must pay all dollars owed or be elig rogram, you will be able to purchase	to have a cre gible for a	
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C payment plan. When you can participate in t	leposit in three equa nnection fee if you n Choice program, you the Energy Choice p	al monthly installments or you need l emain at the same address. I must pay all dollars owed or be elig rogram, you will be able to purchase	to have a cre gible for a	
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C payment plan. When you can participate in the from any participating natural gas supplier a	leposit in three equa nnection fee if you n Choice program, you the Energy Choice p t a new contracted	al monthly installments or you need t emain at the same address. I must pay all dollars owed or be eliq program, you will be able to purchase rate.	to have a cre gible for a e gas	ditworthy
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C payment plan. When you can participate in t	leposit in three equa nnection fee if you n Choice program, you the Energy Choice p t a new contracted	al monthly installments or you need t emain at the same address. I must pay all dollars owed or be eliq program, you will be able to purchase rate.	to have a cre gible for a e gas	ditworthy
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C payment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable	leposit in three equa nnection fee if you n Choice program, you the Energy Choice p t a new contracted	al monthly installments or you need l emain at the same address. I must pay all dollars owed or be elig program, you will be able to purchase rate.	to have a cre gible for a e gas s change instruc	ditworthy
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C peyment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No.	leposit in three equa nnection fee if you n Choice program, you the Energy Choice p t a new contracted	al monthly installments or you need l emain at the same address. I must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing address PIPP, AMR Riders Change	to have a cre gible for a e gas s change instruc e	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C payment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable	leposit in three equa nnection fee if you n Choice program, you the Energy Choice p t a new contracted	al monthly installments or you need I emain at the same address. I must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing address PIPP, AMR Riders Change Effective for bills rendered on or after	to have a cre gible for a e gas s change instruc e April 16, 2010	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recorr To be sligible to enroll again in the Energy O peyment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No. FINAL BILL	leposit in three equa nnection fee if you n Choice program, you the Energy Choice p t a new contracted	al monthly installments or you need I emain at the same address. I must pay all dollars owed or be elig program, you will be able to purchase rate. Please see reverse side for mailing address PIPP, AMR Riders Change Effective for bills rendered on or after the PIPP Rider changed to \$1.7078	to have a cre gible for a e gas s change instructe April 16, 2010 per thousand	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C peyment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No.	leposit in three equa nnection fee if you n Choice program, you the Energy Choice p t a new contracted	al monthly installments or you need l emain at the same address. In must pay all dollars owed or be elig rogram, you will be able to purchase rate. Please see reverse side for mailing addres PIPP, AMR Riders Change Effective for bills rendered on or after the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re	to have a cre gible for a s gas s change instruct a April 16, 2010 per thousand andered on o	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C payment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No. FINAL BILL \$1,111.43	leposit in three equa nnection fee if you n Choice program, you the Energy Choice p t a new contracted	al monthly installments or you need le emain at the same address. In must pay all dollars owed or be elig rogram, you will be able to purchase rate. Please see reverse side for mailing address PIPP, AMR Riders Change Effective for bills rendered on or after the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re after May 10, 2010, the AMR Rider cha	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C payment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No. FINAL BILL \$1,111.43	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted i le to Dominion East Ohio	al monthly installments or you need l emain at the same address. In must pay all dollars owed or be elig rogram, you will be able to purchase rate. Please see reverse side for mailing addres PIPP, AMR Riders Change Effective for bills rendered on or after the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recor To be sligible to enroll again in the Energy C payment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No. FINAL BILL \$1,111.43	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted i le to Dominion East Ohio	al monthly installments or you need le emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing eddres PIPP, AMR Riders Change Effective for bills rendered on or after the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recorr To be sligible to enroll again in the Energy C peyment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No. FINAL BILL \$1,111.43 Account Balance Amount	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted i le to Dominion East Ohio	al monthly installments or you need le emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing eddres PIPP, AMR Riders Change Effective for bills rendered on or after the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recorr To be sligible to enroll again in the Energy C payment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No. FINAL BILL \$1,111.43 Account Balance Amount	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted i le to Dominion East Ohio	al monthly installments or you need le emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing eddres PIPP, AMR Riders Change Effective for bills rendered on or after the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recorr To be sligible to enroll again in the Energy C payment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No. FINAL BILL \$1,111.43 Account Balance Amount	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted i le to Dominion East Ohio	al monthly installments or you need le emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing eddres PIPP, AMR Riders Change Effective for bills rendered on or after the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a recorr To be sligible to enroll again in the Energy Of payment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No. FINAL BILL \$1,111.43 Account Balance Amount	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted i le to Dominion East Ohio	al monthly installments or you need to emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing address PIPP, AMR Riders Change Effective for bills rendered on or after the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm approved these changes.	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a record To be sligible to enroll again in the Energy Of payment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAYBY Jun 18, 2010 Account No. FINAL BILL \$1,111.43 Account Balance Amount 13 PAUL J MAHOLTZ JR	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted i le to Dominion East Ohio	al monthly installments or you need l emain at the same address. must pay all dollars owed or be elig rogram, you will be able to purchase rate. . Please see reverse side for mailing address PIPP, AMR Riders Change Effective for bills rendered on or after the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re after May 10, 2010, the AMR Rider cha ger month. The Public Utilities Comm approved these changes.	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a record To be sligible to enroll again in the Energy Of payment plan. When you can participate in the from any participating natural gas supplier a Please detech and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No. FINAL BILL \$1,111.43 Account Balance Amoun	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted i le to Dominion East Ohio	al monthly installments or you need to emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing addres PIPP, AMIT Riders Change Effective for bills rendered on or after the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re- after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm approved these changes. DOMINION EAST OHIO PO BOX 28785	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47	ditworthy tions.
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a record To be sligible to enroll again in the Energy Of peyment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No FINAL BILL \$1,111.43 Account Balance Amoun	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted to Dominion East Ohio	al monthly installments or you need to emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing address PIPP, AMR Riders Change Effective for bills rendered on or after 1 the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re- after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm approved these changes. DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47 ission of Ohio	ditworthy
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a record To be sligible to enroll again in the Energy Of payment plan. When you can participate in the from any participating natural gas supplier a Please detech and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No. FINAL BILL \$1,111.43 Account Balance Amoun	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted to Dominion East Ohio	al monthly installments or you need to emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing addres PIPP, AMIT Riders Change Effective for bills rendered on or after the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re- after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm approved these changes. DOMINION EAST OHIO PO BOX 28785	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47 ission of Ohio	ditworthy
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a record To be sligible to enroll again in the Energy Of peyment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No FINAL BILL \$1,111.43 Account Balance Amoun	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted to Dominion East Ohio	al monthly installments or you need to emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing address PIPP, AMR Riders Change Effective for bills rendered on or after 1 the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re- after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm approved these changes. DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47 ission of Ohio	ditworthy
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a record To be sligible to enroll again in the Energy Of peyment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No FINAL BILL \$1,111.43 Account Balance Amoun	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted to Dominion East Ohio	al monthly installments or you need to emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing address PIPP, AMR Riders Change Effective for bills rendered on or after 1 the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re- after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm approved these changes. DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47 ission of Ohio	ditworthy
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a record To be sligible to enroll again in the Energy Of peyment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No FINAL BILL \$1,111.43 Account Balance Amoun	teposit in three equa nnection fee if you n Choice program, you the Energy Choice p it a new contracted to Dominion East Ohio	al monthly installments or you need to emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing address PIPP, AMR Riders Change Effective for bills rendered on or after 1 the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re- after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm approved these changes. DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47 ission of Ohio	ditworthy
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a record To be sligible to enroll again in the Energy Of peyment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payable PLEASE PAY BY Jun 18, 2010 Account No FINAL BILL \$1,111.43 Account Balance Amoun	teposit in three equa nection fee if you n Choice program, you the Energy Choice p it a new contracted to Dominion East Ohio te to Dominion East Ohio	al monthly installments or you need to emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing address PIPP, AMR Riders Change Effective for bills rendered on or after 1 the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re- after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm approved these changes. DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47 ission of Ohio	ditworthy
your natural gas supplier. If you wish to esta balance. Also, you will be billed a security of guarantor. You will also have to pay a record To be sligible to enroll again in the Energy Of peyment plan. When you can participate in the from any participating natural gas supplier a Please detach and return this coupon with a check made payabl PLEASE PAY BY Jun 18, 2010 Account No. FINAL BILL \$1,111.43 Account Balance Amoun	teposit in three equa nection fee if you n Choice program, you the Energy Choice p it a new contracted to Dominion East Ohio te to Dominion East Ohio	al monthly installments or you need to emain at the same address. In must pay all dollars owed or be elig program, you will be able to purchase rate. . Please see reverse side for mailing address PIPP, AMR Riders Change Effective for bills rendered on or after 1 the PIPP Rider changed to \$1.7078 cubic feet (MCF). Effective for bills re- after May 10, 2010, the AMR Rider cha per month. The Public Utilities Comm approved these changes. DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785	to have a cre gible for a s gas s change instruct e April 16, 2010 per thousand andered on o anged to \$0.47 ission of Ohio	ditworthy

Explanation of Billing Terms (The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. CR - Credit
Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com.
Gas Cost - The price charged to cover the cost of natural gas. Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Chio.
Gross Receipts Tax - Ohio tax levied on public utilities. Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice
related to gas service.
Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.
MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet. Meter Test Fee - Fee charged for a meter test performed at the customer's request.
Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided. Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.
Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.
Reconnection Fee - Fee charged to restore gas service that was terminated by the Company or at a customer's request. Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.
Returned Payment Fee - Fee for each returned item landered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment.
Security Deposits installment - One-third of the total accurity deposit required. Security deposits are billed to customers in three equal monthly installments. Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East
Ohio to provide gas supply at this regulated rate.
Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio. Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

PAUL J MAHOLTZ JR 9 BLUEBERRY LN SW WARREN OH 44485-4205 الماسية والمراجا والمراجا والمراجا والمراجع والمراجع والمراجع والمراجع والمراجع والمراجع والمراجع والمراجع