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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.  
19 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.

1 **Q9. After the Budget Payment Plan was cancelled, was Mr. Maholtz placed on any other**  
2 **plans?**

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 ( $\$950.82 \div 6$ ).  
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 agreed payments under the Plan.

14 **Q10. After the Current Plus Payment Plan was cancelled, did Mr. Maholtz pay his bill on**  
15 **time and in full?**

16 A10. No. Mr. Maholtz continued to significantly underpay the amounts due on his monthly  
17 billing statements. Because he failed to timely make full payments, Mr. Maholtz was  
18 disconnected for nonpayment on May 21, 2010. At that time, he carried an outstanding  
19 balance of \$1,111.43.

20 **Q11. Has Mr. Maholtz made any payments to decrease this arrearage?**

21 A11. Yes. Mr. Maholtz made three separate payments of \$135 each in June, July and August  
22 2010. These payments are reflected in DEO's billing system as an aggregate payment of

1 \$405 on August 8, 2010, in the Statement of Account summary chart located at DEO  
2 Exhibit 1.1.

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

4 A12. Yes. Mr. Maholtz consistently did not pay the amounts due on his account. Instead, on a  
5 monthly basis, Mr. Maholtz ignored the amounts due and continued to pay his previous  
6 Budget Payment Plan amounts long after the Plan was cancelled. At its peak in March  
7 2010, Mr. Maholtz accrued an arrearage totaling \$1,202.14. Mr. Maholtz still carries an  
8 outstanding arrearage of \$706.43.

9 **III. DEO BILLING HISTORY**

10 **Q13. Do the bills rendered on Mr. Maholtz's account accurately reflect the charges from**  
11 **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,  
16 2009, were to transition him from the Budget Payment Plan to the Current Plus Payment  
17 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?**

20 A14. Mr. Maholtz's bills started to increase because his usage increased. On the September 30,  
21 2009 billing statement, Mr. Maholtz accrued \$28.81 in natural gas service charges for  
22 September, which included \$12.51 in gas costs from Commerce Energy for consuming  
23 1.2 Mcf and \$16.30 representing DEO's monthly distribution charges. Charges on the

October 27, 2009 billing statement, increased to \$91.82 based on charges from Just Energy of \$62.56 for consuming 6.0 Mcf, and DEO distribution charges of \$29.26. Similarly, in November 2009, Mr. Maholtz owed \$98.80, consisting of Just Energy charges of \$69.85 for consuming 6.7 Mcf, and DEO distribution charges of \$28.95. So it is not surprising that as his usage increased, so did his bills.

**Q15. Was Mr. Maholtz's consumption in the winter of 2009 similar to his consumption in the winter of 2008?**

A15. Yes. Below is a list comparing Mr. Maholtz's gas consumption in the Winters 2008 and 2009:

	<u>Winter 2008</u>	<u>Winter 2009</u>	
October	5.8 Mcf	6.0 Mcf	
November	9.0 Mcf	6.7 Mcf	
December	22.5 Mcf	17.8 Mcf	
January	20.6 Mcf	18.0 Mcf	
February	18.5 Mcf	17.0 Mcf	
March	10.1 Mcf	11.1 Mcf	
<b>Total</b>	<b>86.5 Mcf</b>	<b>76.6 Mcf</b>	<b>( - 9.9 Mcf)</b>

Based on this comparison, it is clear Mr. Maholtz actually consumed *less* of gas in 2009 than he did in 2008.

**Q16. Did Mr. Maholtz's bills decrease between the winter months of 2008 and 2009?**

A16. Yes. Because his consumption decreased and gas commodity prices significant dropped, Mr. Maholtz's bills actually decreased between the winters of 2008 and 2009. To aid in comparison, below is a list of Mr. Maholtz's total monthly charges for the two periods:

1		<u>Winter 2008</u>	<u>Winter 2009</u>
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	<b>Total</b>	<b>\$ 1,605.56</b>	<b>\$ 1,045.24 (- \$506.32)</b>

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?**

12 A17. Yes. Customers typically increase their consumption of natural gas as the weather turns  
13 colder. As shown above, Mr. Maholtz's gas consumption consistently increases into the  
14 colder months of December, January, and February. It is not unusual for gas bills to  
15 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?**

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

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

18   A21.    Yes. On January 7, 2009, at Mr. Maholtz's request, DEO went to his residence and  
19          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.

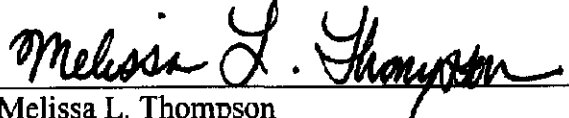
11   **Q26. Does this conclude your testimony?**

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

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

Name MAHOLTZ, PAUL J Account Number 7210 For Questions Call (800)-362-7557  
 Address 9 BLUEBERRY LN SW Meter Number 7210 Hearing Impaired Customers Call TDD (800)-833-8803

DETAILS																						
READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHARGE	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT DUE	TOTAL PLAN AMT DUE	ACCT BALANCE					
08/05/2010	0		0	0	0	\$0.00	\$0.00		\$0.00	\$405.00	08/05/2010	\$0.00			\$0.00	\$0.00						
12/31/2010	0		0	0	0	\$0.00	\$0.00		\$0.00	\$0.00		\$-599.30	UTG		\$0.00	\$0.00						
12/31/2010	0		0	0	0	\$0.00	\$0.00		\$0.00	\$0.00		\$-107.13	LPC		\$0.00	\$0.00						
05/21/2010	24	SYSTEMES	97.8	3.3	7	\$27.10	\$0.00	08/18/2010	\$0.00	\$135.00	05/05/2010	\$0.00			\$0.00	\$0.00	\$1,111.43					
05/21/2010	0	ACTUAL	97.8	0	0	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00						
05/21/2010	0	ACTUAL	97.8	0	0	\$0.00	\$0.00		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00						
04/27/2010	29	ACTUAL	94.5	6.2	2	\$34.41	\$2.10		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
	0					\$36.38	\$0.00	05/13/2010	\$16.75	\$135.00	04/05/2010	\$0.00			\$0.00	\$0.00	\$1,184.92					
	0					\$64.65	\$3.95		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
03/29/2010	32	SYSTEMES	88.3	11.1	3	\$78.30	\$0.00	04/16/2010	\$16.19	\$135.00	03/05/2010	\$0.00			\$0.00	\$0.00	\$1,202.14					
0	0					\$115.73	\$7.06		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
02/25/2010	28	ACTUAL	77.2	17.0	6	\$49.53	\$0.00	03/18/2010	\$14.52	\$135.00	02/06/2010	\$0.00			\$0.00	\$0.00	\$1,166.92					
0	0					\$177.25	\$10.82		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
01/26/2010	31	SYSTEMES	60.2	16.0	6	\$50.84	\$0.00	02/17/2010	\$12.70	\$125.00	01/06/2010	\$0.00			\$0.00	\$0.00	\$1,060.62					
	0					\$187.67	\$11.45		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
12/28/2009	33	ACTUAL	42.2	17.8	5	\$49.71	\$0.00	01/14/2010	\$10.80	\$83.00	12/07/2009	\$0.00			\$0.00	\$0.00	\$834.41					
0	0					\$185.59	\$11.33		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
11/25/2009	30	SYSTEMES	24.4	6.7	2	\$28.95	\$0.00	12/16/2009	\$9.56	\$83.00	11/05/2009	\$0.00			\$0.00	\$0.00	\$771.31					
0	0					\$69.85	\$4.26		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
10/26/2009	28	ACTUAL	17.7	6.0	2	\$28.26	\$0.00	11/12/2009	\$6.83	\$83.00	10/06/2009	\$0.00		AGREEM	\$250.29	\$692.46	\$745.95					
0	0					\$62.56	\$3.82		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
09/26/2009	33	SYSTEMES	11.7	1.2	0	\$16.30	\$0.00	10/16/2009	\$5.12	\$105.00	09/08/2009	\$0.00		AGREEM	\$187.28	\$618.36	\$730.30					
0	0					\$12.51	\$7.76		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
08/26/2009	28	ACTUAL	10.5	2	0	\$13.87	\$0.00		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
0	0					\$2.09	\$1.13		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
07/29/2009	33	SYSTEMES	10.8	-8	0	\$15.32	\$0.00		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00						
07/29/2009	0					\$14.11	\$0.00	08/14/2009	\$4.06	\$105.00	08/05/2009	\$0.00		AGREEM	\$191.42	\$430.96	\$801.37					
0	0					\$7.56	\$-4.7		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
0	0					\$2.88	\$1.18		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
07/28/2009	33	SYSTEMES	10.8	8	0	\$15.32	\$0.00	08/18/2009	\$2.81	\$0.00		\$0.00	CANCEL	AGREEM	\$181.45	\$363.46	\$892.34					
0	0					\$7.56	\$4.7		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
06/26/2009	28	ACTUAL	10.0	6	0	\$14.99	\$0.00	07/15/2009	\$0.00	\$105.00	06/11/2009	\$0.00		AGREEM	\$179.20	\$179.20	\$868.55					
0	0					\$5.74	\$3.35		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00						
06/10/2009	0					\$0.00	\$0.00		\$0.00	\$0.00		\$234.25	UTG		\$0.00	\$0.00						

## DOMINION EAST OHIO

## Statement of Account

Name MAHOLTZ, PAUL J

Account Number

For Questions Call (800)-362-7557

Address 9 BLUEBERRY LN SW

Meter Number

Hearing Impaired Customers Call TDD (800)-633-8903

7210

## DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT DUE	TOTAL PLAN AMT DUE	ACCT BALANCE
09/10/2009	0		0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			UTG		\$0.00	\$0.00	\$0.00
06/10/2009	0		0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			UTG		\$0.00	\$0.00	\$0.00
06/10/2009	0		0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			UTG		\$0.00	\$0.00	\$0.00
06/10/2009	0		0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			UTG		\$0.00	\$0.00	\$0.00
06/10/2009	0		0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			UTG		\$0.00	\$0.00	\$0.00
06/10/2009	0		0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUD		\$0.00	\$0.00	\$0.00
06/10/2009	0		0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUD		\$0.00	\$0.00	\$0.00
06/10/2009	0		0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUD		\$0.00	\$0.00	\$0.00
06/10/2009	0		0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUD		\$0.00	\$0.00	\$0.00
06/10/2009	0		0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUD		\$0.00	\$0.00	\$0.00
05/29/2009	31	SYSTEM ES	9.4	3.1	1	219	\$21.65	06/18/2009	\$4.76	\$105.00	05/14/2009		BUDGET		\$212.00	\$512.00	\$950.82
0			0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUDGET		\$0.00	\$0.00	\$0.00
04/28/2009	29	ACTUAL	6.3	9.6	3	519	\$40.88	05/15/2009	\$3.03	\$128.00	04/06/2009		BUDGET		\$212.00	\$405.00	\$999.73
0			0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUDGET		\$0.00	\$0.00	\$0.00
04/02/2009	0	ACTUAL	0	0	0	\$0.00	\$0.00		\$0.00	\$0.00					\$0.00	\$0.00	\$0.00
04/02/2009	0	ACTUAL	661.3	0	0	\$0.00	\$0.00		\$0.00	\$0.00					\$0.00	\$0.00	\$0.00
03/30/2009	32	SYSTEM ES	658.0	10.1	3	867	\$42.32	04/17/2009	\$0.00	\$65.00	03/09/2009		BUDGET		\$193.00	\$321.00	\$1,002.34
0			0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUDGET		\$0.00	\$0.00	\$0.00
02/26/2009	28	ACTUAL	647.9	18.5	7	1057	\$66.65	03/17/2009	\$0.00	\$65.00	02/05/2009		BUDGET		\$193.00	\$193.00	\$874.54
0			0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUDGET		\$0.00	\$0.00	\$0.00
01/29/2009	34	SYSTEM ES	629.4	20.6	6	1452	\$66.18	02/18/2009	\$0.00	\$65.00	01/05/2009		BUDGET		\$85.00	\$65.00	\$597.25
0			0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUDGET		\$0.00	\$0.00	\$0.00
01/07/2009	0	ACTUAL	615.5	0	0	\$0.00	\$0.00		\$0.00	\$0.00					\$0.00	\$0.00	\$0.00
12/28/2008	32	ACTUAL	608.8	22.5	7	1143	\$71.09	01/14/2009	\$0.00	\$65.00	12/08/2008		BUDGET		\$85.00	\$65.00	\$309.15
0			0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUDGET		\$0.00	\$0.00	\$0.00
11/24/2008	31	SYSTEM ES	586.3	9.0	3	730	\$36.09	12/16/2008	\$0.00	\$65.00	11/07/2008		BUDGET		\$85.00	\$65.00	\$-36.14
0			0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUDGET		\$0.00	\$0.00	\$0.00
10/24/2008	29	ACTUAL	577.3	5.8	2	330	\$26.84	11/11/2008	\$0.00	\$105.00	10/07/2008		BUDGET		\$85.00	\$65.00	\$-130.91
0			0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUDGET		\$0.00	\$0.00	\$0.00
09/25/2008	30	SYSTEM ES	571.5	1.1	0	76	\$8.88	10/15/2008	\$0.00	\$105.00	09/09/2008		BUDGET		\$85.00	\$85.00	\$-113.22
0			0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUDGET		\$0.00	\$0.00	\$0.00
09/26/2008	61	ACTUAL	570.4	8	0	15	\$13.73	09/11/2008	\$0.00	\$105.00	08/05/2008		BUDGET		\$105.00	\$105.00	\$-29.62
0			0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUDGET		\$0.00	\$0.00	\$0.00
07/28/2008	-32	SYSTEM ES	570.5	-9	0	-1	\$-8.32		\$0.00	\$0.00					\$0.00	\$0.00	\$0.00
0			0	0	0	\$0.00	\$0.00		\$0.00	\$0.00			BUDGET		\$0.00	\$0.00	\$0.00

# DOMINION EAST OHIO

## Statement of Account

Name MAHOLITZ, PAUL J Account Number 7210 For Questions Call (800) 362-7557  
 Address 9 BLUEBERRY LN SW Meter Number 7210 Hearing Impaired Customers Call TDD (800) 633-8903

### DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT DUE	PLAN AMT DUE	TOTAL PLAN ACCT
07/28/2008	32	SYSTEM E5	570.5	.9	.0	1	\$8.32	08/15/2008	\$0.00	\$105.00	\$0.00			\$105.00	\$105.00	\$71.81
0			.0	.0	.0	0	\$11.49		\$0.00	\$0.00	\$0.00	BROKER		\$0.00	\$0.00	

**TOTALS** TAXES: \$143.45 PAYMENTS: \$2,672.00 LATE PAYMENT CHARGES: \$107.13

DEGREE DAYS: 12278 BILL AMOUNTS: \$3,114.30 ADJUSTMENTS: \$-706.43

BUD - BUDGET PLAN DEF - DOLLAR ENERGY FUND DEP - DEPOSITS CIA - CONT IN AID OF CONST NSC - INSUFFICIENT FUNDS CHARGE  
 DFA - DEFERRED AGREEMENT LPN - LATE PMT CHRG (NONUTILITY) LPC - LATE PMT CHRG RCC - RECONNECTION CHARGE NSA - INSUFFICIENT FUNDS AMOUNT  
 INT - INTEREST NSN - INSUFFICIENT FUNDS (NONUTILITY) UTG - UTILITY DSCNT - DISCOUNT CNT - CONTRACTS

**DEO EXHIBIT 1.2**

**BILLING STATEMENTS**

**June 29, 2009 through June 2, 2010**



PAUL J MAHOLTZ JR

Page 1 of 2

9 BLUEBERRY LN SW  
WARREN OH 44485-4205

Account Number Date Prepared  
June 29, 2009

Next Meter Reading  
08/28 - 08/31/2009

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

**Credits And Charges Since Your Last Bill**

Balance from last bill \$950.82  
Payment on Jun 11, 2009 - Thank You 105.00 CR  
Balance \$845.82

**Current Charges:**

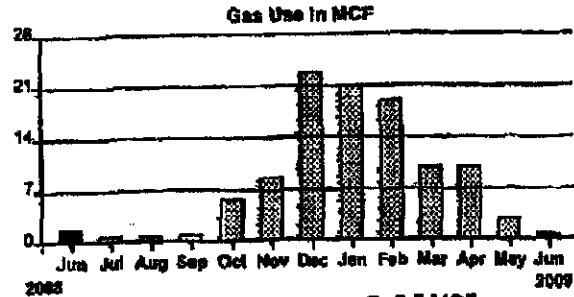
Dominion East Ohio Distribution Charges \$12.80  
Basic Monthly Charge  
Usage-Based Charges 1.53  
.6 MCF @ \$2.5500 .66  
Gross Receipts Tax  
Total Dominion East Ohio Charges \$14.99  
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

I G S ENERGY Charges  
Gas Cost .6 MCF @ \$8.99 \$5.39  
Sales Tax .35  
Total I G S ENERGY Charges \$5.74  
For questions about gas supply costs, contact I G S ENERGY at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.  
Total Current Charges \$20.73  
Total Account Balance \$866.55

**YOU ARE ON A CURRENT PLUS (\$158.47) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period 2008 66°F 2009 63°F



**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	7210		
Jun 26, 2009	Remote	10.0	
May 29, 2009	Estimate	9.4	.6
MCF Used in 28 Days			.5

Please Pay Plan Amount of \$179.20 by Jul 15, 2009 to Avoid Late Payment Charge of 1.5% per month.

**Special Payment Plan**

Thank you for participating in our special payment plan. We designed the plan to help you pay off your balance and to keep you current with new bills. The due date and the amount you owe appear each month on the payment stub below.

To remain on the plan and to avoid a shut-off notice, please be sure to pay the correct amount by the due date. If you have any questions, please call toll free 1-800-950-7988.

To participate in the Energy Choice program and/or remain on any payment plan, you must pay the amount due on time each month.

Please detach and return this coupon with a check made payable to Dominion East Ohio.

PLEASE PAY BY Jul 15, 2009 Account No.

\$179.20

Plan Amount

Amount Enclosed

**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.

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



DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785



**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](http://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 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



PAUL J MAHOLTZ JR

Page 1 of 3

9 BLUEBERRY LN SW  
WARREN OH 44485-4205

Account Number      Date Prepared  
                            July 31, 2009

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

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](http://www.dom.com).

**Summary of Payment Due**

Current Plan Amount	184.26
Past Due Plan Amount	179.20
<b>Total Payment Due by August 18, 2009</b>	<b>\$363.46</b>

\*\*\*\* 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 shutoff 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 amount, each month.

**Percentage of Income Payment Plan (PIPP)** - Income-eligible 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 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 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](http://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](http://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, 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 **Aug 18, 2009** Account No. \_\_\_\_\_

**\$363.46**

Plan Amount

Amount Enclosed

**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](http://www.dom.com) web site.

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



DOMINION EAST OHIO  
PO BOX 26756  
RICHMOND VA 23261-6756



PAUL J MAHOLTZ JR

Page 2 of 3

9 BLUEBERRY LN SW  
WARREN OH 44485-4205

Account Number    Date Prepared  
                         July 31, 2009

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

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.

**Cred to And Charges Since Your Last Bill**

Balance from last bill	\$866.55
Late Payment Charge	2.89
Gross Receipts Tax	.12
<b>Balance</b>	<b>\$869.36</b>

**Current Charges**

<b>Dominion East Ohio Distribution Charges</b>	
Basic Monthly Charge	\$12.80
Usage-Based Charges	
.8 MCF @ \$2.3125	1.85
Gross Receipts Tax	.67
<b>Total Dominion East Ohio Charges</b>	<b>\$15.32</b>

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

**I G S ENERGY Charges**

Gas Cost .8 MCF @ \$8.99	\$7.19
Sales Tax	.47
<b>Total I G S ENERGY Charges</b>	<b>\$7.66</b>

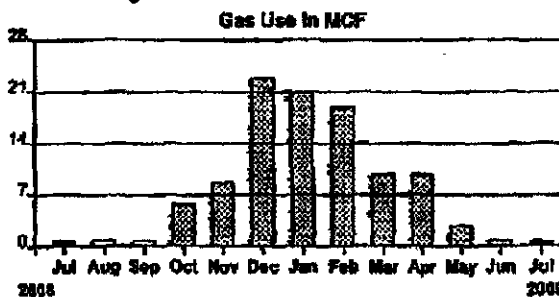
For questions about gas supply costs, contact I G S ENERGY at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

<b>Total Current Charges</b>	<b>\$22.98</b>
<b>Total Account Balance</b>	<b>\$892.34</b>

**YOU ARE ON A CURRENT PLUS (\$158.47) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2008 71°F	2009 67°F
---	--------------	--------------



Average monthly use: ☐ 8.5 MCF.  
Total annual use: ☐ 102.1 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	7210		
Jul 29, 2009	Estimate	10.8	
Jun 26, 2009	Remote	10.0	.8
<b>MCF Used in 33 Days</b>			<b>.8</b>

**Please Pay** Plan Amount of \$363.46 by Aug 18, 2009 to Avoid Late Payment Charge of 1.5% per month.

**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$179.20 by Aug 18, 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 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.

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 meter is read or you may enter your own meter reading online at [www.dom.com](http://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 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.

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**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



PAUL J MAHOLTZ JR

Page 1 of 4

9 BLUEBERRY LN SW  
WARREN OH 44485-4205

Account Number  
Date Prepared  
August 27, 2009

Next Meter Reading  
10/26 - 10/29/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 08/28 & 5 p.m. on 09/30/2009 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Plan Amount	172.50
Past Due Plan Amount	258.46
Total Payment Due by September 14, 2009	\$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 due payment of \$258.46 in full by September 14, 2009, 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:

**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 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 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 \$156.00 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, ATMdebit card with a Pulse, Star, NYCE or Access logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through [www.dom.com](http://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](http://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, 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 **Sep 14, 2009** Account No. \_\_\_\_\_

**\$430.96**

Plan Amount

Amount Enclosed

**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](http://www.dom.com) web site.

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



DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785



PAUL J MAHOLTZ JR

Page 2 of 4

9 BLUEBERRY LN SW  
WARREN OH 44485-4205

Account Number      Date Prepared  
                         August 27, 2009

Next Meter Reading  
10/26 - 10/29/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 08/28 & 5 p.m. on 08/30/2009 at [www.dom.com](http://www.dom.com).

Summary of Payment Due		(See Next Page for Usage Comparison and Meter Readings)
Current Plan Amount	172.50	
Past Due Plan Amount	258.46	
Total Payment Due by September 14, 2009	\$430.96	

Please Pay Plan Amount of \$430.96 by Sep 14, 2009 to Avoid Late Payment Charge of 1.5% per month.

**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$258.46 by Sep 14, 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 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.

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



9 BLUEBERRY LN SW  
WARREN OH 44485-4205

Account Number    Date Prepared  
August 27, 2009

Next Meter Reading  
10/26 - 10/29/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 09/28 & 5 p.m. on 09/30/2009 at [www.dom.com](http://www.dom.com).

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$892.34
Payment on Aug 5, 2009 - Thank You	105.00 CR
Late Payment Charge	3.88
Cancel Billing	15.32 CR
I G S Energy Adjustment	7.68 CR
Gross Receipts Tax	.18
<b>Balance</b>	<b>\$768.42</b>

**Current Charges****Dominion East Ohio Distribution Charges**

Basic Monthly Charges	\$25.60
Usage-Based Charges	
.5 MCF @ \$2.3000	1.15
Gross Receipts Tax	1.23
<b>Total Dominion East Ohio Charges</b>	<b>\$27.98</b>

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

**COMMERCE ENERGY OF OHIO, INC. Charges**

Gas Cost .2 MCF @ \$9.79	\$1.96
Sales Tax	.13
<b>Total COMMERCE ENERGY OF OHIO, INC. Charges</b>	<b>\$2.09</b>

For questions about gas supply costs, contact  
COMMERCE ENERGY OF OHIO, INC. at  
1-877-226-5371 or 575 Anton Blvd, Costa Mesa, CA  
92626 Suite 650 or [www.commerceenergy.com](http://www.commerceenergy.com).

**I G S ENERGY Charges**

Gas Cost .3 MCF @ \$8.99	\$2.70
Sales Tax	.18
<b>Total I G S ENERGY Charges</b>	<b>\$2.88</b>

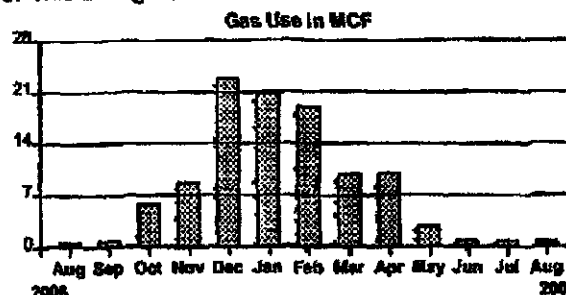
For questions about gas supply costs, contact I G S  
ENERGY at 1-800-260-4474 or 5020 Bradenton Ave.  
Dublin, OH 43017 or [www.igsenergy.com](http://www.igsenergy.com).

<b>Total Current Charges</b>	<b>\$32.95</b>
<b>Total Account Balance</b>	<b>\$801.37</b>

**YOU ARE ON A CURRENT PLUS (\$158.47) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2008 69°F	2009 68°F
--	--------------	--------------



Average monthly use: ☐ 8.4 MCF.  
Total annual use: ☐ 101.3 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	7216		
Aug-26, 2009	Remote	10.5	
Jun 26, 2009	Remote	10.0	.5
<b>MCF Used in 61 Days</b>			<b>.5</b>

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 meter is read or you may enter your own meter reading online at [www.dom.com](http://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 inculcent 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 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



PAUL J MAHOLTZ JR

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9 BLUEBERRY LN SW  
WARREN OH 44485-4205

Account Number    Date Prepared    Next Meter Reading  
September 30, 2009    10/28 - 10/29/2009

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

**Summary of Payment Due**

Current Plan Amount	192.40
Past Due Plan Amount	325.96
Total Payment Due by October 16, 2009	\$518.36

\*\*\*\* 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 \$325.96 in full by October 16, 2009, 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:

**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 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 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 \$156.00 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 Access logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through [www.dom.com](http://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](http://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 \$0.89 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 amount you owe. You can get a medical certification form by calling 1-800-950-7889. 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 **Oct 16, 2009** Account No. \_\_\_\_\_

**\$518.36**

Plan Amount

Amount Enclosed

13

**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](http://www.dom.com) web site.

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



DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785



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WARREN OH 44485-4205

Account Number    Date Prepared    Next Meter Reading  
September 30, 2009    10/26 - 10/29/2009

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

**Summary of Payment Due**

Current Plan Amount	192.40
Past Due Plan Amount	325.96
<b>Total Payment Due by October 16, 2009</b>	<b>\$518.36</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$518.36 by Oct 16, 2009 to Avoid Late Payment Charge of 1.5% per month.

**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$325.96 by Oct 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 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.

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



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9 BLUEBERRY LN SW  
WARREN OH 44485-4205

Account Number    Date Prepared    Next Meter Reading  
September 30, 2009    10/26 - 10/29/2009

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$801.37
Payment on Sep 8, 2009 - Thank You	106.00 CR
Late Payment Charge	4.89
Gross Receipts Tax	.23
<b>Balance</b>	<b>\$701.49</b>

**Current Charges**

<b>Dominion East Ohio Distribution Charges</b>	
Basic Monthly Charge	\$12.80
Usage-Based Charges	
1.2 MCF @ \$2.3166	2.78
Gross Receipts Tax	.72
<b>Total Dominion East Ohio Charges</b>	<b>\$16.30</b>

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

**COMMERCE ENERGY OF OHIO, INC. Charges**

Gas Cost 1.2 MCF @ \$9.79	\$11.75
Sales Tax	.76
<b>Total COMMERCE ENERGY OF OHIO, INC. Charges</b>	<b>\$12.51</b>

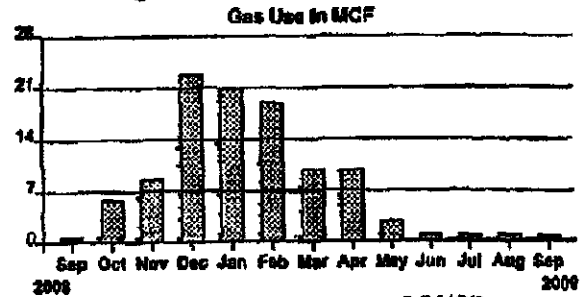
For questions about gas supply costs, contact  
COMMERCE ENERGY OF OHIO, INC. (acct# 200479)  
at 1-877-226-5371 or 575 Anlon Blvd. Costa Mesa, CA  
92626 Suite 650 or [www.commerceenergy.com](http://www.commerceenergy.com).

<b>Total Current Charges</b>	<b>\$28.81</b>
<b>Total Account Balance</b>	<b>\$730.30</b>

**YOU ARE ON A CURRENT PLUS (\$158.47) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2008 64°F	2009 64°F
--	--------------	--------------



Average monthly use: □ 8.5 MCF.  
Total annual use: □ 101.4 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	7210		
Sep 28, 2009	Estimate	11.7	
Aug 26, 2009	Remote	10.5	1.2
<b>MCF Used in 33 Days</b>			<b>1.2</b>

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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 meter is read or you may enter your own meter reading online at [www.dom.com](http://www.dom.com).

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

**Gas Usage Charge** - Covers expenses, including SSD 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.**

**Gross Receipts Tax -** A 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 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:

**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.

**Standard Choice Offer (SCO) - Cost of acquiring**  
Ohio to provide gas supply at this regulated rate.

Ohio to provide gas supply at this regulated rate.  
Standard Services Office (SSO). Cost of providing 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



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9 BLUEBERRY LN 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-error a read between 11/25 & 5 p.m. on 11/30/2009 at www.dom.com.

**Summary of Payment Due**

Current Plan Amount	267.12
Past Due Plan Amount	435.36
Total Payment Due by November 12, 2009	\$692.48

\*\*\*\* THIS IS A SHUT-OFF NOTICE \*\*\*\*

**YOU ARE ON THE CURRENT PLUS PAYMENT PLAN.**

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$435.36 in full by November 12, 2009, 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 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. Call the Ohio Department of Development at 1-800-262-0880 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 \$157.00 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 Accoll 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 corner of this bill. Authorized payment agents charge a service fee of \$0.85 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 1-800-262-0880 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 **Nov 12, 2009** Account No.

**\$692.48**

Plan Amount

Amount Enclosed

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**Monthly Charge, Usage-Based Charges Change**  
With this bill, customers on the General Sales Service or Energy Choice Transportation Service will see an increased Basic Monthly Charge to \$15.40, plus applicable riders, and a related decrease in the base transportation rate of \$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. 07-529-GA-A/R by the Public Utilities Commission of Ohio.

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9 BLUEBERRY LN SW  
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DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785



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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](http://www.dom.com).

**Summary of Payment Due**

Current Plan Amount	257.12
Past Due Plan Amount	435.36
Total Payment Due by November 12, 2009	\$692.48

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$692.48 by Nov 12, 2009 to Avoid Late Payment Charge of 1.5% per month.

**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$435.36 by Nov 12, 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 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.

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PAUL J MAHOLTZ JR  
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Account Number    Date Prepared    Next Meter Reading  
October 27, 2009    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](http://www.dom.com).

**Credits And Charges Since Your Last Bill:**

Balance from last bill	\$730.30
Payment on Oct 6, 2009 - Thank You	83.00 CR
Late Payment Charge	6.53
Gross Receipts Tax	.30
<b>Balance</b>	<b>\$654.13</b>

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Monthly Charge	\$15.70
Usage-Based Charges	
6.0 MCF @ \$2.0450	12.27
Gross Receipts Tax	1.29
<b>Total Dominion East Ohio Charges</b>	<b>\$29.26</b>

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

**JUST ENERGY Charges**

Gas Cost 6.0 MCF @ \$9.79	\$58.74
Sales Tax	3.82
<b>Total JUST ENERGY Charges</b>	<b>\$62.56</b>

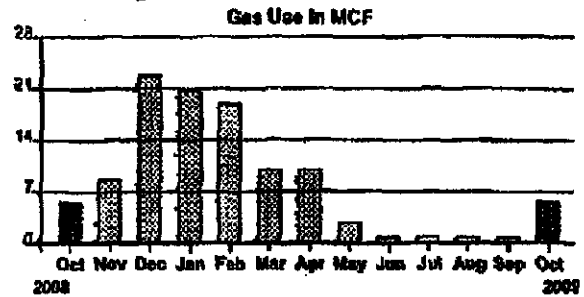
For questions about gas supply costs, contact JUST ENERGY (acct# 200479) at 1-800-587-8674 or 100 E. Campus Blvd, Ste 250 Columbus, OH 43235 or [www.justenergy.com](http://www.justenergy.com).

<b>Total Current Charges</b>	<b>\$91.82</b>
<b>Total Account Balance</b>	<b>\$745.95</b>

**YOU ARE ON THE CURRENT PLUS (\$158.47) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature	2008	2009
For This Billing Period	53°F	48°F



Average monthly use: ☐ 8.5 MCF.  
Total annual use: ☐ 101.6 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	7210		
Oct 28, 2009	Remote	17.7	
Sep 28, 2009	Estimate	11.7	6.0
<b>MCF Used in 28 Days</b>			<b>6.0</b>

PAUL J MAHOLTZ JR  
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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 meter is read or you may enter your own meter reading online at [www.domu.com](http://www.domu.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 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



**PAUL J MAHOLTZ JR**

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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 12/29 & 5 p.m. on 12/31/2009 at <a href="http://www.dom.com">www.dom.com</a> .
	November 30, 2009	12/28 - 12/31/2009	

**Summary of Payment Due**

Current Gas Amount	108.36
Past Due Gas Amount	662.95
<b>Total Payment Due by December 16, 2009</b>	<b>\$771.31</b>

**\*\*\*\* THIS IS A SHUT-OFF NOTICE \*\*\*\*****You are not currently on a payment plan.**

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$662.95 in full by December 16, 2009, 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 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. 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-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 \$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](http://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](http://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, 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** Dec 16, 2009 **Account No.****\$771.31**

Account Balance

Amount Enclosed

**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](http://www.dom.com) web site.

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

**PAUL J MAHOLTZ JR**

Page 2 of 3

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 12/29 & 5 p.m. on 12/31/2009 at www.dom.com.

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$745.95
Payment on Nov 5, 2009 - Thank You	83.00 CR
Late Payment Charge	9.14
Gross Receipts Tax	.42
<b>Balance</b>	<b>\$672.51</b>

**Current Charges**

<b>Dominion East Ohio Distribution Charges</b>	
Basic Monthly Charge	\$15.70
Usage-Based Charges	
6.7 MCF @ \$1.7880	11.98
Gross Receipts Tax	1.27
<b>Total DOMINION EAST OHIO Charges</b>	<b>\$28.95</b>

For questions about DOMINION EAST OHIO charges, call us at 1-800-362-7557.

**JUST ENERGY Charges**

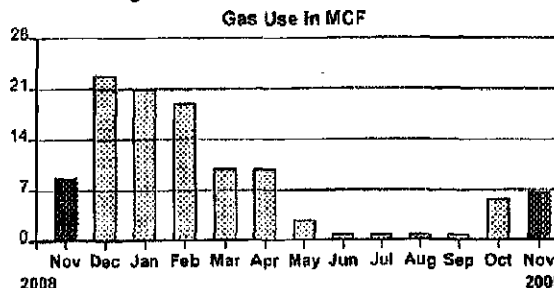
Gas Cost 6.7 MCF @ \$9.79	\$65.59
Sales Tax	4.26
<b>Total JUST ENERGY Charges</b>	<b>\$69.85</b>

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.

<b>Total Current Charges</b>	<b>\$98.80</b>
<b>Total Account Balance</b>	<b>\$771.31</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2008 41°F	2009 48°F
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Average monthly use: 8.3 MCF.  
Total annual use: 99.3 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	7210		
Nov 25, 2009	Estimate	24.4	
Oct 26, 2009	Remote	17.7	6.7
<b>MCF Used in 30 Days</b>			<b>6.7</b>

**Please Pay** Account Balance of \$771.31 by Dec 16, 2009 to Avoid Late Payment Charge of 1.5% per month.

**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$662.95 by Dec 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 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.

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 meter is read or you may enter your own meter reading online at [www.dom.com](http://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 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  
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Account Number    Date Prepared    Next Meter Reading  
December 29, 2009    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](http://www.dom.com).

**Summary of Payment Due**

Current Gas Amount	246.10
Past Due Gas Amount	688.31
<b>Total Payment Due by January 14, 2010</b>	<b>\$934.41</b>

\*\*\*\* THIS IS A SHUT-OFF NOTICE \*\*\*\*

You are not currently on a payment plan.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$688.31 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 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. 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-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 \$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](http://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](http://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, 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, 2010 Account No. \_\_\_\_\_

\$934.41

Account Balance

Amount Enclosed

**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](http://www.dom.com) web site.

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 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 01/28 &amp; 5 p.m. on 02/01/2010 at www.dom.com.

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$771.31
Payment on Dec 7, 2009 - Thank You	83.00 CR
Late Payment Charge	10.32
Gross Receipts Tax	.48
<b>Balance</b>	<b>\$699.11</b>

**Current Charges**

<b>Dominion East Ohio Distribution Charges</b>	
Basic Monthly Charge	\$15.70
Usage-Based Charges	
17.8 MCF @ \$1.7876	31.82
Gross Receipts Tax	2.19
<b>Total DOMINION EAST OHIO Charges</b>	<b>\$49.71</b>

For questions about DOMINION EAST OHIO charges, call us at 1-800-362-7557.

**JUST ENERGY Charges**

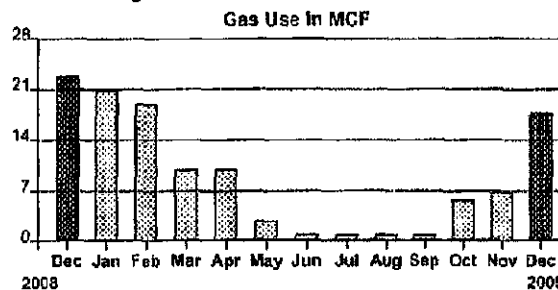
Gas Cost 17.8 MCF @ \$9.79	\$174.26
Sales Tax	11.33
<b>Total JUST ENERGY Charges</b>	<b>\$185.59</b>

For questions about gas supply costs, contact JUST ENERGY (acct# 200479) at 1-866-567-8674 or 100 E. Campus Blvd, Ste 250 Columbus, OH 43235 or www.justenergy.com.

<b>Total Current Charges</b>	<b>\$235.30</b>
<b>Total Account Balance</b>	<b>\$934.41</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2008 29°F	2009 32°F
---	--------------	--------------



Average monthly use:	7.9 MCF.
Total annual use:	94.6 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	7210		
Dec 28, 2009	Remote	42.2	
Nov 25, 2009	Estimate	24.4	17.8
<b>MCF Used in 33 Days</b>			<b>17.8</b>

**Please Pay Account Balance of \$934.41 by Jan 14, 2010 to Avoid Late Payment Charge of 1.5% per month.**
**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$688.31 by Jan 14, 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.

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.

 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 meter is read or you may enter your own meter reading online at [www.dom.com](http://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 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.

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WARREN OH 44485-4205

Account Number    Date Prepared  
February 1, 2010

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 02/26 & 5 p.m. on 03/02/2010 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Gas Amount	251.21
Past Due Gas Amount	809.41
<b>Total Payment Due by February 17, 2010</b>	<b>\$1,060.62</b>

\*\*\*\* THIS IS A SHUT-OFF NOTICE \*\*\*\*

You are not currently on a payment plan.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$809.41 in full by February 17, 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 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. 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-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 \$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](http://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](http://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 \$0.89 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 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 **Feb 17, 2010** Account No. \_\_\_\_\_

**\$1,060.62**

Account Balance

Amount Enclosed

13

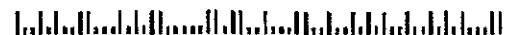
**Pipeline Infrastructure Replacement Charge Starts**

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.

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DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785





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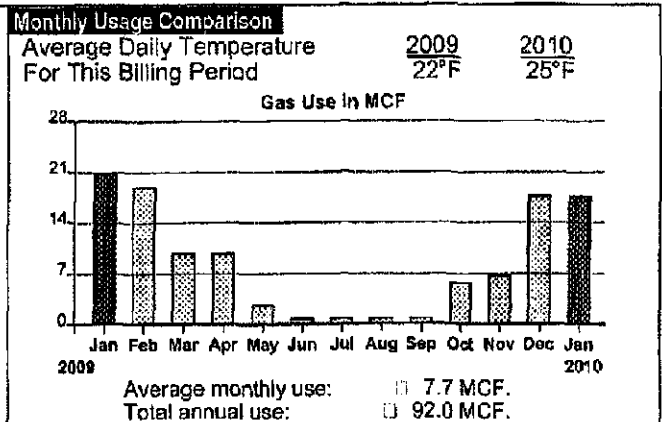
9 BLUEBERRY LN SW  
WARREN OH 44485-4205

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 02/26 & 5 p.m. on 03/02/2010 at www.dom.com.

Credits And Charges Since Your Last Bill	
Balance from last bill	\$934.41
Payment on Jan 6, 2010 - Thank You	125.00 CR
Late Payment Charge	12.14
Gross Receipts Tax	.56
<b>Balance</b>	<b>\$822.11</b>

Current Charges	
<b>Dominion East Ohio Distribution Charges</b>	
Basic Monthly Charge	\$16.42
Usage-Based Charges	
18.0 MCF @ \$1.7877	32.18
Gross Receipts Tax	2.24
<b>Total Dominion East Ohio Charges</b>	<b>\$50.84</b>
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.	

<b>JUST ENERGY Charges</b>	
Gas Cost 18.0 MCF @ \$9.79	\$176.22
Sales Tax	11.45
<b>Total JUST ENERGY Charges</b>	<b>\$187.67</b>
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.	
<b>Total Current Charges</b>	<b>\$238.51</b>
<b>Total Account Balance</b>	<b>\$1,060.62</b>



Billing Period And Meter Readings			
Date	Meter Number	Read Type	Reading
Jan 28, 2010	7210	Estimate	60.2
Dec 28, 2009		Remote	42.2
<b>MCF Used in 31 Days</b>			<b>18.0</b>

**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.**

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.

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.

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 meter is read or you may enter your own meter reading online at [www.dom.com](http://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 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

|||||

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9 BLUEBERRY LN SW  
WARREN OH 44485-4205

Account Number    Date Prepared  
                         March 2, 2010

Next Meter Reading  
04/26 - 04/29/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/29 & 5 p.m. on 03/31/2010 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Gas Amount	241.30
Past Due Gas Amount	925.62
<b>Total Payment Due by March 18, 2010</b>	<b>\$1,166.92</b>

\*\*\*\* THIS IS A SHUT-OFF NOTICE \*\*\*\*

**You are not currently on a payment plan.**

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$925.62 in full by March 18, 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 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. 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-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](http://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](http://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, 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 1-800-950-7999. 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 **Mar 18, 2010** Account No.  

**\$1,166.92**

Account Balance

Amount Enclosed

13

**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](http://www.dom.com) web site.

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DOMINION EAST OHIO  
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RICHMOND VA 23261-8785



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9 BLUEBERRY LN SW  
WARREN OH 44485-4205

Account Number Date Prepared  
March 2, 2010

Next Meter Reading  
04/26 - 04/29/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/29 & 5 p.m. on 03/31/2010 at www.dom.com.

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$1,060.62
Payment on Feb 5, 2010 - Thank You	135.00 CR
Late Payment Charge	13.88
Gross Receipts Tax	.64
<b>Balance</b>	<b>\$940.14</b>

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Monthly Charge	\$16.42
Usage-Based Charges	
17.0 MCF @ \$1.8194	30.93
Gross Receipts Tax	2.18
<b>Total Dominion East Ohio Charges</b>	<b>\$49.53</b>

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

**JUST ENERGY Charges**

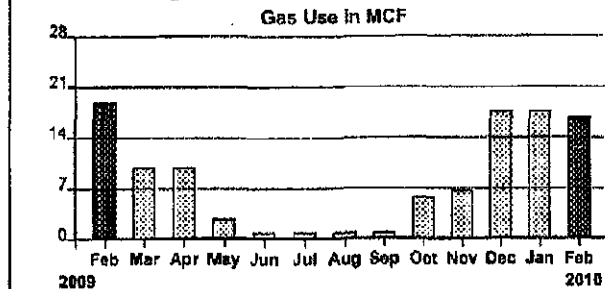
Gas Cost 17.0 MCF @ \$9.79	\$166.43
Sales Tax	10.82
<b>Total JUST ENERGY Charges</b>	<b>\$177.25</b>

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.

<b>Total Current Charges</b>	<b>\$226.78</b>
<b>Total Account Balance</b>	<b>\$1,166.92</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2009 27°F	2010 24°F
---	--------------	--------------



Average monthly use: 7.5 MCF.  
Total annual use: 90.6 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	7210		
Feb 25, 2010	Remote	77.2	
Jan 28, 2010	Estimate	60.2	17.0
<b>MCF Used in 28 Days</b>			<b>17.0</b>

**Please Pay** Account Balance of \$1,166.92 by Mar 18, 2010 to Avoid Late Payment Charge of 1.5% per month.

**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$925.62 by Mar 18, 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.

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.

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 meter is read or you may enter your own meter reading online at [www.dom.com](http://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 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.

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9 BLUEBERRY LN SW  
WARREN OH 44485-4205

Account Number    Date Prepared  
March 31, 2010

Next Meter Reading  
04/26 - 04/29/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 04/27 & 5 p.m. on 04/29/2010 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Gas Amount	170.22
Past Due Gas Amount	1,031.92
<b>Total Payment Due by April 16, 2010</b>	<b>\$1,202.14</b>

\*\*\*\* THIS IS A SHUT-OFF NOTICE \*\*\*\*

**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 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 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. 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-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](http://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](http://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, 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 1-800-950-7969. 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 **Apr 16, 2010** Account No.

**\$1,202.14**

Account Balance

Amount Enclosed

13

**Automatic Bank Draft Saves You Time & Money**

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 [www.dom.com](http://www.dom.com) to enroll online or call us for an application.

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**PAUL J MAHOLTZ JR**

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9 BLUEBERRY LN SW  
WARREN OH 44485-4205

Account Number    Date Prepared  
March 31, 2010

Next Meter Reading  
04/26 - 04/29/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 04/27 & 5 p.m. on 04/29/2010 at www.dom.com.

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$1,166.92
Payment on Mar 5, 2010 - Thank You	135.00 CR
Late Payment Charge	15.48
Gross Receipts Tax	.71
<b>Balance</b>	<b>\$1,048.11</b>

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Monthly Charge	\$16.42
Usage-Based Charges	
11.1 MCF @ \$1.8189	20.19
Gross Receipts Tax	1.69
<b>Total Dominion East Ohio Charges</b>	<b>\$38.30</b>

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

**JUST ENERGY Charges**

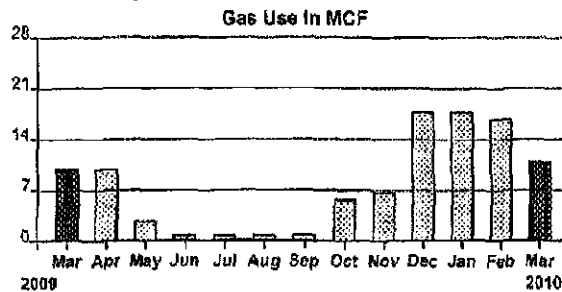
Gas Cost 11.1 MCF @ \$9.79	\$108.67
Sales Tax	7.06
<b>Total JUST ENERGY Charges</b>	<b>\$115.73</b>

For questions about gas supply costs, contact JUST ENERGY (acct# 200479) at 1-866-587-3674 or 100 E. Campus Blvd, Ste 250 Columbus, OH 43235 or www.justenergy.com.

<b>Total Current Charges</b>	<b>\$154.03</b>
<b>Total Account Balance</b>	<b>\$1,202.14</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2009 38°F	2010 40°F
---	--------------	--------------



Average monthly use: 7.6 MCF.  
Total annual use: 91.5 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	7210		
Mar 29, 2010	Estimate	88.3	
Feb 25, 2010	Remote	77.2	11.1
<b>MCF Used In 32 Days</b>			<b>11.1</b>

**Please Pay** Account Balance of \$1,202.14 by Apr 16, 2010 to Avoid Late Payment Charge of 1.5% per month.

**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$1,031.92 by Apr 16, 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.

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.

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 meter is read or you may enter your own meter reading online at [www.dom.com](http://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.

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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](http://www.dom.com).

**Summary of Payment Due**

Current Gas Amount	117.78
Past Due Gas Amount	1,067.14
<b>Total Payment Due by May 13, 2010</b>	<b>\$1,184.92</b>

\*\*\*\* THIS IS A SHUT-OFF NOTICE \*\*\*\*

You are not currently on a payment plan.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$1,067.14 in full by May 13, 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 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. 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-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 \$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](http://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](http://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.

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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 May 13, 2010 Account No. \_\_\_\_\_

**\$1,184.92**

Account Balance

Amount Enclosed

**Call Before You Dig**

If you plan to dig in your yard, please call the Ohio Utilities Protection Service at 811 to make sure you do not dig into an underground line. Damaged lines can interrupt your gas, electric and cable service. State law requires that you call 811 at least two business days before digging.

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PO BOX 26785  
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 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 05/28 &amp; 5 p.m. on 05/28/2010 at www.dom.com.

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$1,202.14
Payment on Apr 5, 2010 - Thank You	135.00 CR
Late Payment Charge	18.01
Gross Receipts Tax	.74
<b>Balance</b>	<b>\$1,083.89</b>

**Current Charges**
**Dominion East Ohio Distribution Charges**

Basic Monthly Charge	\$16.42
Usage-Based Charges	
6.2 MCF @ \$2.9612	18.36
Gross Receipts Tax	1.80
<b>Total Dominion East Ohio Charges</b>	<b>\$36.38</b>

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

**JUST ENERGY Charges**

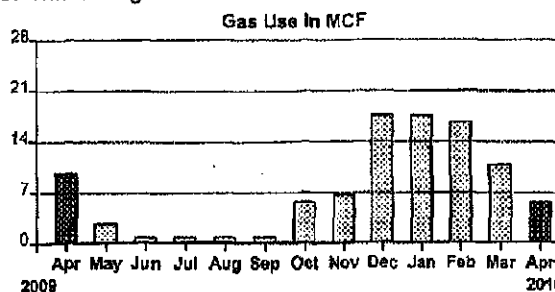
Gas Cost 6.2 MCF @ \$9.79	\$60.70
Sales Tax	3.95
<b>Total JUST ENERGY Charges</b>	<b>\$64.65</b>

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.

<b>Total Current Charges</b>	<b>\$101.03</b>
<b>Total Account Balance</b>	<b>\$1,184.92</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2009 48°F	2010 54°F
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 Average monthly use: 7.3 MCF.  
 Total annual use: 88.1 MCF.

**Billing Period And Meter Readings**

Date	Meter Number	Read Type	Reading	Difference
Apr 27, 2010	7210	Remote	94.5	
Mar 29, 2010		Estimate	88.3	6.2
<b>MCF Used in 29 Days</b>				<b>6.2</b>

**Please Pay Account Balance of \$1,184.92 by May 13, 2010 to Avoid Late Payment Charge of 1.5% per month.**
**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$1,067.14 by May 13, 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.

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.

 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 meter is read or you may enter your own meter reading online at [www.dom.com](http://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 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.

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**PAUL J MAHOLTZ JR**

Page 1 of 2

 9 BLUEBERRY LN SW  
 WARREN OH 44485-4205

 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**

Balance from last bill	\$1,184.92
Payment on May 5, 2010 - Thank You	135.00 CR
<b>Balance</b>	<b>\$1,049.92</b>

**Current Charges**
**Dominion East Ohio Distribution Charges**

Basic Monthly Charge	\$16.59
Usage-Based Charges	
3.3 MCF @ \$2.8242	9.32
Gross Receipts Tax	1.19
<b>Total Dominion East Ohio Charges</b>	<b>\$27.10</b>

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

**JUST ENERGY Charges**

Gas Cost 3.3 MCF @ \$9.79	\$32.31
Sales Tax	2.10
<b>Total JUST ENERGY Charges</b>	<b>\$34.41</b>

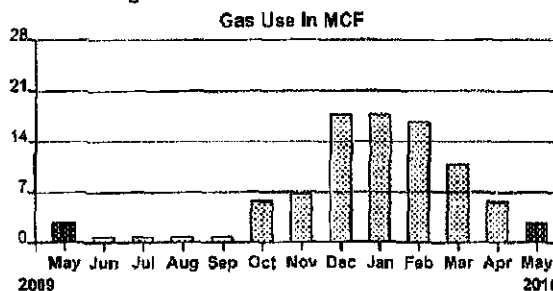
For questions about gas supply costs, contact JUST ENERGY (acct# 200479) at 1-866-587-8674 or 100 E. Campus Blvd, Ste 250 Columbus, OH 43235 or www.justenergy.com.

<b>Total Current Charges</b>	<b>\$61.51</b>
<b>Total Account Balance</b>	<b>\$1,111.43</b>

This is your Final Bill.

**Monthly Usage Comparison**

Average Daily Temperature	2009	2010
For This Billing Period	58°F	56°F



Average monthly use:	7.4 MCF.
Total annual use:	88.3 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	7210		
May 21, 2010	Estimate	97.8	
Apr 27, 2010	Remote	94.5	3.3
<b>MCF Used in 24 Days</b>			<b>3.3</b>

**Please Pay Account Balance of \$1,111.43 by June 18, 2010**
**Final Bill Notice -- Dropped from Energy Choice**

Dominion East Ohio shut off service to you because of your overdue, unpaid account balance. This is your last bill for this account, which is now closed. We removed you from the Energy Choice program and have notified your natural gas supplier. If you wish to establish service with us again, you will need to pay the remaining account balance. Also, you will be billed a security deposit in three equal monthly installments or you need to have a creditworthy guarantor. You will also have to pay a reconnection fee if you remain at the same address.

To be eligible to enroll again in the Energy Choice program, you must pay all dollars owed or be eligible for a payment plan. When you can participate in the Energy Choice program, you will be able to purchase gas from any participating natural gas supplier at a new contracted rate.

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** Jun 18, 2010 **Account No.** \_\_\_\_\_

**FINAL BILL**
**\$1,111.43**

Account Balance

Amount Enclosed

**PIPP, AMR Riders Change**

Effective for bills rendered on or after April 16, 2010, the PIPP Rider changed to \$1.7078 per thousand cubic feet (MCF). Effective for bills rendered on or after May 10, 2010, the AMR Rider changed to \$0.47 per month. The Public Utilities Commission of Ohio approved these changes.

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 DOMINION EAST OHIO  
 PO BOX 26785  
 RICHMOND VA 23261-6785


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