

FILE

61

DEO EXHIBIT 2

BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO

TODD PEARSON,

Complainant,

v.

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

Respondent.

)  
)  
)  
) Case No. 11-286-GA-CSS  
)  
)  
)  
)  
)

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

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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 Todd Pearson's account history for natural gas service at 968 Fern  
18 Street, Conneaut, Ohio 44030. My testimony concludes that DEO properly measured and  
19 billed gas service provided to this residence.

20 **Q5. What information have you reviewed to prepare your testimony?**

21 A5. I have reviewed the Complaint and Mr. Pearson's account history as documented in  
22 DEO's customer information system and Mr. Pearson's billing statements. The Statement  
23 of Account summary chart for Mr. Pearson's account is attached to my testimony as DEO

Exhibit 2.1, and Mr. Pearson's billing statements from February 2010 to June 2011 are attached to my testimony as DEO Exhibit 2.2.

**Q6. What is your understanding of the dispute giving rise to Mr. Pearson's Complaint?**

A6. Mr. Pearson alleges that DEO left a burner tube lit on his furnace, resulting in excessive gas consumption from November 16, 2009 to September 27, 2010.

## **II. ACCOUNT HISTORY**

**Q7. When did Mr. Pearson establish gas service at 968 Fern Street, Conneaut, Ohio 44030?**

A7. November 16, 2009.

**Q8. Was Mr. Pearson placed on a payment plan when he initiated service at this address?**

A8. Yes. DEO placed Mr. Pearson on DEO's Current Plus (1/6th) Payment Plan. Under this Plan, DEO divides a customer's arrearage by six and adds that amount to the current month's charges. When Mr. Pearson enrolled in the Current Plus Payment Plan to pay a \$179.16 arrearage from a previous account, he owed an additional \$29.86 ( $\$179.16 \div 6$ ) per month. For example, on his first billing statement, Mr. Pearson owed \$61.62 for his November 2009 consumption, plus \$29.86 under the Plan. Mr. Pearson only paid \$61.62.

**Q9. Did he stay current on the plan?**

A9. Mr. Pearson did not make the agreed payments, and was removed from the Current Plus Payment Plan.

1 **Q10. After the Current Plus Payment Plan was cancelled, did Mr. Pearson pay his bill on**  
2 **time and in full?**

3 A10. No. After making a partial payment in April 2010, Mr. Pearson did not make another  
4 payment until March 10, 2011. From April 2010 until March 2011, Mr. Pearson  
5 accumulated an arrearage of \$747.44, as is shown on his April 4, 2011 billing statement.

6 **Q11. Does Mr. Pearson continue to carry an arrearage?**

7 A11. Yes. As of June 2, 2011, Mr. Pearson's account carries an arrearage of \$505.05.

8 **Q12. Did DEO send Mr. Pearson disconnection notices due to his nonpayment of his**  
9 **utility bills?**

10 A12. Yes, DEO sent Mr. Pearson several disconnection notices. As shown in DEO Exhibit  
11 2.2, DEO sent Mr. Pearson disconnection notices on his March 8, April 8, September 7,  
12 October 6, and November 3, 2010 billing statements. In 2011, Mr. Pearson received  
13 disconnection notices on his February 3, May 3, and June 2, 2011 billing statements.

14 **III. DEO BILLING HISTORY**

15 **Q13. Do the bills rendered on Mr. Pearson's account accurately reflect the charges from**  
16 **DEO and Mr. Pearson's gas supplier?**

17 A13. Yes. The billing statements attached to my testimony as DEO Exhibit 2.2, as  
18 summarized by the Statement of Account chart attached as DEO Exhibit 2.1, accurately  
19 reflect the charges assessed to Mr. Pearson based upon the gas readings from the meter at  
20 his premises. The only adjustments to Mr. Pearson's account were on December 17, 2010  
21 to credit \$16.87 in late payment charges, \$2.54 in security deposit interest, and \$.78 in  
22 gross receipts taxes. DEO also applied a \$100 "good faith" credit in an attempt to resolve  
23 Mr. Pearson's complaint about gas being consumed by the alleged lit burner tube.

1 **Q14. Have you prepared a chart showing how much gas Mr. Pearson used since**  
2 **November 2009?**

3 A14. Yes. Below is a chart comparing Mr. Pearson's gas consumption from 2009 through May  
4 2011. The months that Mr. Pearson is questioning are in bold.

	<u>2009</u>	<u>2010</u>	<u>2011</u>
January		<b>17.0 Mcf</b>	11.7 Mcf
February		<b>7.8 Mcf</b>	10.2 Mcf
March		<b>9.8 Mcf</b>	8.2 Mcf
April		<b>6.6 Mcf</b>	4.7 Mcf
May		<b>2.9 Mcf</b>	2.3 Mcf
June		<b>11.9 Mcf</b>	
July		<b>8.2 Mcf</b>	
August		<b>7.2 Mcf</b>	
September		<b>6.7 Mcf</b>	
October		2.7 Mcf	
November	<b>5.7 Mcf</b>	6.7 Mcf	
<u>December</u>	<b>15.4 Mcf</b>	12.6 Mcf	
<b>Total</b>	21.1 Mcf	100.1 Mcf	

19 **Q15. How were these meter readings obtained?**

20 A15. DEO obtained actual readings from Mr. Pearson's meter using an Automated Meter  
21 Reading ("AMR") device since he initiated service in November 2009.

1 **Q16. Based on his measured consumption, did DEO properly bill Mr. Pearson?**

2 A16. DEO properly billed Mr. Pearson for his gas service from November 2009 to the present.

3 All of the charges applied to Mr. Pearson's account for his usage comply with DEO's  
4 tariff.

5 **IV. SERVICE CALL HISTORY**

6 **Q17. Does DEO maintain records of service calls and other contacts with customers?**

7 A17. Yes.

8 **Q18. From Mr. Pearson's account records, did DEO initiate service on November 16,**  
9 **2009?**

10 A18. Yes. DEO sent Dale Andes to Mr. Pearson's residence to establish natural gas service on  
11 that date.

12 **Q19. After establishing service, did DEO dispatch any other personnel to Mr. Pearson's**  
13 **residence?**

14 A19. Yes, DEO dispatched Dale Andes again to Mr. Pearson's residence on September 27,  
15 2010 in response to Mr. Pearson's September 24, 2010 phone call concerning his high  
16 bills.

17 **Q20. Between November 16, 2009 and September 24, 2010, did DEO dispatch anyone to**  
18 **Mr. Pearson's residence?**

19 A20. No.

20 **Q21. Prior to September 24, 2010, did Mr. Pearson call complaining of high bills?**

21 A21. No.

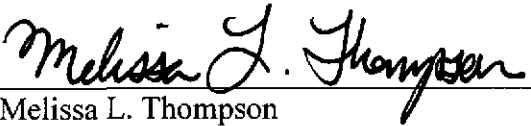
22 **Q22. Does this conclude your testimony?**

23 A22. 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 5th day of July 2011:

Todd Pearson  
968 Fern Street  
Conneaut, Ohio 44030-2112

  
\_\_\_\_\_  
Melissa L. Thompson

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

860-009/283938



## **DEO EXHIBIT 2.1**

### **STATEMENT OF ACCOUNT Summary Chart**

Name	<u>PEARSON, TODD C</u>
Address	<u>968 FERN ST</u>

DETAILS															
READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE USAGE	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	ADJ DESC	PLAN DESC	PLAN AMT	TOTAL PLAN AMT	ACCT DUE BALANCE
06/30/2011	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-1.52	UTG	\$0.00	\$0.00	
06/30/2011	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-33.00	UTG	\$0.00	\$0.00	
06/24/2011	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$1.52	RCC	\$0.00	\$0.00	
06/24/2011	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$33.00	RCC	\$0.00	\$0.00	
06/02/2011	31 ACTUAL		347.1	2.3	.1	217	\$24.04	06/20/2011	\$5.53	\$0.00	\$0.00	AGREEMI	\$144.08	\$501.96	\$505.05
06/02/2011	0		0	.0	.0	0	\$13.17		\$0.00	\$0.00	\$0.00	BROKER	\$0.00	\$0.00	
05/02/2011	31 ACTUAL		344.8	4.7	.2	552	\$27.52	05/19/2011	\$0.00	\$0.00	\$0.00	AGREEMI	\$160.82	\$352.35	\$462.31
05/02/2011	0		0	.0	.0	0	\$26.23		\$0.00	\$0.00	\$0.00	BROKER	\$0.00	\$0.00	
04/01/2011	29 ACTUAL		340.1	8.2	.3	922	\$41.26	04/20/2011	\$0.00	\$373.74	03/31/2011	AGREEMI	\$191.73	\$191.73	\$408.58
03/29/2011	0		0	.0	.0	0	\$43.60		\$0.00	\$0.00	\$0.00	BROKER	\$0.00	\$0.00	
03/29/2011	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-23.71	UTG	\$0.00	\$0.00	
03/29/2011	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-26.29	UTG	\$0.00	\$0.00	
03/03/2011	29 ACTUAL		331.9	10.2	.4	1127	\$46.30	03/22/2011	\$0.00	\$0.00	\$0.00	AGREEMI	\$213.09	\$213.09	\$747.44
03/03/2011	0		0	.0	.0	0	\$59.92		\$0.00	\$0.00	\$0.00	BROKER	\$0.00	\$0.00	
02/02/2011	29 ACTUAL		321.7	11.7	.4	1332	\$49.29	02/21/2011	\$3.81	\$0.00	\$0.00	AGREEMI	\$191.15	\$437.95	\$641.22
02/02/2011	0		0	.0	.0	0	\$67.49		\$0.00	\$0.00	\$0.00	BROKER	\$0.00	\$0.00	
01/04/2011	33 ACTUAL		310.0	12.6	.4	1288	\$51.51	01/21/2011	\$6.68	\$0.00	\$0.00	AGREEMI	\$199.24	\$242.99	\$520.83
01/04/2011	0		0	.0	.0	0	\$73.36		\$0.00	\$0.00	\$0.00	BROKER	\$0.00	\$0.00	
01/05/2011	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-2.54	UTG	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-02	UTG	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-33	LPC	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-28	LPC	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-5.66	LPC	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-33	LPC	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-22	LPC	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-4.53	LPC	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-33	LPC	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-16	LPC	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-3.23	LPC	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-33	LPC	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-10	LPC	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-1.80	LPC	\$0.00	\$0.00	
12/17/2010	0		0	.0	.0	0	\$0.00		\$0.00	\$0.00	\$-33	LPC	\$0.00	\$0.00	

For Questions Call (800)-362-7557  
Hearing Impaired Customers Call TDD (800)-633-8903

[illegible]

# DOMINION EAST OHIO

## Statement of Account

Name PEARSON, TODD C  
Address 968 FERN ST

Account Number \_\_\_\_\_  
Meter Number \_\_\_\_\_

For Questions Call (800)-362-7557  
Hearing Impaired Customers Call TDD (800)-633-8903

### DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER	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	PLAN ACCT	TOTAL
11/16/2009	0			0	0	0	\$0.00		\$0.00	\$0.00			\$94.00	DEP	\$0.00	\$0.00	\$0.00

<b>TOTALS</b>				USAGE: 158.3			TAXES: \$56.80		PAYMENTS: \$1,243.48		LATE PAYMENT CHARGES: \$36.45						
				DEGREE DAYS: 12287			BILL AMOUNTS: \$1,705.42		ADJUSTMENTS: \$6.66								

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	DSONT - DISCOUNT	CNT - CONTRACTS

**DEO EXHIBIT 2.2**

**BILLING STATEMENTS**

**February 9, 2010 through June 2, 2011**

TODD C PEARSON

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968 FERN ST  
CONNEAUT OH 44030-2112

Account Number    Date Prepared

Next Meter Reading  
03/05 - 03/10/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/08 & 5 p.m. on 03/10/2010 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Plan Amount	240.44
<b>Total Payment Due by February 25, 2010</b>	<b>\$240.44</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$240.44 by Feb 25, 2010 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 1-800-950-7989.

**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 see reverse side for mailing address change instructions.

**PLEASE PAY BY** Feb 25, 2010 **Account No.**

**\$240.44**

Plan Amount

Amount Enclosed

19

**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.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174



DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785



968 FERN ST  
CONNEAUT OH 44030-2112

Account Number Date Prepared  
February 9, 2010

Next Meter Reading  
03/05 - 03/10/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/08 & 5 p.m. on 03/10/2010 at www.dom.com.

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$291.17
Payment on Jan 25, 2010 - Thank You	233.68 CR
Security Deposit Installment	31.00
<b>Balance</b>	<b>\$88.49</b>

**Current Charges**

<b>Dominion East Ohio Distribution Charges</b>	
Basic Monthly Charge	\$16.42
Usage-Based Charges	
17.0 MCF @ \$1.7876	30.39
Gross Receipts Tax	2.16
<b>Total Dominion East Ohio Charges</b>	<b>\$48.97</b>

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

**DOMINION EAST OHIO ENERGY Charges**

<b>Standard Choice Offer (SCO)</b>	
Gas Cost 17.0 MCF @ \$7.214	\$122.64
Sales Tax	7.97
<b>Total DOMINION EAST OHIO ENERGY Charges</b>	<b>\$130.61</b>

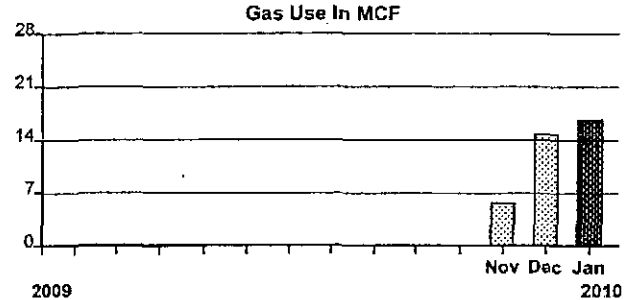
For questions about gas supply costs, contact DOMINION EAST OHIO ENERGY at 1-800-990-4090 or P. O. Box 298 Pittsburgh, PA 15230 or www.dom.com.

<b>Total Current Charges</b>	<b>\$179.58</b>
<b>Total Account Balance</b>	<b>\$268.07</b>

**YOU ARE ON THE CURRENT PLUS (\$29.86) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2009 18°F	2010 23°F
---	--------------	--------------



Average monthly use: □ 12.7 MCF.  
Total annual use: □ 38.1 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
<b>Meter Number</b>			
Feb 5, 2010	Estimate	226.9	
Jan 6, 2010	Remote	209.9	17.0
<b>MCF Used in 30 Days</b>			<b>17.0</b>

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174



### 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** - 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.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174





TODD C PEARSON

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968 FERN ST  
CONNEAUT OH 44030-2112

Account Number Date Prepared  
March 8, 2010

Next Meter Reading  
05/04 - 05/07/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 04/06 & 5 p.m. on 04/08/2010 at www.dom.com.

**Summary of Payment Due**

Current Plan Amount	120.61
Past Due Plan Amount	240.44
<b>Total Payment Due by March 24, 2010</b>	<b>\$361.05</b>

\*\*\*\* 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 \$209.44 in full by March 24, 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 \$93.00 in three equal monthly installments or you need to have a creditworthy guarantor.**

**Payment Methods.** Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$3.95 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohio at the number in the 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 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 1-800-362-7989. 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** Mar 24, 2010 **Account No.** \_\_\_\_\_

**\$361.05**

Plan Amount

Amount Enclosed

19

**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.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174



DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785



TODD C PEARSON

Page 2 of 4

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number    Date Prepared  
March 8, 2010

Next Meter Reading  
05/04 - 05/07/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 04/06 & 5 p.m. on 04/08/2010 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Plan Amount	120.61
Past Due Plan Amount	240.44
<b>Total Payment Due by March 24, 2010</b>	<b>\$361.05</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$361.05 by Mar 24, 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 \$209.44 by Mar 24, 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.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174



968 FERN ST  
CONNEAUT OH 44030-2112

Acc Number Date Prepared  
March 8, 2010

Next Meter Reading  
05/04 - 05/07/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 04/06 & 5 p.m. on 04/08/2010 at www.dom.com.

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$268.07
Late Payment Charge	3.14
Gross Receipts Tax	.14
<b>Balance</b>	<b>\$271.35</b>

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

Basic Monthly Charge	\$16.42
Usage-Based Charges	
7.8 MCF @ \$1.8205	14.20
Gross Receipts Tax	1.41
<b>Total Dominion East Ohio Charges</b>	<b>\$32.03</b>

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

**DOMINION EAST OHIO ENERGY Charges****Standard Choice Offer (SCO)**

Gas Cost 7.8 MCF @ \$6.674	\$52.06
Sales Tax	3.38
<b>Total DOMINION EAST OHIO ENERGY Charges</b>	<b>\$55.44</b>

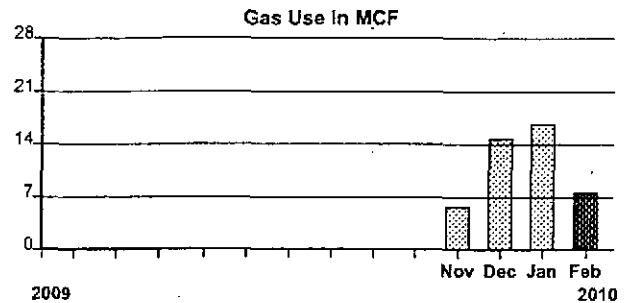
For questions about gas supply costs, contact  
DOMINION EAST OHIO ENERGY at 1-800-990-4090  
or P. O. Box 298 Pittsburgh, PA 15230 or  
www.dom.com.

<b>Total Current Charges</b>	<b>\$87.47</b>
<b>Total Account Balance</b>	<b>\$358.82</b>

**YOU ARE ON THE CURRENT PLUS (\$29.86) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature	2009	2010
For This Billing Period	32°F	23°F



Average monthly use: 11.5 MCF.  
Total annual use: 45.9 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Mar 5, 2010	Remote	234.7	
Feb 5, 2010	Estimate	226.9	7.8
<b>MCF Used in 28 Days</b>			<b>7.8</b>



### 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.

**MC** - 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.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174



968 FERN ST  
CONNEAUT OH 44030-2112

Account Number      Date Prepared  
April 8, 2010

Next Meter Reading  
05/04 - 05/07/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/05 & 5 p.m. on 05/07/2010 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Gas Amount	121.91
Past Due Gas Amount	199.82
<b>Total Payment Due by April 26, 2010</b>	<b>\$321.73</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 \$199.82 in full by April 26, 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 \$11.00 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 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 1-800-362-7557. 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.

**EASE PAY BY** Apr 26, 2010 **Account No.**

**\$321.73**

Account Balance

Amount Enclosed

19

**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.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174



DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785



**TODD C PEARSON**

Page 2 of 3

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number Date Prepared  
April 8, 2010

Next Meter Reading  
05/04 - 05/07/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/05 & 5 p.m. on 05/07/2010 at www.dom.com.

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$358.82
Late Payment Charge	2.57
Leap Credit	159.00 CB
Gross Receipts Tax	.12
<b>Balance</b>	<b>\$202.51</b>

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Monthly Charge	\$16.42
Usage-Based Charges	
9.8 MCF @ \$1.8193	17.83
Gross Receipts Tax	1.58
<b>Total Dominion East Ohio Charges</b>	<b>\$35.83</b>

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

**NOPEC / Dominion Retail Charges**

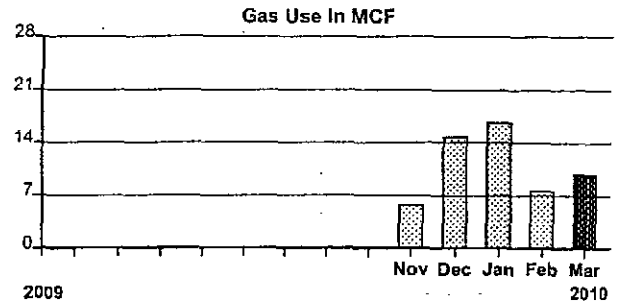
Gas Cost 9.8 MCF @ \$7.99	\$78.30
Sales Tax	5.09
<b>Total NOPEC / Dominion Retail Charges</b>	<b>\$83.39</b>

For questions about gas supply costs, contact NOPEC / Dominion Retail (acct# 1557702514012010) at 1-866-726-5762 or P. O. Box 298 Pittsburgh, PA 15230 or www.dom.com.

<b>Total Current Charges</b>	<b>\$119.22</b>
<b>Total Account Balance</b>	<b>\$321.73</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2009 39°F	2010 41°F
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Average monthly use: 11.1 MCF.  
Total annual use: 55.7 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number			
Apr 6, 2010	Estimate	244.5	
Mar 5, 2010	Remote	234.7	9.8
<b>MCF Used in 32 Days</b>			<b>9.8</b>

**Please Pay** Account Balance of \$321.73 by Apr 26, 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 \$199.82 by Apr 26, 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.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174



### 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.

**MC** - 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.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174



TODD C PEARSON

Page 1 of 2

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number: Date Prepared  
May 5, 2010

Next Meter Reading  
07/02 - 07/08/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 06/04 & 5 p.m. on 06/08/2010 at www.dom.com.

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$321.73
Payment on Apr 13, 2010 - Thank You	175.00 CR
Payment on Apr 13, 2010 - Thank You	240.44 CR
<b>Balance</b>	<b>\$93.71 CR</b>

**Current Charges**

**General Sales Service Rate**  
(See last page for important message)

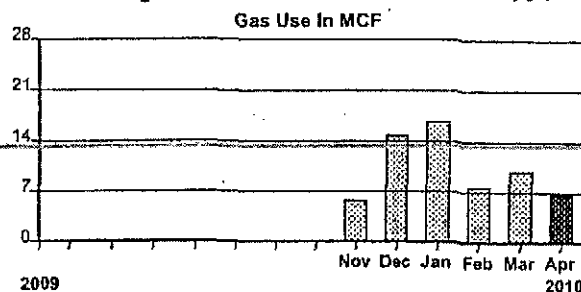
**Standard Service Offer (SSO)**

Basic Monthly Charge	\$16.42
Gas Usage Charges	
6.6 MCF @ \$8.0227	52.95
Gross Receipts Tax	3.19
This bill includes \$33.28 for SSO gas cost at \$5.042 per thousand cubic feet (MCF).	
<b>Total Current Charges</b>	<b>\$72.56</b>
<b>Total Account Balance</b>	<b>\$21.15 CR</b>

You may be able to better control the gas portion of your bill by shopping for an alternative gas supply contract.

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2009 52°F	2010 50°F
---	--------------	--------------



Average monthly use: 10.4 MCF.  
Total annual use: 62.3 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number			
May 4, 2010	Remote	251.1	
Apr 6, 2010	Estimate	244.5	6.6
<b>MCF Used in 28 Days</b>			<b>6.6</b>

No Payment Due

**Doing business online with Dominion has never been easier!**

Visit "Manage Your Account" at [www.dom.com](http://www.dom.com) to make a payment, sign up for eBill and Automatic Bank Draft, view your billing and payment history, enter a meter reading, check your account information, and much more. Register or sign in to manage your Dominion account(s), at your convenience, 365 days a year on our secure Web site!  
Call 1-877-542-2630 any hour, any day for emergency service. You may want to keep the number near your phone. (It is an emergency when you smell gas or when all of your gas appliances are out.)

**ENERGYSHARE:** Help people without heat by donating to EnergyShare. Add \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Account Number

NO PAYMENT DUE

**SSO Rate Component Change**

In Case No. 07-1224-GA-EXM, the Public Utilities Commission of Ohio approved a new Standard Service Offer (SSO) rate. Effective with this bill, the new SSO rate is \$1.20 plus the NYMEX month-end settlement price rate effective until April 2011. As a result of the variable monthly NYMEX settlement price, the SSO rate changes monthly.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174

DOMINION EAST OHIO  
PO BOX 28785  
RICHMOND VA 23261-6785



You have been placed on Dominion East Ohio's Standard Service Offer (SSO) rate. If you remain credit eligible for two consecutive bills, you will be assigned a supplier to provide you with gas at the regulated Standard Choice Offer (SCO) rate. The assigned SCO supplier will be listed on your monthly statement. The assigned supplier will continue to provide gas to you unless you choose a new supplier or participate in an aggregation program.

For contact information on participating Energy Choice suppliers, you have several options:

- Visit [www.DominionGasChoice.com](http://www.DominionGasChoice.com) for Energy Choice information.
- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is 1-800-686-7826 (TDD 800-686-1570).
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

**PLEASE NOTE:** If you have past due amounts owed to Dominion East Ohio and are not on a payment plan at the time of your first SCO bill, you will be automatically enrolled in Dominion's Payment Plan Program. The plan amount (current amount due, plus one-sixth of the past-due balance) will be stated on that bill.

**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.

**M** - in abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

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

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

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

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

**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

**Returned Payment Fee** - Fee for each returned item 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.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174



**TODD C PEARSON**

Page 1 of 2

 968 FERN ST  
 CONNEAUT OH 44030-2112

 Acc Number Date Prepared  
 June 8, 2010

 Next Meter Reading  
 07/02 - 07/08/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 07/06 &amp; 5 p.m. on 07/08/2010 at www.dom.com.

**Credits And Charges Since Your Last Bill**

 Balance from last bill \$21.15 CR  
 Balance \$21.15 CR

**Current Charges**

General Sales Service Rate

(See last page for important message)

Standard Service Offer (SSO)

Basic Monthly Charge \$16.59

Gas Usage Charges 24.12

2.9 MCF @ \$8.3172

Gross Receipts Tax 1.87

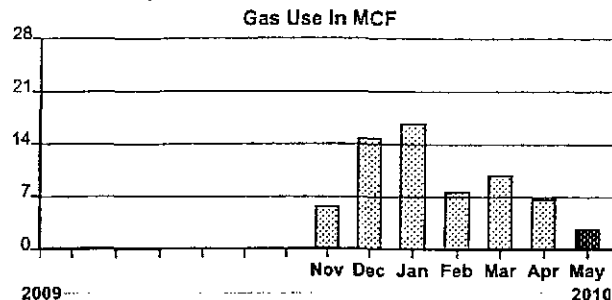
This bill includes \$15.87 for SSO gas cost at \$5.471 per thousand cubic feet (MCF).

Total Current Charges \$42.58

Total Account Balance \$21.43

You may be able to better control the gas portion of your bill by shopping for an alternative gas supply contract.

**Monthly Usage Comparison**

 Average Daily Temperature 2009 58°F 2010 59°F  
 For This Billing Period

 Average monthly use: 9.3 MCF.  
 Total annual use: 65.2 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number			
Jun 4, 2010	Estimate	254.0	
May 4, 2010	Remote	251.1	2.9
MCF Used in 31 Days			2.9

Please Pay Account Balance of \$21.43 by Jun 24, 2010 to Avoid Late Payment Charge of 1.5% per month.

**Doing business online with Dominion has never been easier!**

Visit "Manage Your Account" at www.dom.com to make a payment, sign up for eBill and Automatic Bank Draft, view your billing and payment history, enter a meter reading, check your account information, and much more. Register or sign in to manage your Dominion account(s), at your convenience, 365 days a year on our secure Web site!

Call 1-877-542-2630 any hour, any day for emergency service. You may want to keep the number near your phone. (It is an emergency when you smell gas or when all of your gas appliances are out.)

ENERGYSHARE: Help people without heat by donating to EnergyShare. Add \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

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

PLEASE PAY BY Jun 24, 2010 Account No.

\$21.43

Account Balance

Amount Enclosed

19

**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


You have been placed on Dominion East Ohio's Standard Service Offer (SSO) rate. If you remain credit eligible for two consecutive bills, you will be assigned a supplier to provide you with gas at the regulated Standard Choice Offer (SCO) rate. The assigned SCO supplier will be listed on your monthly statement. The assigned supplier will continue to provide gas to you unless you choose a new supplier or participate in an aggregation program.

For contact information on participating Energy Choice suppliers, you have several options:

- Visit [www.DominionGasChoice.com](http://www.DominionGasChoice.com) for Energy Choice information.
- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is 1-800-686-7826 (TDD 800-686-1570).
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

**PLEASE NOTE:** If you have past due amounts owed to Dominion East Ohio and are not on a payment plan at the time of your first SCO bill, you will be automatically enrolled in Dominion's Payment Plan Program. The plan amount (current amount due, plus one-sixth of the past-due balance) will be stated on that bill.

### 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.

**CCF** - abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

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

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

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

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

**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

**Returned Payment Fee** - Fee for each returned item 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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PO BOX 174  
CONNEAUT OH 44030-0174



368 FERN ST  
CONNEAUT OH 44030-2112

Account Number Date Prepared  
09/01 - 09/07/2010

Next Meter Reading  
09/01 - 09/07/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 08/04 & 5 p.m. on 08/06/2010 at www.dom.com.

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$21.43
Late Payment Charge	.32
Gross Receipts Tax	.01
<b>Balance</b>	<b>\$21.76</b>

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

Basic Monthly Charge	\$16.59
Usage-Based Charges	
11.9 MCF @ \$2.8268	33.64
Gross Receipts Tax	2.31
<b>Total Dominion East Ohio Charges</b>	<b>\$52.54</b>

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

**DTE ENERGY SUPPLY Charges**

(See last page for important message)

**Standard Choice Offer (SCO)**

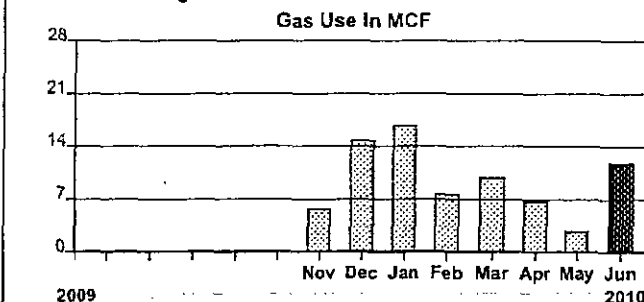
Gas Cost 11.9 MCF @ \$5.355	\$63.72
Sales Tax	4.14
<b>Total DTE ENERGY SUPPLY Charges</b>	<b>\$67.86</b>

For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

<b>Total Current Charges</b>	<b>\$120.40</b>
<b>Total Account Balance</b>	<b>\$142.16</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2009 65°F	2010 67°F
---	--------------	--------------



Average monthly use: 9.6 MCF.  
Total annual use: 77.1 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Jul 2, 2010	Remote	265.9	
Jun 4, 2010	Estimate	254.0	11.9
<b>MCF Used in 28 Days</b>			<b>11.9</b>

Please Pay Account Balance of \$142.16 by Jul 22, 2010 to Avoid Late Payment Charge of 1.5% per month.

**This is a Reminder Notice**

We haven't received your payment of \$21.76. If you've already paid it, thank you. If not, please pay the total balance of \$142.16 by Jul 22, 2010.

If you were on a payment plan that ended last month and need to discuss a new plan, please call us toll-free 1-800-950-7989 and we will be happy to assist you.

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

ENERGYSHARE: Help people without heat by donating to EnergyShare. Add \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

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

PLEASE PAY BY Jul 22, 2010 Account No. 4 5000 4246 9520

\$142.16

Account Balance

Amount Enclosed

19

ebill

9,999,999

**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 5759, Cleveland, OH 44101-0759, or complete the appropriate form on the www.dom.com website.

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RICHMOND VA 23261-6785

With this bill, you will find an assigned supplier listed that will provide natural gas at the regulated Standard Choice Offer (SCO) rate. The assigned supplier will continue to provide you with gas unless you choose a new supplier or participate in an aggregation program.

Sales Tax is charged to most customers who purchase their natural gas from an Energy Choice or governmental aggregation supplier. The Gross Receipts Tax is levied on public utilities and directly passed on to customers. Sales-tax-exempt customers should send a state-issued exemption certificate to the natural gas supplier listed on this bill, along with the applicable account number(s).

For contact information on participating Energy Choice suppliers, you have several options:

- Visit [www.DominionGasChoice.com](http://www.DominionGasChoice.com) for Energy Choice information.
- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is 1-800-686-7826 (TDD 800-686-1570).
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

### 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.

**MC** - abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

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

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

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

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

**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

**Returned Payment Fee** - Fee for each returned item 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.

**TODD C PEARSON**

Page 1 of 2

 968 FERN ST  
 CONNEAUT OH 44030-2112

 Acc Number Date Prepared  
 August 5, 2010

 Next Meter Reading  
 09/02 - 09/08/2010

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$142.16
Late Payment Charge	2.13
Gross Receipts Tax	.10
<b>Balance</b>	<b>\$144.39</b>

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

Basic Monthly Charge	\$16.59
Usage-Based Charges	
8.2 MCF @ \$2.7524	22.57
Gross Receipts Tax	1.80
<b>Total Dominion East Ohio Charges</b>	<b>\$40.96</b>

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

**DTE ENERGY SUPPLY Charges**
**Standard Choice Offer (SCO)**

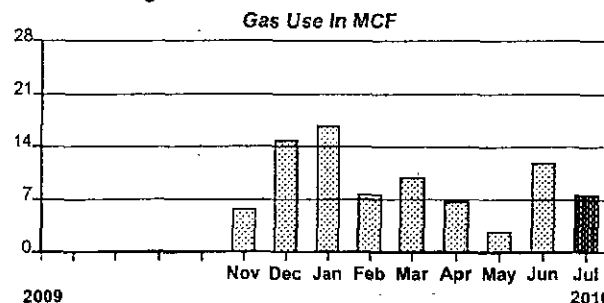
Gas Cost 8.2 MCF @ \$5.917	\$48.52
Sales Tax	3.15
<b>Total DTE ENERGY SUPPLY Charges</b>	<b>\$51.67</b>

For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

<b>Total Current Charges</b>	<b>\$92.63</b>
<b>Total Account Balance</b>	<b>\$237.02</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2009 67°F	2010 72°F
---	-----------	-----------



Average monthly use:	9.5 MCF.
Total annual use:	85.3 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number			
Aug 4, 2010	Remote	274.1	
Jul 2, 2010	Remote	265.9	8.2
<b>MCF Used in 33 Days</b>			<b>8.2</b>

**Please Pay** Account Balance of \$237.02 by Aug 23, 2010 to Avoid Late Payment Charge of 1.5% per month.

**Let Your Bank Pay Your Bills**

Join our Automatic Bank Draft and stop writing checks, buying money orders, paying postage or standing in line to pay your bill. Your financial institution can deduct your payment directly from your checking account and forward it to Dominion East Ohio. Once you're on the plan, we still send you a bill each month that tells you how much to deduct from your checking account. To join, visit us at [www.dom.com](http://www.dom.com) or call us at the number listed at the top of this bill. You also can pay this bill with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo, or a Visa, MasterCard, or Discover credit card at [www.dom.com](http://www.dom.com) or at 1-800-573-1153. BillMatrix provides this service. A service fee applies.

ENERGYSHARE: Help people without heat by donating to EnergyShare. Add \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

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

**LEASE PAY BY** Aug 23, 2010 **Account No.**
**\$237.02**

Account Balance

Amount Enclosed

20

ebill

9,999,999

**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 5759, Cleveland, OH 44101-0759, or complete the appropriate form on the [www.dom.com](http://www.dom.com) website.

 TODD C PEARSON  
 PO BOX 174  
 CONNEAUT OH 44030-0174

 DOMINION EAST OHIO  
 PO BOX 26785  
 RICHMOND VA 23261-6785

9,999,999

### 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.

**MC** - abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

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

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

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

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

**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

**Returned Payment Fee** - Fee for each returned item 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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PO BOX 174  
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TODD C PEARSON

Page 1 of 3

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number    Date Prepared    Next Meter Reading  
September 7, 2010    10/04 - 10/07/2010

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

**Summary of Payment Due**

Current Gas Amount	86.82
Past Due Gas Amount	237.02
<b>Total Payment Due by September 23, 2010</b>	<b>\$323.84</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 \$237.02 in full by September 23, 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 \$26.00 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 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 1-800-362-7989. 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.

**EASE PAY BY** Sep 23, 2010 **Account No.**

**\$323.84**

Account Balance

Amount Enclosed

**View a Summary of Your Account**

Your account information is always at your fingertips. Visit us at [www.dom.com](http://www.dom.com) and sign in to view your current billing information, current payment information and account balance online. You can even get a "printer friendly" version for your records. Try it today.

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PO BOX 26785  
RICHMOND VA 23261-6785



968 FERN ST  
CONNEAUT OH 44030-2112

Account Number Date Prepared  
September 7, 2010

Next Meter Reading  
10/04 - 10/07/2010

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$237.02
Late Payment Charge	3.56
Gross Receipts Tax	.16
<b>Balance</b>	<b>\$240.74</b>

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

Basic Monthly Charge	\$16.59
Usage-Based Charges	
7.2 MCF @ \$2.6472	19.06
Gross Receipts Tax	1.64
<b>Total Dominion East Ohio Charges</b>	<b>\$37.29</b>

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

**DTE ENERGY SUPPLY Charges****Standard Choice Offer (SCO)**

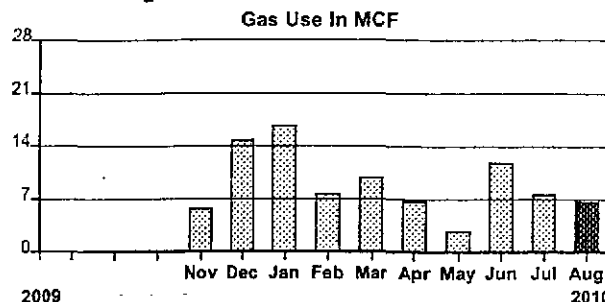
Gas Cost 7.2 MCF @ \$5.974	\$43.01
Sales Tax	2.80
<b>Total DTE ENERGY SUPPLY Charges</b>	<b>\$45.81</b>

For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

<b>Total Current Charges</b>	<b>\$83.10</b>
<b>Total Account Balance</b>	<b>\$323.84</b>

**Monthly Usage Comparison**

Average Daily Temperature	2009	2010
For This Billing Period	67°F	70°F



Average monthly use: ☐ 9.3 MCF.  
Total annual use: ☐ 92.5 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number			
Sep 2, 2010	Remote	281.3	
Aug 4, 2010	Remote	274.1	7.2
<b>MCF Used in 29 Days</b>			<b>7.2</b>

**Please Pay** Account Balance of \$323.84 by Sep 23, 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 \$237.02 by Sep 23, 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.

**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.

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

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**ICF** - 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.

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

**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

**Returned Payment Fee** - Fee for each returned item 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.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174

TODD C PEARSON

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968 FERN ST  
CONNEAUT OH 44030-2112

Account Number    Date Prepared  
October 6, 2010

Next Meter Reading  
11/02 - 11/05/2010

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

**Summary of Payment Due**

Current Gas Amount	75.59
Past Due Gas Amount	323.84
<b>Total Payment Due by October 22, 2010</b>	<b>\$399.43</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 \$323.84 in full by October 22, 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 \$24.00 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 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 1-800-362-7557. 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.

**EASE PAY BY** Oct 22, 2010 **Account No.**

**\$399.43**

Account Balance

Amount Enclosed

20

ebill

2,137

**View a Summary of Your Account**

Your account information is always at your fingertips. Visit us at [www.dom.com](http://www.dom.com) and sign in to view your current billing information, current payment information and account balance online. You can even get a "printer friendly" version for your records. Try it today.

TODD C PEARSON  
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PO BOX 26785  
RICHMOND VA 23261-6785

# TODD C PEARSON

Page 2 of 3

968 FERN ST.  
CONNEAUT OH 44030-2112

Account Number Date Prepared  
October 6, 2010

Next Meter Reading  
11/02 - 11/05/2010

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

## Credits And Charges Since Your Last Bill

Balance from last bill	\$323.84
Late Payment Charge	4.86
Gross Receipts Tax (4.6044%)	.22
<b>Balance</b>	<b>\$328.92</b>

## Current Charges

### Dominion East Ohio Distribution Charges

Basic Monthly Charge	\$16.59
Usage-Based Charges	
6.7 MCF @ \$2.6462	17.73
Gross Receipts Tax (4.6044%)	1.58
<b>Total Dominion East Ohio Charges</b>	<b>\$35.90</b>

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

## DTE ENERGY SUPPLY Charges

### Standard Choice Offer (SCO)

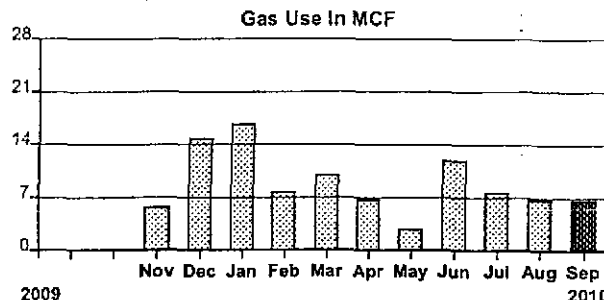
Gas Cost 6.7 MCF @ \$4.851	\$32.50
Sales Tax	2.11
<b>Total DTE ENERGY SUPPLY Charges</b>	<b>\$34.61</b>

For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

<b>Total Current Charges</b>	<b>\$70.51</b>
<b>Total Account Balance</b>	<b>\$399.43</b>

## Monthly Usage Comparison

Average Daily Temperature	2009	2010
For This Billing Period	58°F	60°F



Average monthly use: ☐ 9.0 MCF.  
Total annual use: ☐ 99.2 MCF.

## Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number			
Oct 4, 2010	Remote	288.0	
Sep 2, 2010	Remote	281.3	6.7
<b>MCF Used in 32 Days</b>			<b>6.7</b>

**lease Pay** Account Balance of \$399.43 by Oct 22, 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 \$323.84 by Oct 22, 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.

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

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

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

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

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

**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

**Returned Payment Fee** - Fee for each returned item 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.

968 FERN ST  
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Account Number    Date Prepared    Next Meter Reading  
November 3, 2010    12/02 - 12/07/2010

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

**Summary of Payment Due**

Current Gas Amount	46.79
Past Due Gas Amount	399.43
<b>Total Payment Due by November 19, 2010</b>	<b>\$446.22</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 \$399.43 in full by November 19, 2010, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

**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 \$19.00 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.

**EASE PAY BY** Nov 19, 2010 **Account No.**

**\$446.22**

Account Balance

Amount Enclosed

20

ebill

2,502

**Change in Rate Design**

With this bill, customers on Energy Choice Transportation Service - Residential will see an increase in the Basic Monthly Charge to \$17.58, plus applicable riders, and the elimination of the volumetric base transportation rate, as approved in Case No. 09-654-GA-UNC by the Public Utilities Commission of Ohio.

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DOMINION EAST OHIO  
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RICHMOND VA 23261-6785

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number    Date Prepared  
November 3, 2010

Next Meter Reading  
12/02 - 12/07/2010

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$399.43
Late Payment Charge	5.99
Gross Receipts Tax (4.6044%)	.28
<b>Balance</b>	<b>\$405.70</b>

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

Basic Monthly Charge	\$18.77
Usage-Based Charges	
2.7 MCF @ \$2.2666	6.12
Gross Receipts Tax (4.6044%)	1.15
<b>Total Dominion East Ohio Charges</b>	<b>\$26.04</b>

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

**DTE ENERGY SUPPLY Charges****Standard Choice Offer (SCO)**

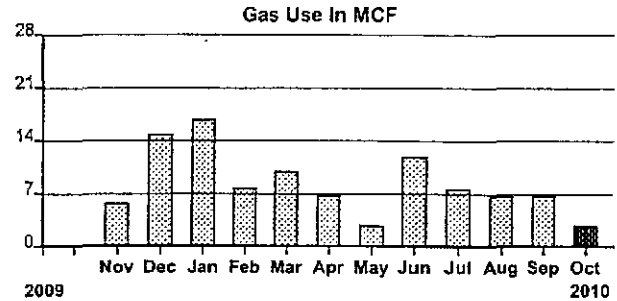
Gas Cost 2.7 MCF @ \$5.037	\$13.60
Sales Tax	.88
<b>Total DTE ENERGY SUPPLY Charges</b>	<b>\$14.48</b>

For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

<b>Total Current Charges</b>	<b>\$40.52</b>
<b>Total Account Balance</b>	<b>\$446.22</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2009 45°F	2010 50°F
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Average monthly use: 8.5 MCF.  
Total annual use: 101.9 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
<b>Meter Number</b>			
Nov 2, 2010	Remote	290.7	
Oct 4, 2010	Remote	288.0	2.7
<b>MCF Used in 29 Days</b>			<b>2.7</b>

**Please Pay** Account Balance of \$446.22 by Nov 19, 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 \$399.43 by Nov 19, 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.

### Payment Programs for Eligible Customers

**Budget Payment Plan** - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

**Budget Plus** - Pay a special budget amount, plus one of 12 equal payments of the past-due amount.

**Current Plus** - Pay current charges and make one of six equal payments of the past-due amount.

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

**One-Ninth Plan** - Pay a special budget amount, plus one of nine equal payments of the past-due amount.

**PIPP Plus** - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

**Graduate PIPP Plus** - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount. It replaces the PIPP Repayment Plan.

### 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.

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

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

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

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

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

**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or 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. A 3% rate of interest is paid if the full deposit is held for 180 days or longer.

**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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**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.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174



968 FERN.ST  
CONNEAUT OH 44030-2112

Account Number  
Date Prepared  
December 3, 2010

Next Meter Reading  
01/04 - 01/07/2011

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

**Credits And Charges Since Your Last Bill**

Balance from last bill \$446.22  
Balance **\$446.22**

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

Basic Monthly Charge \$19.63  
Usage-Based Charges  
6.7 MCF @ \$2.3477 15.73  
Gross Receipts Tax (4.6044%) 1.63  
Total Dominion East Ohio Charges **\$36.99**

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

**DTE ENERGY SUPPLY Charges****Standard Choice Offer (SCO)**

Gas Cost 6.7 MCF @ \$4.492 \$30.10  
Sales Tax 1.96  
Total DTE ENERGY SUPPLY Charges **\$32.06**

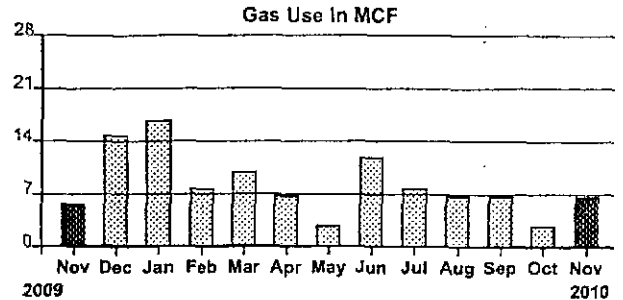
For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

Total Current Charges **\$69.05**  
Total Account Balance **\$515.27**

**YOU ARE ON THE CURRENT PLUS (\$74.37) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period 2009 44°F 2010 41°F

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Dec 2, 2010	Remote	297.4	
Nov 2, 2010	Remote	290.7	6.7
<b>MCF Used in 30 Days</b>			<b>6.7</b>

**Please Pay** Plan Amount of \$143.42 by Dec 21, 2010 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 1-800-950-7989.

**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 see reverse side for mailing address change instructions.

**EASE PAY BY** Dec 21, 2010 Account No.

**\$143.42**

Plan Amount

Amount Enclosed

20

ebill

9,999,999

**Pipeline Infrastructure Replacement Charge**

In Case No. 10-733-GA-RDR, the Public Utilities Commission of Ohio approved an adjustment to the Pipeline Infrastructure Replacement (PIR) Cost Recovery Charge. This charge provides recovery of certain costs associated with replacement of older pipelines and ownership of and responsibility for service lines. With the rider change, the Basic Monthly Charge increased by \$0.86 to a total of \$19.63 per month as of November 5, 2010.

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### Payment Programs for Eligible Customers

**Budget Payment Plan** - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

**Budget Plus** - Pay a special budget amount, plus one of 12 equal payments of the past-due amount.

**Current Plus** - Pay current charges and make one of six equal payments of the past-due amount.

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

**One-Ninth Plan** - Pay a special budget amount, plus one of nine equal payments of the past-due amount.

**PIPP Plus** - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

**Graduate PIPP Plus** - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount. It replaces the PIPP Repayment Plan.

### 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.

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**CR - Credit**

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**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.

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

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

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

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

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

**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or 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. A 3% rate of interest is paid if the full deposit is held for 180 days or longer.

**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.

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TODD C PEARSON  
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TODD C PEARSON

Page 1 of 3

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number Date Prepared  
January 5, 2011

Next Meter Reading  
02/02 - 02/07/2011

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

**Summary of Payment Due**

Current Plan Amount	199.92
Past Due Plan Amount	43.07
<b>Total Payment Due by January 21, 2011</b>	<b>\$242.99</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$242.99 by Jan 21, 2011 to Avoid Late Payment Charge of 1.5% per month.

**Special Payment Arrangements**

Monthly Plan Amount	\$199.92
Past Due Amount	\$43.07
<b>Total Plan Amount due</b>	<b>\$242.99</b>

We can provide this plan only as long as you make your monthly payments in full and on time. If you are dropped from the plan, your full account balance will be due. If you have recently made your payment, thank you.

Please call 1-800-950-7989 if you have any questions or need assistance.

**If you have an Energy Choice supplier, you must pay the amount due on time each month to retain your current contract.**

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

**LEASE PAY BY** Jan 21, 2011 **Account No.**

**\$242.99**

Plan Amount

Amount Enclosed

20

ebill

9,999,999

**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 sign in or register in Manage Your Account at [www.dom.com](http://www.dom.com), call us at 1-800-362-7557, or write us at P.O. Box 5759, Cleveland, OH 44101-0759.

TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

9,999,999

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number Date Prepared  
January 5, 2011

Next Meter Reading  
02/02 - 02/07/2011

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$515.27
Late Payment Charge	.65
Late Payment Charge Allowed	16.87 CR
Security Deposit Interest	2.54 CR
Miscellaneous Adjustment	100.00 CR
Gross Receipts Tax (4.6044%)	.03
Gross Receipts Tax Credit (4.6044%)	.78 CR
<b>Balance</b>	<b>\$395.76</b>

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

Basic Monthly Charge	\$19.63
Usage-Based Charges	
12.6 MCF @ \$2.3500	29.61
Gross Receipts Tax (4.6044%)	2.27
<b>Total Dominion East Ohio Charges</b>	<b>\$51.51</b>

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

**DTE ENERGY SUPPLY Charges**

Standard Choice Offer (SCO)	
Gas Cost 12.6 MCF @ \$5.467	\$68.88
Sales Tax	4.48
<b>Total DTE ENERGY SUPPLY Charges</b>	<b>\$73.36</b>

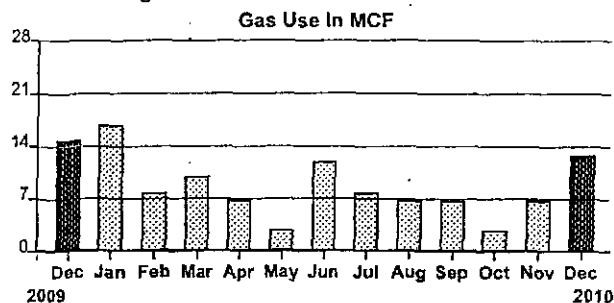
For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

<b>Total Current Charges</b>	<b>\$124.87</b>
<b>Account Balance</b>	<b>\$520.63</b>

**YOU ARE ON THE CURRENT PLUS (\$74.37) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2009 25°F	2010 25°F
---	--------------	--------------



Average monthly use: 8.3 MCF.  
Total annual use: 100.1 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number			
Jan 4, 2011	Remote	310.0	
Dec 2, 2010	Remote	297.4	12.6
<b>MCF Used in 33 Days</b>			<b>12.6</b>

9,999,999

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### Payment Programs for Eligible Customers

**Budget Payment Plan** - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

**Budget Plus** - Pay a special budget amount, plus one of 12 equal payments of the past-due amount.

**Current Plus** - Pay current charges and make one of six equal payments of the past-due amount.

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

**One-Ninth Plan** - Pay a special budget amount, plus one of nine equal payments of the past-due amount.

**PIPP Plus** - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

**Graduate PIPP Plus** - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount. It replaces the PIPP Repayment Plan.

### 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 generated 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.

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

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

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

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

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

**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or 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. A 3% rate of interest is paid if the full deposit is held for 180 days or longer.

**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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Page 1 of 4

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number    Date Prepared    Next Meter Reading  
February 3, 2011    03/03 - 03/08/2011

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

**Summary of Payment Due**

Current Plan Amount	194.96
Past Due Plan Amount	242.99
<b>Total Payment Due by February 21, 2011</b>	<b>\$437.95</b>

\*\*\*\* 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 \$242.99 in full by February 21, 2011, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

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 \$16.00 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 Feb 21, 2011 Account No. \_\_\_\_\_

\$437.95

Plan Amount

Amount Enclosed

20

ab#

2,759

**Save Time, Stamps**

Enroll online in eBill through Manage Your Account at [www.dom.com](http://www.dom.com). Also, choose Automatic Bank Draft for the ultimate in bill payment convenience.

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RICHMOND VA 23261-6785

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Page 2 of 4

968 FERN ST  
CONNEAUT OH 44030-2112Account Number    Date Prepared  
February 3, 2011Next Meter Reading  
03/03 - 03/08/2011

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

**Summary of Payment Due**

Current Plan Amount	194.96
Past Due Plan Amount	242.99
<b>Total Payment Due by February 21, 2011</b>	<b>\$437.95</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$437.95 by Feb 21, 2011 to Avoid Late Payment Charge of 1.5% per month.**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$242.99 by Feb 21, 2011, 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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**TODD C PEARSON**

Page 3 of 4

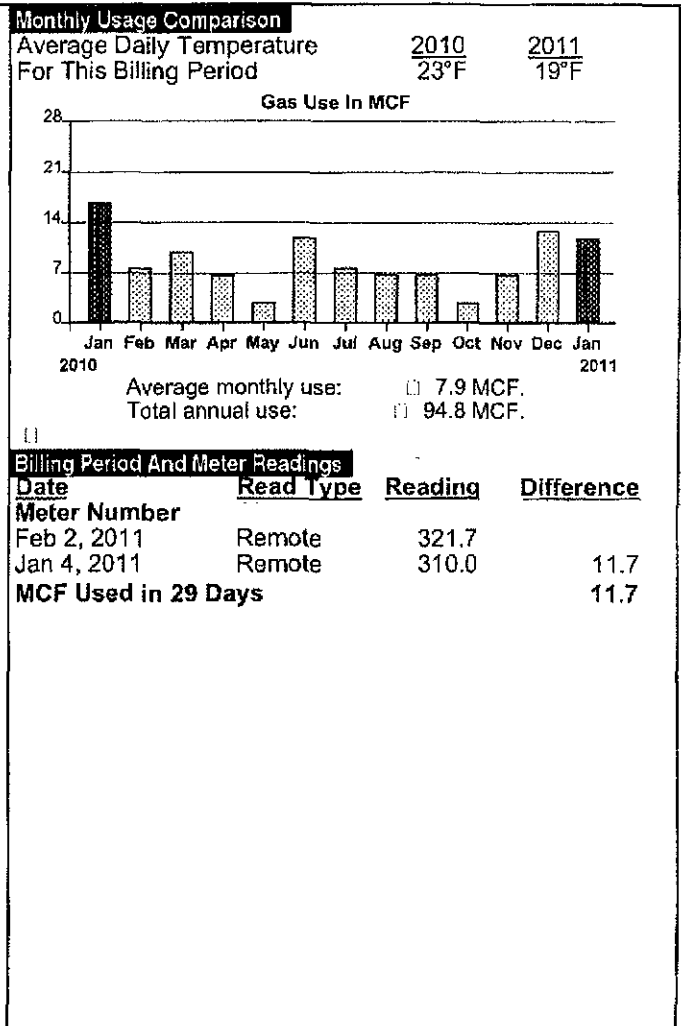
968 FERN ST  
CONNEAUT OH 44030-2112

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

Account Number    Date Prepared    Next Meter Reading  
February 3, 2011    03/03 - 03/08/2011

Credits And Charges Since Your Last Bill	
Balance from last bill	\$520.63
Late Payment Charge	3.64
Gross Receipts Tax (4.6044%)	.17
<b>Balance</b>	<b>\$524.44</b>
Current Charges	
<b>Dominion East Ohio Distribution Charges</b>	
Basic Monthly Charge	\$19.63
Usage-Based Charges	
11.7 MCF @ \$2.3495	27.49
Gross Receipts Tax (4.6044%)	2.17
<b>Total Dominion East Ohio Charges</b>	<b>\$49.29</b>
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.	
<b>DTE ENERGY SUPPLY Charges</b>	
<b>Standard Choice Offer (SCO)</b>	
Gas Cost 11.7 MCF @ \$5.416	\$63.37
Sales Tax	4.12
<b>Total DTE ENERGY SUPPLY Charges</b>	<b>\$67.49</b>
For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.	
<b>Total Current Charges</b>	<b>\$116.78</b>
<b>Total Account Balance</b>	<b>\$641.22</b>

**YOU ARE ON THE CURRENT PLUS (\$74.37) PAYMENT PLAN.**



2,758

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2,795



### Payment Programs for Eligible Customers

**Budget Payment Plan** - Levels monthly payment by averaging gas usage over the past 12 months; then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

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**CR** - Credit

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**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.

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

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CONNEAUT OH 44030-0174

**TODD C PEARSON**

Page 1 of 2

968 FERN ST  
CONNEAUT OH 44030-2112Account Number  
Date Prepared  
March 4, 2011Next Meter Reading  
04/01 - 04/06/2011

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

**Credits And Charges Since Your Last Bill**Balance from last bill \$641.22  
Balance **\$641.22****Current Charges****Dominion East Ohio Distribution Charges**Basic Monthly Charge \$19.63  
Usage-Based Charges  
10.2 MCF @ \$2.4147 24.63  
Gross Receipts Tax (4.6044%) 2.04  
Total Dominion East Ohio Charges **\$46.30**

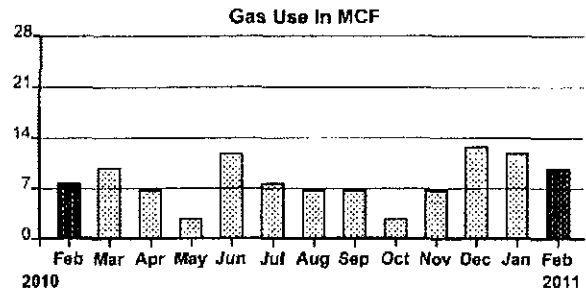
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

**DTE ENERGY SUPPLY Charges****Standard Choice Offer (SCO)**Gas Cost 10.2 MCF @ \$5.516 \$56.26  
Sales Tax 3.66  
Total DTE ENERGY SUPPLY Charges **\$59.92**

For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

Total Current Charges **\$106.22**  
Total Account Balance **\$747.44****YOU ARE ON THE CURRENT PLUS (\$106.87) PAYMENT PLAN.****Monthly Usage Comparison**

Average Daily Temperature For This Billing Period 2010 23°F 2011 26°F

Average monthly use: 8.1 MCF.  
Total annual use: 97.2 MCF.**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Mar 3, 2011	Remote	331.9	
Feb 2, 2011	Remote	321.7	10.2
<b>MCF Used in 29 Days</b>			<b>10.2</b>

**Please Pay Plan Amount of \$213.09 by Mar 22, 2011 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 1-800-950-7989.

**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 see reverse side for mailing address change instructions.

**PLEASE PAY BY** Mar 22, 2011 **Account No.****\$213.09**

Plan Amount

Amount Enclosed

20

ebill

9,999,999

**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.TODD C PEARSON  
PO BOX 174  
CONNEAUT OH 44030-0174DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

9,999,999

### Payment Programs for Eligible Customers

**Budget Payment Plan** - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

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Page 1 of 3

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number    Date Prepared  
                         April 4, 2011

Next Meter Reading  
05/02 - 05/05/2011

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

**Summary of Payment Due**

(See Next Page for Usage Comparison and Meter Readings)

Current Plan Amount	191.73
<b>Total Payment Due by April 20, 2011</b>	<b>\$191.73</b>

**Please Pay** Plan Amount of \$191.73 by Apr 20, 2011 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 1-800-950-7989.

**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 see reverse side for mailing address change instructions.

**PLEASE PAY BY** Apr 20, 2011 **Account No.**

**\$191.73**

Plan Amount

Amount Enclosed

**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.

20

ebill

9,999,999

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9,999,999

**TODD C PEARSON**

Page 2 of 3

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number    Date Prepared  
                         April 4, 2011

Next Meter Reading  
05/02 - 05/05/2011

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$747.44
Payment on Mar 10, 2011 - Thank You	106.75 CR
Payment on Mar 29, 2011 - Thank You	192.99 CR
Dominion East Ohio Contribution	50.00 CR
Heap Credit	74.00 CR
<b>Balance</b>	<b>\$323.70</b>

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Monthly Charge	\$19.63
Usage-Based Charges	
8.2 MCF @ \$2.4158	19.81
Gross Receipts Tax (4.6044%)	1.82
<b>Total Dominion East Ohio Charges</b>	<b>\$41.26</b>

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

**DTE ENERGY SUPPLY Charges**

**Standard Choice Offer (SCO)**

Gas Cost 8.2 MCF @ \$4.993	\$40.94
Sales Tax	2.66
<b>Total DTE ENERGY SUPPLY Charges</b>	<b>\$43.60</b>

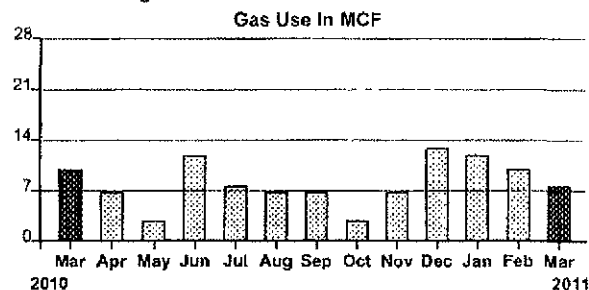
For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

<b>Total Current Charges</b>	<b>\$84.86</b>
<b>Total Account Balance</b>	<b>\$408.56</b>

**YOU ARE ON THE CURRENT PLUS (\$106.87) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature	2010	2011
For This Billing Period	41°F	33°F



Average monthly use: 8.0 MCF  
Total annual use: 95.6 MCF

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
<b>Meter Number</b>			
Apr 1, 2011	Remote	340.1	
Mar 3, 2011	Remote	331.9	8.2
<b>MCF Used in 29 Days</b>			<b>8.2</b>

8,889,999

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CONNEAUT OH 44030-0174

9,999,999

### Payment Programs for Eligible Customers

**Budget Payment Plan** - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

**Budget Plus** - Pay a special budget amount, plus one of 12 equal payments of the past-due amount.

**Current Plus** - Pay current charges and make one of six equal payments of the past-due amount.

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

**One-Ninth Plan** - Pay a special budget amount, plus one of nine equal payments of the past-due amount.

**PIPP Plus** - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

**Graduate PIPP Plus** - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount. It replaces the PIPP Repayment Plan.

### 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.

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

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

**Reconnection Fee** - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

**Reset Read** - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

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**Security Deposit Installment** - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer.

**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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**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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Page 1 of 3

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number Date Prepared  
May 3, 2011

Next Meter Reading  
06/01 - 06/06/2011

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

**Summary of Payment Due**

Current Plan Amount	160.62
Past Due Plan Amount	191.73
<b>Total Payment Due by May 19, 2011</b>	<b>\$352.35</b>

\*\*\*\* 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 \$191.73 in full by May 19, 2011, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

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 \$6.00 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 May 19, 2011 Account No.

\$352.35

Plan Amount

Amount Enclosed

20

ebill

2,333

**Rate Component Change**

In Case No. 07-1224-GA-EXM, the Public Utilities Commission of Ohio approved a new Standard Choice Offer (SCO) rate. Effective with this bill, the new SCO rate is \$1.00 plus the NYMEX month-end settlement price rate effective until April 2012. As a result of the variable monthly NYMEX settlement price, the SCO rate is a monthly variable rate. In addition, you may see a new supplier name with this bill.

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RICHMOND VA 23261-6785

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Page 2 of 3

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number Date Prepared  
May 3, 2011

Next Meter Reading  
06/01 - 06/06/2011

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

**Credits And Charges Since Your Last Bill**

Balance from last bill \$408.56  
**Balance \$408.56**

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Monthly Charge \$19.63  
Usage-Based Charges 6.68  
4.7 MCF @ \$1.4212  
Gross Receipts Tax (4.6044%) 1.21  
**Total Dominion East Ohio Charges \$27.52**

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

**DTE ENERGY SUPPLY Charges**

**Standard Choice Offer (SCO)**

Gas Cost 4.7 MCF @ \$5.24 \$24.63  
Sales Tax 1.60  
**Total DTE ENERGY SUPPLY Charges \$26.23**

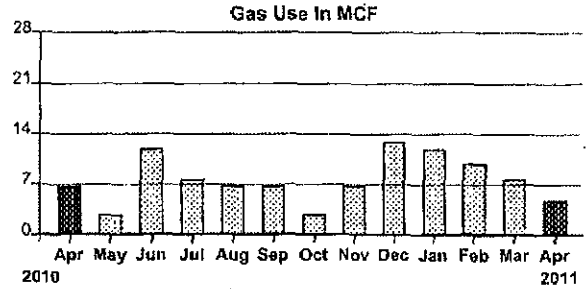
For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

**Total Current Charges \$53.75**  
**Total Account Balance \$462.31**

**YOU ARE ON THE CURRENT PLUS (\$106.87) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature 2010 2011  
For This Billing Period 50°F 47°F



Average monthly use: 7.8 MCF.  
Total annual use: 93.7 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number			
May 2, 2011	Remote	344.8	
Apr 1, 2011	Remote	340.1	4.7
MCF Used in 31 Days			4.7

**Please Pay Plan Amount of \$352.35 by May 19, 2011 to Avoid Late Payment Charge of 1.5% per month.**

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

Unless we receive your past-due amount of \$191.73 by May 19, 2011, 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.



### Payment Programs for Eligible Customers

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**Gross Receipts Tax** - Ohio tax levied on public utilities.

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TODD C PEARSON

Page 1 of 4

968 FERN ST  
CONNEAUT OH 44030-2112

Account Number    Date Prepared  
                         June 2, 2011

Next Meter Reading  
06/30 - 07/06/2011

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

**Summary of Payment Due**

Current Plan Amount	149.61
Past Due Plan Amount	352.35
<b>Total Payment Due by June 20, 2011</b>	<b>\$501.96</b>

\*\*\*\* 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 \$352.35 in full by June 20, 2011, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

**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 \$8.00 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 Jun 20, 2011 Account No.

\$501.96

Plan Amount

Amount Enclosed

**PIPP, AMR Riders Change**

Effective for bills rendered on or after April 13, 2011, the PIPP Rider decreased to \$0.7149 from \$1.707 per thousand cubic feet (MCF). Effective for bills rendered on or after May 5, 2011, the AMR Cost Recovery Charge increased to \$0.57 from \$0.47 per month. The Public Utilities Commission of Ohio approved these changes.

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Page 2 of 4

968 FERN ST  
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Account Number    Date Prepared  
                         June 2, 2011

Next Meter Reading  
06/30 - 07/06/2011

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

**Summary of Payment Due**

Current Plan Amount	149.61
Past Due Plan Amount	352.35
<b>Total Payment Due by June 20, 2011</b>	<b>\$501.96</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$501.96 by Jun 20, 2011 to Avoid Late Payment Charge of 1.5% per month.

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

Unless we receive your past-due amount of \$352.35 by Jun 20, 2011, 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.

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2,883

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2,922

**TODD C PEARSON**

Page 3 of 4

968 FERN ST  
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Account Number Date Prepared  
June 2, 2011

Next Meter Reading  
06/30 - 07/06/2011

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$462.31
Late Payment Charge	5.29
Gross Receipts Tax (4.6044%)	.24
<b>Balance</b>	<b>\$467.84</b>

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Monthly Charge	\$19.73
Usage-Based Charges	
2.3 MCF @ \$1.4130	3.25
Gross Receipts Tax (4.6044%)	1.06
<b>Total Dominion East Ohio Charges</b>	<b>\$24.04</b>

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

**DTE ENERGY SUPPLY Charges**

**Standard Choice Offer (SCO)**

Gas Cost 2.3 MCF @ \$5.377	\$12.37
Sales Tax	.80
<b>Total DTE ENERGY SUPPLY Charges</b>	<b>\$13.17</b>

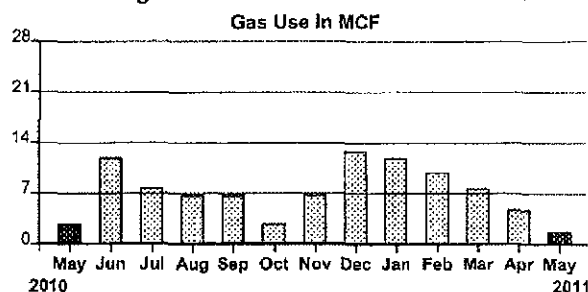
For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

<b>Total Current Charges</b>	<b>\$37.21</b>
<b>Total Account Balance</b>	<b>\$505.05</b>

**YOU ARE ON THE CURRENT PLUS (\$106.87) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature	2010	2011
For This Billing Period	59°F	59°F



Average monthly use: 7.8 MCF.  
Total annual use: 93.1 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Jun 2, 2011	Remote	347.1	
May 2, 2011	Remote	344.8	2.3
<b>MCF Used in 31 Days</b>			<b>2.3</b>

2,883

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2,922

### Payment Programs for Eligible Customers

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