

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Amendment of Certain)
Rules of the Ohio Administrative Code to) Case No. 11-4910-AU-ORD
Implement Section 4911.021, Revised Code.)

**REPLY COMMENTS OF
THE EAST OHIO GAS COMPANY D/B/A DOMINION EAST OHIO**

Pursuant to the Commission's September 7, 2011 Entry, The East Ohio Gas Company d/b/a Dominion East Ohio ("DEO") submits the following Reply Comments.

DEO concurs with the Comments submitted by Columbia Gas of Ohio, Inc. ("Columbia"), and Ohio Edison Company, The Cleveland Electric Illuminating Company, and The Toledo Edison Company (collectively, "FirstEnergy"). Columbia and FirstEnergy proposed to completely delete any reference to the Office of the Ohio Consumers' Counsel ("OCC") in all Commission-mandated notice provisions. *See* Columbia Comments at 1-2; FirstEnergy Comments at 3-4.

These comments express the reality of OCC – its contact information is no longer necessary to provide to consumers. Any reference to OCC implies that OCC can handle utility complaints, leading to customer confusion. *See* Columbia Comments at 2; FirstEnergy Comments at 3. Customers will also be confused when calling OCC's customer call center telephone number listed in the proposed rules. The lengthy voice message received upon dialing that telephone number acknowledges that OCC is unable to respond to calls and refers callers to a variety of other resources. Continuing to include OCC's telephone number on customer bills and communications adds no value for customers. Finally, DEO agrees that deleting the

customer contact information in all notice provisions comports with the intent of R.C. 4911.021.

See FirstEnergy Comments at 4.

The Commission should adopt the rule revisions proposed by Columbia and FirstEnergy and eliminate OCC's contact information from Ohio Adm. Code 4901:1-13-06(C), 4901:1-13-09(B)(2)(d), 4901:1-13-09(C)(2)(e), 4901:1-13-11(B)(5), 4901:1-18-06(A)(5)(d) and 4901:1-29-11(B)(10).

Dated: September 30, 2011

Respectfully submitted,

/s/ Melissa L. Thompson

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CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing Reply Comments were served by electronic mail or the Commission's e-filing system will electronically service notice of the filing of this document to persons who have electronically subscribed to the case to the following on this 30th day of September, 2011:

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Summary: Reply Comments electronically filed by Ms. Melissa L Thompson on behalf of The East Ohio Gas Company d/b/a Dominion East Ohio