

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

In the Matter of the Application of The East)
Ohio Gas Company d/b/a Dominion East)
Ohio for Approval of Tariffs to Adjust its) Case No. 11-5843-GA-RDR
Automated Meter Reading Cost Recover)
Charge and Related Matters.)

**DIRECT TESTIMONY OF CARLEEN F. FANELLY
ON BEHALF OF
THE EAST OHIO GAS COMPANY D/B/A DOMINION EAST OHIO**

TABLE OF CONTENTS

| | | |
|------|-------------------------------|----|
| I. | INTRODUCTION..... | 1 |
| II. | 2011 AMR DEPLOYMENT PLAN..... | 2 |
| III. | CONCLUSION..... | 10 |

1 **Direct Testimony of**

2 **Carleen F. Fanelly**

3 **I. INTRODUCTION**

4 **Q. Please introduce yourself.**

5 A. My name is Carleen F. Fanelly. I am employed by The East Ohio Gas Company d/b/a
6 Dominion East Ohio ("DEO" or "Company") as Director, Customer Service. My
7 business address is 2100 Eastwood Avenue, Akron, Ohio 44305.

8 **Q. Please describe your educational background and work experience.**

9 A. I graduated from The University of Akron with a Bachelor of Science degree in Business
10 Administration in 1988 and a Master of Science in Business in 1995. Prior to 1985, I
11 held various positions in Retail Sales and Marketing. In March 1985, I was hired by The
12 East Ohio Gas Company as a Meter Reader and have held several positions including
13 Business Analyst, Community Affairs Representative, Manager Customer Service
14 Center, Director Customer Contact Services and Director Gas Billing. In 2006, I joined
15 the Dominion Services Company as Director of Dominion LDCs Customer Service
16 Centers which included both gas and electric call center operations. In June 2008 I
17 rejoined DEO as Director, Customer Service.

18 **Q. What are your job responsibilities as Director, Customer Service?**

19 A. My present duties include oversight of DEO's customer service operations. I am
20 responsible to plan, direct, and coordinate DEO customer services (i.e., Customer Service
21 Center, Customer Relations, Metering Services, Billing & Credit, Meter Reading,
22 Dispatch and Field Meter Services) to ensure customers receive prompt, courteous, and

1 efficient handling of inquiries and service requests. This role includes oversight of
2 regulatory compliance associated with customer service operations.

3 **Q. What is the purpose of your testimony in this proceeding?**

4 A. The purpose of my testimony is to explain that DEO has accomplished an accelerated
5 deployment of AMR technology to over 99% of its service territory by the end of 2011,
6 resulting in a significant reduction in meter-reading labor and O&M costs that is expected
7 to be more fully realized in the revenue requirement for the 2012 program year.

8 **II. 2011 AMR DEPLOYMENT PLAN**

9 **Q. Are you familiar with the Commission Order in Case No. 09-1875-GA-RDR with**
10 **respect to filing requirements for the next AMR Cost Recovery Charge proceeding?**

11 A. Yes. In that Order, the Commission stated: "While the evidence in this case supports
12 DEO's calculation, the Commission finds that DEO should be installing the AMR
13 devices such that savings will be maximized and rerouting will be made possible in all of
14 the communities at the earliest possible time. Therefore, the Commission expects that
15 DEO's filing in 2011, for recovery of 2010 costs, will reflect a substantially greater
16 number of communities rerouted. The Commission anticipates that, by the end of 2011,
17 it will be possible to reroute nearly all of DEO's communities. To that end, the
18 Commission finds that, in its 2011 filing, DEO should demonstrate how it will achieve
19 the installation of the devices on the remainder of its meters by the end of 2011, while
20 deploying the devices in a manner that will maximize savings by allowing rerouting at
21 the earliest possible time." Case No. 09-1875-GA-RDR, Opin. & Order 7 (May 5, 2010).

22 **Q. Did DEO's filing in Case No. 10-2853-GA-RDR reflect a substantially greater**
23 **number of communities rerouted than its filing in Case No. 09-1875-GA-RDR?**

1 A. Yes. The Company had rerouted 310,721 accounts or 671 routes by the end of 2010, as
2 compared to 25,284 accounts or 63 routes by the end of the previous year.

3 **Q. Did DEO provide information in its filing in Case No. 10-2853-GA-RDR showing**
4 **how it would achieve the installation of AMR devices by the end of 2011?**

5 A. Yes. The AMR plan filed in February 2011 with its application in Case No. 10-2853-
6 GA-RDR described how the remaining AMR installations and rerouting of meter-reading
7 routes would be carried out during 2011. (I will refer to this plan as the "2011 AMR
8 Plan" or "2011 Plan.") As explained in the plan, DEO prioritized the remaining 275,292
9 meters as follows: 243,783 active meters first; meters that had been inactive for 24
10 months or less (4% of total remaining meters) next; and meters that had been inactive for
11 more than 24 months (8% of total remaining meters) would be scheduled for
12 disconnection and worked last.

13 DEO also specifically stated in the 2011 AMR Plan that by the end of 2011, it
14 would initiate the rerouting of all but the Western and Youngstown shops and transition
15 its entire service territory to monthly meter reading. (See Case No. 10-2853-GA-RDR,
16 Appl., Ex. B, DEO AMR Plan 2 & 4.)

17 **Q. Was information from the 2011 Plan shared with anyone outside DEO before it was**
18 **filed with the Commission?**

19 A. Yes. Prior to submitting the 2011 AMR Plan, DEO submitted its Revised Meter Reading
20 Plan for Staff's review on August 16, 2010. The Revised Meter Reading Plan is attached
21 as DEO Exhibit 2.1 to my testimony. Staff reviewed and approved this plan, as shown in
22 the letter dated December 6, 2010, attached as DEO Exhibit 2.2 to my testimony.

23 **Q. Why is the Revised Meter Reading Plan relevant to DEO's 2011 AMR Plan?**

1 A. The Revised Meter Reading Plan included information regarding DEO's AMR
2 installation strategy that was later incorporated into the 2011 AMR Plan. For example,
3 the Meter Reading Plan stated that monthly meter reading would not occur until "an area
4 reaches approximately 95% saturation," and also described DEO's "two-prong
5 installation strategy" that included "a targeted shop-by-shop AMR conversion, with
6 priority given to areas that present meter access or billing challenges," and "installing a
7 device while working at the customer premise on other scheduled work."

8 **Q. Did DEO take any additional steps to facilitate the deployment of AMR devices that**
9 **are not listed in the plan?**

10 A. Yes. In January 2011, DEO developed a letter that was mailed to customers who had not
11 scheduled an AMR installation appointment. The letter advised them that their
12 community was being moved to a monthly meter reading schedule and that DEO would
13 not be able to read the meter monthly until an AMR device could be installed.

14 Also, on August 23, 2011, DEO reached out to Staff via e-mail for approval of a
15 new multi-meter manifold process. DEO developed a process to allow it to complete in a
16 single visit all work on multiple meter manifolds, and thus avoid the need to schedule
17 individual appointments with every account holder at a given premise. DEO received
18 Staff's approval on September 1, 2012, and began the new process the following week.

19 **Q. Had the Commission, in Case No. 10-2853-GA-RDR, ordered DEO to revise its plan**
20 **for deploying AMR devices, would DEO have done so?**

21 A. Yes.

22 **Q. During 2011, did DEO deploy AMR devices in accordance with its 2011 AMR Plan?**

23 A. Yes.

1 **Q. How many communities had DEO rerouted by the end of 2011?**

2 A. By the end of 2011, DEO had initiated or completed the rerouting of 1,108,478 accounts
3 or 2,850 routes for all of the communities in its service area except for those serviced by
4 the Western and Youngstown shops. These two shops are expected to be rerouted by
5 June 2012.

6 **Q. By the end of 2011, had it become possible to reroute those two shops?**

7 A. Yes. Youngstown had achieved 97% saturation while Western had achieved 95%
8 saturation. As indicated in the AMR Plan, once a shop reaches approximately 95%
9 saturation of AMR installations, rerouting becomes possible.

10 **Q. Why weren't the Western and Youngstown shops rerouted by the end of 2011?**

11 A. Rerouting cannot occur until shops reach a sufficient level of saturation with AMR
12 devices. The required saturation level for these shops was reached during 2011, but
13 rerouting could not have followed instantaneously.

14 **Q. Why is there a delay between achieving saturation with AMR installation and the**
15 **completion of rerouting?**

16 A. There are several steps that must occur. First, accounts must be moved to a monthly
17 meter-reading schedule. (Both Western and Youngstown shops were moved to monthly
18 meter reading in December 2011.) Then, DEO acquires two actual readings prior to a
19 change in their billing cycle; this allows DEO to true-up any over- or under-estimated
20 billings for the customer and provide proper notification to customers that the change is
21 going to take place. In addition, when DEO performs rerouting, it may change the length
22 of billing cycles for that month. Because the impacted billing cycles may be shorter or
23 longer than planned, the volume of gas brought onto our system by Energy Choice

1 suppliers may be more or less than is needed. In developing new routes, DEO must
2 account for these operational requirements to minimize any disruption for the suppliers,
3 who may need to either bring additional gas onto the system to cover a shortage or
4 eliminate the excess supplies. This process in its entirety can take several months.

5 **Q. By the end of 2011, had DEO moved all areas to monthly meter reading schedule?**

6 A. Yes, including (as noted) the shops that remained to be rerouted, Western and
7 Youngstown.

8 **Q. By the end of 2011, how many AMR devices had DEO installed on its system?**

9 A. 1,243,358. This is greater than 99% percent of active meters or 97% of all meters.

10 **Q. As of January 1, 2012, how many active meters remained for conversion to AMR?**

11 A. 9,530. This represents 0.8 percent of DEO's total active meter population of 1,244,404.
12 Of this number, 3,143 were large commercial meters and 6,387 were hard-to-access
13 meters.

14 **Q. Why had DEO not installed an AMR device on every commercial meter by the end**
15 **of 2011?**

16 A. The commercial meters without an AMR device as of December 31, 2011, are larger
17 meter set-ups for commercial or industrial accounts. These customers require special
18 appointments to avoid disrupting their operations or creating an undue hardship on their
19 business. This type of installation is often worked on odd shifts or non-traditional
20 business days.

21 **Q. Why had DEO not installed an AMR device on every hard-to-access meter by the**
22 **end of 2011?**

1 A. As the category name implies, some customers refuse to allow DEO access to their
2 premises. To gain access, DEO must engage in a time-consuming process that provides
3 the customer multiple opportunities to provide access and avoid a disconnection. Once
4 the initial contact is made and the customer fails to contact DEO for an appointment, an
5 additional 40-day equipment-access process is invoked. This includes a progression of
6 letters and an automated outbound phone call between each letter. If the customer still
7 fails to make contact, an employee will attempt to make a personal contact to schedule an
8 appointment. A notice is then issued on the customer's bill and after the bill notice is
9 rendered, a no-access termination order is issued for the account. If the customer
10 contacts DEO to schedule an appointment, the process will stop. If DEO is unable to
11 obtain access to the customer's meter on the scheduled appointment date, the process will
12 go back one step and reinitiate. The final remedy is that DEO disconnects service. Once
13 the customer contacts DEO for service restoration, we respond the same day and
14 complete all necessary work on the equipment at that time.

15 Throughout 2011, DEO proactively implemented the 40-day no-access process in
16 order to address hard-to-access meters, and it did so well before the onset of cold
17 weather. The Company cannot predict how or when customers will respond to that
18 process, but the fact that by year-end DEO installed all AMR devices on all but 6,387
19 hard-to-access accounts shows that the Company's efforts were effective.

20 **Q. Were there any other reasons DEO was delayed in installing AMR devices on hard-**
21 **to-access customers?**

22 A. Yes. As requested by Staff, DEO had agreed in its Revised Meter Reading Plan that it
23 would not terminate service for lack of access to equipment during the winter months

1 (December 1 to March 1). After March 1, we resumed the 40-day process by repeating
2 the step prior to where the customer left off as of December 1. Cumulatively, this cost
3 DEO roughly three months of opportunity each year to deal with hard-to-access
4 customers.

5 **Q. What steps is DEO taking to finish installing AMR devices?**

6 A. DEO is actively working with commercial customers to schedule installation
7 appointments. Contact has been made with all the commercial customers to ascertain
8 their scheduling requirements, and resulting appointments are being worked daily.

9 Regarding hard-to-access customers, DEO is dealing with all of them in
10 accordance with its no-access policies. As described above, this process is time-
11 consuming, but DEO is executing it to the best of its ability.

12 **Q. As of April 20, 2012, how many AMR devices remained to be installed?**

13 A. 3,523. Of this number, 2,003 were commercial, and 1,520 were hard-to-access meters.

14 **Q. Besides customers who either required special appointments or refused access, did**
15 **any meters on DEO's system remain for conversion to AMR at the end of 2011?**

16 A. No. DEO will schedule inactive meters for removal rather than installing AMR devices
17 on them.

18 **Q. Did DEO's inability to install the remaining 9,530 active meters affect the level of**
19 **O&M cost savings achieved in 2011?**

20 A. No. The inability to install AMR on large commercial and hard-to-access meters had no
21 recognizable effect on O&M cost savings. By the first day of 2012, DEO had already
22 moved to systemwide monthly meter reading and made full staffing reductions. And
23 while two shops remained to be rerouted in 2012, this would have been so even had DEO

1 been able to achieve 100% AMR installation by the end of 2011—the handful of
2 unconverted meters did not delay rerouting.

3 **Q. Has DEO reduced its meter-reading labor force during the accelerated deployment**
4 **of AMR?**

5 A. Yes; in fact, as of the first of this year, it has achieved full staffing reductions under the
6 program. During the 2007 baseline year, prior to acceleration of the program, DEO had
7 108 meter readers and 8 supervisory salaried employees. As of January 1, 2012, DEO
8 reduced the number of meter readers to 27 and salaried staff to 2. To show the process
9 impact of this reduction, including the reduction on walking routes for meter reading, see
10 the chart below:

| Shop | Previous Number of Meter Readers | Previous Number of Walking Routes | Current Number of Meter Readers | Current Number of AMR Routes |
|---------------------|---|--|--|------------------------------------|
| Akron | 19 | 588 | 5 | 48 |
| Canton/Wooster/NP | 12 | 322 | 4 | 36 |
| Youngstown | 15 | 421 | 4 | 33 |
| Eastern | 19 | 477 | 4 | 31 |
| Western | 16 | 308 | 3 | 16 |
| Northeast/Ashtabula | 19 | 466 | 5 | 40 |
| West Ohio | 6 | 205 | 1 | 18 |
| River | 2 | 63 | 1 | 12 |
| Total | 108 | 2,850 | 27 | 234 |

11
12 **Q. Could DEO have made any further staffing reductions in 2011?**

13 A. No. DEO maintained Project Employees who continued to read meters via walking
14 routes until December when the final two offices in Youngstown and Western were
15 converted to monthly meter reading. The 2007 Project Employee Meter Reading
16 Agreement, entered into between Gas Workers Local G 555 and DEO, had a termination
17 date of December 31, 2011. Any Project Employees who remained in December were

1 released as of December 31, 2011; however, because of the timing of the associated pay
2 period end, the final cost for these last Project Employees will be reflected in January
3 2012. The remaining 27 meter readers will each be fully employed with reading the
4 roughly 1.3 million meters across DEO's system.

5 The two remaining salaried employees supervise the entire meter-reading process,
6 with one covering the Northern service area and the other the Southern area. A minimum
7 of two supervisors is required, given the size of the service area, the need to effectively
8 supervise the team's safety and operational performance, and to handle any labor-related
9 issues. These two supervisor positions will support each other for back-up coverage, and
10 each one will be fully employed in supervising their respective area.

11 **Q. Has DEO taken any other steps to reduce costs?**

12 A. Yes, through rerouting, DEO was able to consolidate smaller shops and eliminate
13 previous Meter Reading Departments. For example, the New Philadelphia and Wooster
14 Shops no longer have meter readers, and those driving routes are now deployed and
15 managed from the Canton Local Shop. Further, an agreement entered into with the Gas
16 Workers Local G 555 established a Project Meter Reader job classification, which
17 provided a lower-cost labor solution by allowing DEO to move more experienced
18 employees to the Field Service positions to complete AMR installations. The Project
19 Meter Reader classification employees were engaged for most of the duration of the
20 AMR Project and received only general contract increases instead of higher progression
21 increases which could have increased meter reading expenses.

22 **III. CONCLUSION**

23 **Q. Does this conclude your Direct Testimony?**

1 A. Yes.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing Direct Testimony of Carleen F. Fanelly was served by electronic mail to the following persons on this 27th day of April, 2012:

Devin Parram
Assistant Attorney General
Public Utilities Section
180 East Broad Street, 6th Floor
Columbus, Ohio 43215
devin.parram@puc.state.oh.us

Joseph P. Serio
Larry S. Sauer
Office of the Ohio Consumers' Counsel
10 West Broad Street, Suite 1800
Columbus, Ohio 43215
serio@occ.state.oh.us
sauer@occ.state.oh.us

Colleen L. Mooney
Ohio Partners for Affordable Energy
231 West Lima Street
P.O. Box 1793
Findlay, Ohio 45839-1793
cmooney2@columbus.rr.com

/s/ Melissa L. Thompson
One of the Attorneys of The East Ohio Gas
Company d/b/a Dominion East Ohio

Revised August 16, 2010

DOMINION EAST OHIO METER READING PLAN

Introduction

This updated meter reading plan is submitted to the Director of the Commission's Service Monitoring and Enforcement Department pursuant to OAC 4901:1-13-04(G)(1)(a). The plan describes the steps, notices and measures that Dominion East Ohio ("DEO" or "Company") intends to take in order to read each customer's meter at least once every twelve months. This updated plan reflects Commission approval of certain minimum gas service standard waivers requested by the Company and the installation of AMR devices on all inside and outside meters over a five-year period. (See the Entry in Case No. 06-1452-GA-WVR dated May 24, 2007, and the Opinion and Order in Case Nos. 06-1453-GA-UNC, 07-829-GA-AIR et al dated October 15, 2008.)

Meter Equipment Description

As of December 31, 2009, Dominion East Ohio's meter count was 1,268,716. The breakdown of meters and metering equipment in service is indicated below.

Meters

| Meter Location | Current Population |
|----------------|--------------------|
| Inside | 532,861 |
| Outside | 735,855 |
| Total | 1,268,716 |

Metering Equipment

| Meter Location | Equipment Type | Years Installed | Current Population |
|----------------|----------------|-----------------|--------------------|
| Inside | American | 1977-1984 | 0 |
| Inside | Badger | 1977-1984 | 0 |
| Inside | Hexagram | 1986-2006 | 158,885 |
| Inside | AMR | 2007-2009 | 310,219 |
| Outside | AMR | 2007-2009 | 412,923 |

DEO completed removal of all American and Badger remote indexes within the first two years of the AMR program. There are 545,574 meters remaining to have AMR equipment installed by the end of the five-year program.

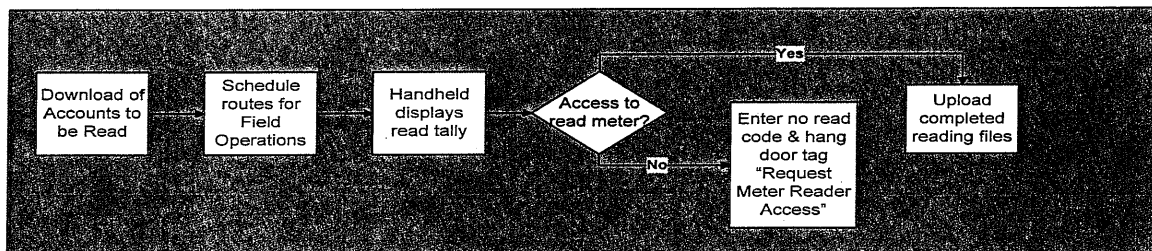
Automated Meter Reading (AMR)

DEO continues to deploy AMR pursuant to the plan approved in Case No. 07-829-GA-AIR et al. The Company has 723,142 accounts with an AMR or 57% of its current total meters. When an area reaches approximately 95% saturation, the customers' accounts are moved to a monthly meter reading schedule. DEO has used a two-prong installation strategy: (1) installing a device while working at the customer premise on other scheduled work, and (2) a targeted shop-by-shop AMR conversion, with priority given to areas that present meter access or billing challenges. In its May 24, 2007, Entry in Case No. 06-1452-GA-WVR, the Commission authorized a five-year waiver of paragraph (G) (1) of Rule 4901:1-13-04, O.A.C., allowing the Company to treat remote index device reads as actual readings in recognition of DEO's agreement to hold the customers harmless for discrepancies between an actual meter reading and a reading from a remote index device.

Meter Reading Process

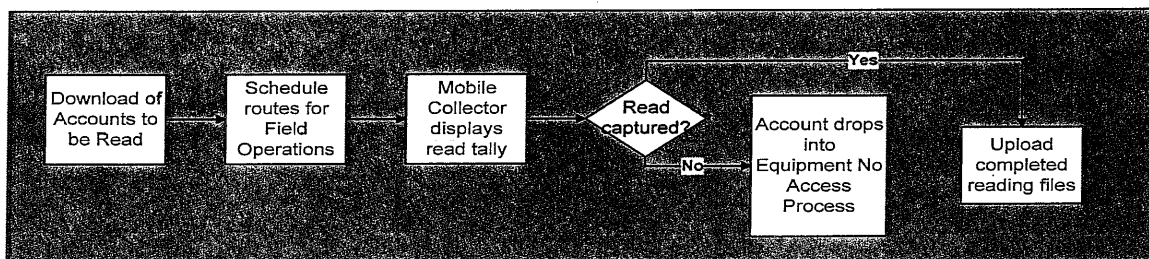
Pursuant to the Commission's May 24, 2007, Entry in Case No. 06-1452-GA-WVR, DEO will treat remote device reads as actual reads for purposes of complying with O.A.C. 4901:1-13-04(G)(1) for a period of five years. The Company will attempt to read all meters, or remote index devices as applicable, every other month until AMR installations have reached sufficient saturation to support reading each meter every month within specified geographic areas. In the meantime, DEO will attempt to gain bi-monthly access to all outside meters and inside meters without a remote index device or AMR. The process to obtain an actual read for those accounts is illustrated below:

Manual Meter Reading Process Flow



The process for accounts converted to monthly mobile collection is shown below:

Mobile Meter Reading Process Flow



Notice After Repeated Failures to Obtain Access

DEO employs various means of communicating with customers who have not provided access to the Company's metering equipment. Those means include two versions of door hangers, automated outbound telephone calling, letters with increasingly urgent calls to action, and a termination notice printed on page 1 of the bill once a customer can be scheduled for disconnection as a result of failing to provide access. The process flow is determined by the meter location, automation of the metering equipment and meter reading frequency. Once DEO completes its AMR deployment, including the conversion of all accounts to monthly meter reading via mobile collection, the process will be modified. Each process flow is described below:

The communication plan for meters read bi-monthly with no AMR or remote device provides the following notifications in addition to the current door hanger left whenever no access is provided on the regularly scheduled reading date.

- After 8 months, an initial no-access letter with no mention of potential disconnection is sent advising the customer of the number of months since the last actual read.
- After 10 or 11 months, a second letter is sent advising the customer of prior attempts to gain access and that service may be in jeopardy of being disconnected if no access is provided by the next meter reading date.
- After 12 months, a stern third letter is sent advising the customer of prior attempts to gain access and that service may be disconnected if access is not provided by the next meter reading date.
- After 14 months, a special notice is sent to the meter reader's handheld advising the meter reader to leave a yellow door-hanger with a 10-day termination notice. If no access is provided within 10 days, an order is generated to terminate the service.

The communication plan for meters with AMR that are read bi-monthly and have not yet been converted to mobile collection, provides the following notifications:

- After six consecutive estimates, a field investigation order is generated for outside meters to assess the situation and check equipment. For inside meters, an initial no-access letter with no mention of potential disconnection is sent advising the customer of the number of months since the last actual read.
- If there is no customer response, the account then moves into a 40-day process that includes two additional letters, three automated outbound calls and personal contact, if necessary.
- If there is still no customer response after those notifications, a no-access termination order is generated to the field.

The communication plan for mobile monthly meter reading provides the following notifications:

- After three consecutive estimates, a field investigation order is generated for outside meters to assess the situation and check equipment. For inside meters, an initial no-access letter with no mention of potential disconnection is sent advising the customer of the number of months since the last actual read.
- If there is no customer response, the account then moves into a 40-day process that includes two additional letters, three automated outbound calls and personal contact if necessary.
- If there is still no customer response after those notifications, a no-access termination order is generated to the field.

Between December 1 and March 1, the Company will continue the notification process but suspend issuing no-access termination orders to the field. Beginning March 1, the Company repeats the previous communication method to the customer before a termination order is issued to the field. DEO will exercise proper restraint in terminating service for non-access during severe cold weather conditions to avoid jeopardizing customer health and welfare.

Content of Notices

Attachment A provides samples of all current non-access communication with customers. Included in the attachment are the following:

- Door hangers for scheduled read month (meter reader visit) and yellow 10-day notice
- Progression of letters for no access
- Bill termination notices – based on bill print changes, effective November 1, 2010, with Chapter 17 & 18 coding
- Rights and Responsibilities Guide
- Screen shots of panels

The Company remains committed to working with Staff to ensure that the communications plan provides the proper notice to customers about the need to provide access and the consequences for failing to do so.

Customer Education Regarding Disconnection for Non-Access

DEO includes information advising customers of what to do if they are disconnected for non-access in the summary information provided to customers pursuant to OAC 4901:1-13-06. As required in the rule, the Company reviews the summary of customer rights and responsibilities with Staff prior to mailing it to customers. In addition, DEO will reference the no-access requirement and disconnection rights in an annual bill insert. In the event a customer's service is disconnected for non-access, DEO will leave a door hanger with the customer that provides information on how to contact the company to restore service.

Documenting Compliance

The Company has modified its Customer Care System to track all contact attempts throughout the entire sequence of customer notification including automated outbound calls, door hangers, and the progression of letters and bill notices on each account. The Customer Service Representatives are able to view panels, such as those included in Attachment A, identifying the progression of non-access related communication and pull up images of the correspondence sent to the customer. Such information will be made available to Staff to aid their resolution of customer complaints related to potential termination of service for non-access.

ATTACHMENT A

INSIDE METER – WITHOUT AN EXTERNAL READING DEVICE
REMINDER TO BE SENT WHEN THERE HAS BEEN 8 MONTHS OF ESTIMATES.

CurrDate

mail label line 1
mail label line 2
mail label line 3
mail label line 4
mail label line 5
mail label line 6

ACCOUNT NO:
+00000000000000
SERVICE ADDRESS:
Addr Service Street
AddrServ.CityState
METER NO: *UVar1*

Subject: Our Meter Reader Missed You

Our meter reader was just in your neighborhood. He or she tried to read the gas meter inside your home or business, but no adult was there. You can find the next scheduled meter reading dates at the top of your gas bill.

Even if you have reported your own meter readings or your property has a remote meter reading device, the Public Utilities Commission of Ohio's service standards require *EAST OHIO GAS* to read the inside gas meter at least once every 12 months. This helps us make sure your bill is accurate and to inspect the gas meter to make sure it is working the way it should.

Thank you for your cooperation.

Sincerely,

Signature1CallCenter
Signature2CallCenter

lmr110

OUTSIDE METER

REMINDER TO BE SENT WHEN THERE HAS BEEN 8 MONTHS OF ESTIMATES.

CurrDate

mail label line 1
mail label line 2
mail label line 3
mail label line 4
mail label line 5
mail label line 6

ACCOUNT NO:

+00000000000000

SERVICE ADDRESS:

Addr Service Street

AddrServ.CityState

METER NO: *UVar1*

Subject: It Is Time For A Meter Reading of the Outside Meter

It is time again for us to read the gas meter located outside of your house or building. However, our meter reader has reported problems getting to the meter. As a result, we have had to estimate your gas use for several months now. Even if you have reported your own meter readings, the Public Utilities Commission of Ohio's service standards require *EAST OHIO GAS* to read the gas meter at least once every 12 months. This helps us make sure your bill is accurate and to inspect the gas meter to make sure it is working the way it should.

Please help us to meet this requirement:

- 1. Let us in to read your meter.** Call us to arrange a day for us to read the meter.
- 2. Remove the obstruction.** Whether it's a locked gate, an overgrown bush or a dog nearby, something has prevented us from getting to the meter. Please do whatever is necessary so that the next time our meter reader is in the area, he or she can obtain a reading.

If you would like to contact us, please call *PhonCallCen*, *HoursCalCenter*

Sincerely,

Signature1CallCenter

Signature2CallCenter

lmr116

INSIDE METER – WITHOUT AN EXTERNAL READING DEVICE
REMINDER TO BE SENT WHEN THERE HAS BEEN 10 OR 11 MONTHS OF
ESTIMATES.

CurrDate

mail label line 1
mail label line 2
mail label line 3
mail label line 4
mail label line 5
mail label line 6

ACCOUNT NO:

+00000000000000

SERVICE ADDRESS:

Addr Service Street

AddrServ.CityState

METER NO: *UVar1*

Subject: We Need To Read The Meter

We have not been able to read the gas meter at this address for almost a year. Unfortunately, our lack of access to the meter has now reached the critical stage. Even if you have reported your own meter readings or your property has a remote meter reading device, the Public Utilities Commission of Ohio's (PUCO) service standards require *EAST OHIO GAS* to read the gas meter at least once every 12 months.

You must permit a company representative to read the meter. This can be accomplished either by:

- Granting our meter reader access to the meter. Please note that the dates when our meter reader will be in your area are printed at the top of your bill.
- Scheduling a meter reading appointment. Please call *PhonCallCen*,
HoursCalCenter

If we don't hear from you and we still cannot reach the meter, the PUCO permits us to shut off service until you let us read and inspect the meter. The last thing we want to do is to shut off your service, which would not only inconvenience you, but would cost you an additional \$*UVar2* to restore your service. Even if your account is paid in full we can still disconnect you if we are unable to read and inspect the meter once in a twelve month period.

Your actions preventing us from reading the meter could result in large back-bills requiring you to pay large sums for gas used but not billed and/or properly metered.

We would appreciate your prompt cooperation.

Sincerely,

Signature1CallCenter

Signature2CallCenter

lmr032

OUTSIDE METER

REMINDER TO BE SENT WHEN THERE HAS BEEN 10 OR 11 MONTHS OF ESTIMATES.

CurrDate

mail label line 1

mail label line 2

mail label line 3

mail label line 4

mail label line 5

mail label line 6

ACCOUNT NO:

+00000000000000

SERVICE ADDRESS:

Addr Service Street

AddrServ.CityState

METER NO: *UVar1*

Subject: It Is Time For A Meter Reading of the Outside Meter

It is time again for us to read the gas meter located outside of your house or building. However, our meter reader has reported problems getting to the meter. As a result, we have had to estimate your gas use for several months now. Even if you have reported your own meter readings, the Public Utilities Commission of Ohio's (PUCO) service standards require *EAST OHIO GAS* to read the gas meter at least once every 12 months. This helps us to make sure your bill is accurate and to inspect the gas meter to make sure it is working the way it should.

You must permit a company representative to read and inspect the meter. This can be accomplished either by:

- Granting our meter reader access to the meter. Please note that the dates when our meter reader will be in your area are printed at the top of your bill.
- Scheduling a meter reading appointment. Please call *PhonCallCen*, *HoursCalCenter*

If we don't hear from you and we still cannot reach the meter, the PUCO permits us to shut off service until you let us read and inspect the meter. The last thing we want to do is to shut off your service, which would not only inconvenience you, but would cost you an additional \$*UVar2* to restore your service. Even if your account is paid in full we can still disconnect you if we are unable to read and inspect the meter once in a twelve-month period.

While we continue to make attempts to read the meter, your actions preventing us from reading the meter could result in large backbills requiring you to pay large sums for gas used but not billed and/or properly metered.

We would appreciate your prompt cooperation.

Sincerely,

Signature1CallCenter

Signature2CallCenter

lmr117

INSIDE METER – WITHOUT AN EXTERNAL READING DEVICE
REMINDER TO BE SENT WHEN THERE HAS BEEN 12 MONTHS OF ESTIMATES.

CurrDate

mail label line 1
mail label line 2
mail label line 3
mail label line 4
mail label line 5
mail label line 6

ACCOUNT NO:
+0000000000000
SERVICE ADDRESS:
Addr Service Street
AddrServ.CityState
METER NO: *UVar1*

Subject: Your Gas Service Could Be Shut Off

This is your last warning before *EAST OHIO GAS* issues a shut-off notice on your bill because you have not allowed us to get to the gas meter. We have not been able to read the gas meter at this service address for over a year. Even if you have reported your meter readings or your property has a remote reading device, the Public Utilities Commission of Ohio's (PUCO) service standards require *EAST OHIO GAS* to read the gas meter at least once every 12 months.

We know that you may work outside your home or have other circumstances that keep our employees from gaining access to the meter. We have made several attempts to read the meter and to contact you:

| DATE | CONTACT TYPE |
|----------|--------------|
| *UVar2* | *UVar3* |
| *UVar4* | *UVar5* |
| *UVar6* | *UVar7* |
| *UVar8* | *UVar9* |
| *UVar10* | *UVar11* |

Unfortunately, our lack of access prevents us from ensuring that our equipment is operating properly and accurately.

We need your help. We ask that you schedule a meter reading appointment by calling *PhonCallCen* *HoursCalCenter* as soon as possible.

If we don't hear from you and we still cannot reach the meter, the PUCO permits us to shut off service until you let us read and inspect the meter. The last thing we want to do is shut off your service, which would not only inconvenience you, but would cost you an additional \$*UVar12* to restore your service. **It has been *UVar13* months since we last read the inside meter.** **While we continue to make attempts to read the meter,** your actions preventing us from reading the meter could result in large backbills requiring you to pay large sums for gas used but not billed and/or properly metered.

Please give this matter your immediate attention.

Sincerely,
Signature1 CallCenter
Signature2 CallCenter

lmr104

OUTSIDE METER

REMINDER TO BE SENT WHEN THERE HAS BEEN 12 MONTHS OF ESTIMATES.

CurrDate

mail label line 1
mail label line 2
mail label line 3
mail label line 4
mail label line 5
mail label line 6

ACCOUNT NO:

+00000000000000

SERVICE ADDRESS:

Addr Service Street

AddrServ.CityState

METER NO: *UVar1*

Subject: Your Gas Service Could Be Shut Off to the Outside Gas Meter

This is your last warning before *EAST OHIO GAS* issues a shut-off notice on your bill because you have not allowed us to get to the gas meter. Our meter reader has reported problems getting to the meter. As a result, we have had to estimate your gas use for several months now. Even if you have reported your own meter readings, the Public Utilities Commission of Ohio's (PUCO) service standards require *EAST OHIO GAS* to read the gas meter at least once every 12 months. This helps us to make sure your bill is accurate and to inspect the gas meter to make sure it is working the way it should.

We have made several attempts to read the meter and to contact you:

| DATE | CONTACT TYPE |
|----------|--------------|
| *UVar2* | *UVar3* |
| *UVar4* | *UVar5* |
| *UVar6* | *UVar7* |
| *UVar8* | *UVar9* |
| *UVar10* | *UVar11* |

Unfortunately, our lack of access prevents us from ensuring that our equipment is operating properly and accurately.

We need your help. We ask that you schedule a meter reading appointment by calling *PhonCallCen* *HoursCalCenter* as soon as possible.

If we don't hear from you and we still cannot reach the meter, the PUCO permits us to shut off service until you let us read and inspect the meter. The last thing we want to do is shut off your service, which would not only inconvenience you, but would cost you an additional \$*UVar12* to restore your service. **It has been *UVar13* months since we last read the meter. While we continue to make attempts to read the meter,** your actions preventing us from reading the meter could result in large backbills requiring you to pay large sums for gas used but not billed and/or properly metered.

Please give this matter your immediate attention.

Sincerely,

Signature1CallCenter

Signature2CallCenter

lmr118

INSIDE METER WITHOUT AN EXTERNAL READING DEVICE OR OUTSIDE METER
REMINDER TO BE SENT WHEN THERE HAS BEEN 14 MONTHS OF ESTIMATES.



Meter Reader Visit

Dominion East Ohio

Dear Customer,
A Dominion East Ohio (Dominion) meter reader was here:

Date _____

- ☐ Read the outside meter reading device. We were unable to gain access to our inside meter. We need to read the actual meter inside your home or business because it measures your actual gas usage. To comply with requirements of the Public Utilities Commission of Ohio, we must be able to get to our inside meter. Please call us at 1-800-362-7557 between 7 a.m. and 7 p.m. weekdays to schedule an appointment with us.

- ☐ Recorded your window dial reading. Thank you.

Unable to record your meter reading because

- ☐ No access to inside meter.
☐ Could not locate your dial card. Please display card by proper date.
☐ Dial card reading seems wrong compared with last month. Please call us with your reading.
☐ Automatic meter reading device not responding. Please call us at 1-800-362-7557 between 7 a.m. and 7 p.m. weekdays to schedule an appointment.

- ☐ Dog prevented access.
☐ Meter blocked. PLEASE CLEAR AREA AROUND METER.
☐ _____

If any of the above reasons are marked, please call our automated voice response system toll-free at 1-800-362-7557 within 24 hours to record your reading. This system can be used 24 hours a day, 7 days a week. Calling with your meter reading may help to prevent you from receiving an estimated bill. See back for detailed instructions on how to read and record your meter reading accurately.

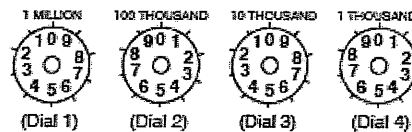
(over)

Form No. 721286 (Aug 2005)
©2005 Dominion Resources Services, Inc.

front

Step 1

To read your meter if your meter has a dial index:
Using the dials below, copy the position of the dial hands exactly as they appear on the meter in your home.



If the dial is anywhere between two numbers, use the lower number. The only exception is when the dial is between the 9 and the 0. In that case, 9 is the lower number. When complete skip to Step 2.

To read your meter if your meter has a digital index:
From left to right copy the numbers from the digital index exactly as they appear on the meter in your home.

1 MILLION 100 THOUSAND 10 THOUSAND 1 THOUSAND

(Digit 1) (Digit 2) (Digit 3) (Digit 4)

If the digit reading is between two numbers, use the lower number. The only exception is when the digit is between the 9 and the 0. In that case, 9 is the lower number. When complete skip to Step 2.

Step 2

To record your meter reading:

- Have your 13 digit account number available
- Call our voice response system at 1-800-362-7557
- From the main menu, select option — To enter your meter reading
- At this point, you will be prompted to enter your 13 digit account number and meter reading.

Hearing-impaired customers with Telecommunications devices for the deaf can call toll-free at 1-800-633-8903.

Dominion Phone Numbers:

| | |
|---------------------------------|----------------|
| Customer Information Service | 1-800-362-7557 |
| Gas Leaks, Fires and Explosions | 1-877-542-2630 |
| Hearing Impaired with TDD | 1-800-633-8903 |
| Call Before you Dig | 1-800-362-2764 |

back

**YELLOW 10-DAY NOTICE – INSIDE METER WITHOUT AN EXTERNAL READING
DEVICE OR OUTSIDE METER
REMINDER TO BE SENT WHEN THERE HAS BEEN 14 MONTHS OF ESTIMATES.**



Dominion

***Request Meter
Reader Access***



**IMPORTANT! Please call.
We MUST gain access!**

- ☐ **WE MUST READ YOUR GAS METER.** It has been over 12 months since we last read your inside meter. The Public Utilities Commission of Ohio requires that we read all gas meters at least once each year and authorizes us to shut off service if access to our meter is denied.

Please call us at 1-800-966-3354 between 7 a.m. and 7 p.m. weekdays to schedule an appointment to have your meter read.

We'll work with you to schedule a time that is convenient for you. If we don't hear from you in 10 days, we may have to issue a shut-off notice for your account. Please call us as soon as possible to avoid having your service shut off.

- ☐ **WE MUST INSPECT YOUR INSIDE METER.** This inspection is a Federal Safety requirement. We must inspect and read the inside meter soon. If we can't get to the meter, the U.S. Department of Transportation and the Public Utilities Commission of Ohio allow us to shut off your service.

Please call us at 1-800-966-3354 between 7 a.m. and 7 p.m. weekdays to schedule an appointment to have your meter inspected.

We'll work with you to schedule a time that is convenient for you. If we don't hear from you in 10 days, we may have to issue a shut-off notice for your account. Please call us as soon as possible to avoid having your service shut off.

Form No. 721825 (May 2004)
©2004 Dominion Resources Services, Inc.



Dominion

***Request Meter
Reader Access***



**IMPORTANT! Please call.
We MUST gain access!**

- ☐ **WE MUST READ YOUR GAS METER.** It has been over 12 months since we last read your inside meter. The Public Utilities Commission of Ohio requires that we read all gas meters at least once each year and authorizes us to shut off service if access to our meter is denied.

Please call us at 1-800-966-3354 between 7 a.m. and 7 p.m. weekdays to schedule an appointment to have your meter read.

We'll work with you to schedule a time that is convenient for you. If we don't hear from you in 10 days, we may have to issue a shut-off notice for your account. Please call us as soon as possible to avoid having your service shut off.

- ☐ **WE MUST INSPECT YOUR INSIDE METER.** This inspection is a Federal Safety requirement. We must inspect and read the inside meter soon. If we can't get to the meter, the U.S. Department of Transportation and the Public Utilities Commission of Ohio allow us to shut off your service.

Please call us at 1-800-966-3354 between 7 a.m. and 7 p.m. weekdays to schedule an appointment to have your meter inspected.

We'll work with you to schedule a time that is convenient for you. If we don't hear from you in 10 days, we may have to issue a shut-off notice for your account. Please call us as soon as possible to avoid having your service shut off.

Form No. 721825 (May 2004)
©2004 Dominion Resources Services, Inc.

NOTIFICATION THAT GAS IS OFF



Dear Customer,

A Dominion representative was here.

Un representante del Dominion estaba aqui.

| | | | |
|------------------------------|--------------|-------------------------------|-------------------------------|
| Address/Dirección | | Apt. No./Partido | |
| Date/Fecha | Time/La Hora | <input type="checkbox"/> a.m. | <input type="checkbox"/> p.m. |
| Representative/Representante | | | |

- | | |
|--|--|
| <input type="checkbox"/> Transferred Gas | <input type="checkbox"/> El Gas fue Transferido |
| <input type="checkbox"/> Turned On Gas | <input type="checkbox"/> Prendimos el Gas |
| <input type="checkbox"/> Turned Off Gas | <input type="checkbox"/> Apagamos el Gas |
| <input type="checkbox"/> Read Meter | <input type="checkbox"/> Leímos el Contador |
| <input type="checkbox"/> Changed Meter | <input type="checkbox"/> Cambiamos el Contador |
| <input type="checkbox"/> Set Meter | <input type="checkbox"/> Contador de Conjunto |
| <input type="checkbox"/> Adjusted Appliances | <input type="checkbox"/> Ajustamos los Aparatos |
| <input type="checkbox"/> Installed Remote Reader | <input type="checkbox"/> Lector Remoto Instalado |
| <input type="checkbox"/> Repaired Remote Reader | <input type="checkbox"/> Lector Remoto Reparado |
| <input type="checkbox"/> See Red Tag | <input type="checkbox"/> Vea Etiqueta Roja |
| <input type="checkbox"/> See Yellow Tag at Meter | <input type="checkbox"/> Vea Etiqueta Amarilla en Contador |
| <input type="checkbox"/> Other | <input type="checkbox"/> Otro |

The service you requested was not completed because:
 El servicio que usted solicitó no se completó porque:

- | | |
|---|--|
| <input type="checkbox"/> You Were Not Home | <input type="checkbox"/> Usted No se Encontraba |
| <input type="checkbox"/> No Access to Appliances | <input type="checkbox"/> Ningun Acceso a Aparatos |
| <input type="checkbox"/> No Access to Thermostat | <input type="checkbox"/> Ningun Acceso al Termostato |
| <input type="checkbox"/> No Adult on Premises | <input type="checkbox"/> Ningun Adulto en el Local |
| <input type="checkbox"/> Door Not Open | <input type="checkbox"/> La Puerta no estaba Abierta |
| <input type="checkbox"/> No Access Per Instructions | <input type="checkbox"/> Ningun Acceso por Instrucciones |
| <input type="checkbox"/> House Lines Leak | <input type="checkbox"/> La Línea Interior Tiene Escapes |
| <input type="checkbox"/> Service Line Leak | <input type="checkbox"/> La Línea Exterior Tiene Escapes |
| <input type="checkbox"/> No Access to Meter | <input type="checkbox"/> Ningún Acceso al Contador |
| <input type="checkbox"/> See Other Side | <input type="checkbox"/> Vea Otro Lado |

Please call our office between 7 a.m. and 7 p.m. Monday through Friday for another appointment.
 Llame por favor nuestra oficina de 7 a.m. hasta 7 p.m. de lunes a viernes para otra cita.

Form No. 721163 (Oct 2003)
 ©2005 Dominion Resources Services, Inc.

The gas is on, but the following appliance(s) have been red tagged and left off.

El gas está prendido, pero el aparato (los aparatos) siguiente (s) ha (han) sido marcado (s) con etiqueta roja:

- | | |
|--|--|
| <input type="checkbox"/> Furnace | <input type="checkbox"/> El Calentador |
| <input type="checkbox"/> Gas Light | <input type="checkbox"/> La Luz de Gas |
| <input type="checkbox"/> Boiler | <input type="checkbox"/> La Boila |
| <input type="checkbox"/> Gas Grill | <input type="checkbox"/> Parrilla de Gas |
| <input type="checkbox"/> Water Heater | <input type="checkbox"/> Rege Calentadora |
| <input type="checkbox"/> Air Conditioner | <input type="checkbox"/> El Acondicionador Aéreo |
| <input type="checkbox"/> Range | <input type="checkbox"/> La Estufa |
| <input type="checkbox"/> Refrigerator | <input type="checkbox"/> El Refrigerador |
| <input type="checkbox"/> Dryer | <input type="checkbox"/> La Secadora de Ropa |
| <input type="checkbox"/> Log Igniter/Fireplace | <input type="checkbox"/> Apunte Ignitor/Chimenea |
| <input type="checkbox"/> Space Heater | <input type="checkbox"/> Calentador Espacial |
| <input type="checkbox"/> Other | <input type="checkbox"/> Otro |

Note/La Nota:

For service request orders, please call the appropriate number listed:
 Para pedir servicio, llame por favor el número apropiado de lista:

All areas (800) 382-7557
 TDD for Hearing Impaired (800) 633-6803

AMR METER

REMINDER TO BE SENT WHEN THERE HAS BEEN 36 MONTHS OF ESTIMATES

CurrDate

mail label line 1
mail label line 2
mail label line 3
mail label line 4
mail label line 5
mail label line 6

ACCOUNT NO:

+00000000000000

SERVICE ADDRESS:

Addr Service Street

AddrServ.CityState

METER NO: *UVar1*

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

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

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

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

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

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

Please contact us at 1-877-306-8290 *HoursCalCenter* to arrange a morning or afternoon appointment to upgrade or repair our metering equipment. We can call you when our representative leaves the previous stop. He or she could arrive as soon as 5 minutes later. If you would like to receive this free service, please request the automated call feature when scheduling your appointment.

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

Sincerely,

Signature1 CallCenter

Signature2 CallCenter

lmr131

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

CurrDate

mail label line 1
mail label line 2
mail label line 3
mail label line 4
mail label line 5
mail label line 6

ACCOUNT NO:
+0000000000000
SERVICE ADDRESS:
Addr Service Street
AddrServ.CityState
METER NO: *UVar1*

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

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

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

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

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

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

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

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

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

Thank you for your cooperation.

Sincerely,
Signature1CallCenter
Signature2CallCenter

lmr132

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

CurrDate

mail label line 1
mail label line 2
mail label line 3
mail label line 4
mail label line 5
mail label line 6

ACCOUNT NO:
+0000000000000
SERVICE ADDRESS:
Addr Service Street
AddrServ.CityState
METER NO: *UVar1*

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

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

| DATE | CONTACT TYPE |
|----------|--------------|
| *UVar2* | *UVar3* |
| *UVar4* | *UVar5* |
| *UVar6* | *UVar7* |
| *UVar8* | *UVar9* |
| *UVar10* | *UVar11* |

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

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

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

We need your help. As a courtesy, we do not shut off gas service between December 1 and March 1 when we are unable to access our equipment. However, we do ask that you schedule a meter equipment change by calling *PhonCallCen* *HoursCalCenter* by *UVar12*. If we don't hear from you by *UVar12*, we will turn off your gas service until you grant us access to perform the work. The last thing we want to do is shut off your service, which would not only inconvenience you, but could cost you a \$*UVar13* reconnection fee. Please contact us to arrange a morning or afternoon appointment to upgrade or repair our metering equipment. We can call you when our representative leaves the previous stop. He or she could arrive as soon as 5 minutes later. If you would like to receive this free service, please request the automated call feature when scheduling your appointment. As a reminder, please ensure that the area around the gas meter is clear of any obstructions on the day of your appointment.

Sincerely,
Signature1CallCenter
Signature2CallCenter

lmr133

NO ACCESS SHUTOFF

Page 1 of 2

ADDRESS

CITY, STATE ZIP

Account Number Date Prepared

Next Meter Reading

00000000000000 September 18, 2006 11/14 - 11/17/2006

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 10/17 & 5 p.m. on 10/19/2006 at www.dom.com

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

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

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

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

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

Removing Yourself from Customer Listing

We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please call Dominion East Ohio at 1-800-362-7557 or write us at P.O. Box 26785, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

PO BOX 26785
RICHMOND VA 23261-6785

XXXXX
XXXXX
XXXXXXXXXX

RIGHTS & RESPONSIBILITIES

How Is Your Dominion East Ohio Bill Figured?

It all begins with a meter reading. Dominion East Ohio has the responsibility to present you with a bill for your natural gas service once every billing period. This bill will be based on either a meter reading (according to the bi-monthly meter reading schedule for your service location) or an estimate.

The Dominion East Ohio Meter and Meter Readings

When meter readers and field service employees visit your residence to obtain a meter reading, they will carry photo identification, which you may ask to see for your protection. Please call the company immediately if you have questions about the identity of an employee.

The meter is the property of Dominion East Ohio. You are legally prohibited from removing and/or tampering with the meter. You have the responsibility to keep the meter free from obstructions by restraining pets or by removing obstacles (for example, overgrown shrubs) that the meter reader might encounter at your residence. You have the responsibility to provide access to the meter. Not granting access to the meter could result in a loss of service.

Dominion East Ohio must read the gas meter at least once every 12 months. In addition:

- You may also request, without charge, two additional meter readings per calendar year if your natural gas use has been estimated for two bills in a row or if you have reason to believe that the meter is malfunctioning.
- You may request a meter reading prior to transferring service to an Energy Choice supplier or aggregator.
- If service is started or stopped and it has been more than 70 days since the last actual reading, the company must read the meter.
- You may request a special test of the gas meter. You or your representative has a right to witness the test. The test results will be provided in writing to you within 10 days of the test.
- If the results of the test fall within acceptable limits as set

by the Public Utilities Commission of Ohio, customers must pay a \$40 or \$270 fee based on the meter size. Dominion East Ohio will inform you of which fee will apply prior to performing the meter test. If the test results are outside of the acceptable limits, then the company will not charge a fee. Dominion East Ohio will also provide a properly functioning meter without charge to the customer.

- Upon completion of the test, the company must credit the customer for any overcharges. The company may charge the customer for up to 12 months of unbilled gas use.

Supply Your Own Meter Readings

At the top of your billing statement, Dominion East Ohio provides the next scheduled dates that our meter reader will be working in your area. Also at the top of the bill, you will find information about the dates and times that you can report a meter reading to avoid an estimated bill during the months we do not read your meter or in case our meter reader is unable to access the meter. To report a reading, your options include:

1. Report your meter reading on the Internet.

To enter a meter reading online, follow these steps:

Step 1: Visit www.dom.com and click on *Manage Your Account*.

Step 2: **Sign in** (if you're already a registered user) or **Register** (if it's your first visit).

Step 3: Select your account from the *Enrolled Accounts* list (or enroll your account if needed).

Step 4: Click on *Enter meter reading* and follow the online instructions.

2. Report your meter reading by telephone.

Use our 24-hour automated messaging system to report your reading by calling toll-free 1-800-362-7557.

Your Monthly Billing Statement

When Do You Estimate My Bill?

In those months when your gas meter is not scheduled to be read, Dominion East Ohio estimates your bill. Your bill may also be estimated when extreme weather conditions, emergencies, strikes, or other circumstances prevent the company from taking a meter reading. The estimate is based on previous usage history (past meter readings) at your location.

SCREEN SHOT OF NO ACCESS LETTER

CCS Desktop

File Edit Objects Views Options Window Help

Communications

Communication Maintain Equip Access

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

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

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

Referred To Resolution

CONTACT MADE
 DISPUTE REPORT SENT
 INFORMATION GIVEN

Remarks LMR133 INSIDE EQUIPMENT CHANGE #3
 Post-Call Remarks
 Suggestions

Images | Dispute | Request Letter...

Customer Communications List

SCREEN SHOT OF NO ACCESS PHONE CALL

CCS Desktop

File Edit Objects Views Options Window Help

Communications

Communication Maintain Equip Access

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

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

Contact Taken By BATCH, SYSTEM ☐ Dispute ☐ Gas

Date Closed 03/12/2010 Closed By BATCH, SYSTEM ☐ PSC Compliance ☐ Electric

Referred To Resolution ☐ Customer Satisfied ☐ Lighting

☐ Sewer

Remarks 3308199595EQUIPMENT ACCESS CALL

Post-Cust Remarks

Suggestions

Images Dispute Request Letter...

Customer Communications List



**Public Utilities
Commission**

Ted Strickland, Governor
Alan R. Schriber, Chairman

Commissioners

Valerie A. Lemmie
Paul A. Centolella
Cheryl Roberto
Steven D. Lesser

December 6, 2010

Carrie F. Fanelly
Director - Customer Service Centers
Dominion East Ohio
2100 Eastwood Ave.
Akron, OH 44305-1974

RE: Rule 4901:1-13-04(G)(1), Ohio Administrative Code (O.A.C.)

Dear Ms. Fanelly:

I am in receipt of Dominion East Ohio's (DEO) meter reading plan, dated August 16, 2010 and follow-up information dated December 1, 2010. Staff approves DEO's submitted meter reading plan, which is attached to this letter, with the understanding DEO will review the entire meter access communication process in 2011. It is my understanding that this review will determine the necessary programming required for a consistent process that will identify any issues with the meter or associated automatic meter reading equipment and begin the "no access" process within 2 monthly billing cycles.

If you have any question regarding this acceptance letter, please contact Barbara Bossart at 614-466-0793, or myself at 614-995-7098.

Sincerely,

A handwritten signature in black ink, appearing to read "John D. Williams".

John D. Williams
Director
Service Monitoring and Enforcement Department

JW/bb

Attachment

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

4/27/2012 5:18:13 PM

in

Case No(s). 11-5843-GA-RDR

Summary: Testimony of Carleen F. Fanelly on behalf of The East Ohio Gas Company d/b/a Dominion East Ohio electronically filed by Ms. Melissa L. Thompson on behalf of The East Ohio Gas Company d/b/a Dominion East Ohio