

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

GWENDOLYN TANDY

Complainant,

v.

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

Respondent.

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Case No. 12-2103-GA-CSS

**DIRECT TESTIMONY OF ROXIE 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 Edwards**

3 **I. INTRODUCTION**

4 **Q1. Please introduce yourself.**

5 A. My name is Roxie Edwards. I am employed by The East Ohio Gas Company d/b/a  
6 Dominion East Ohio (“DEO” or “Company”) as Customer Relations Manager. My  
7 business address is 1201 East 55th Street, Cleveland, Ohio 44103.

8 **Q2. What is the purpose of your testimony?**

9 A. The purpose of my testimony is to respond to the allegations in the complaint and  
10 supplemental complaint filed in this case, as clarified in the Commission’s Entries dated  
11 November 1, 2012 (“Nov. 1 Entry”), and November 27, 2012 (“Nov. 27 Entry”).

12 **Q3. Please summarize your testimony.**

13 A. DEO did not provide unjust or unreasonable service to Ms. Gwendolyn Tandy. In short,  
14 most of Ms. Tandy’s complaints stem from her simple failure to pay for services  
15 consumed on her accounts.

16 **II. DEO’S ACCOUNTS AND RECORDS**

17 **Q4. Do you have knowledge of the history of the complainant’s various accounts with**  
18 **DEO?**

19 A. Yes. I am familiar with the accounts and records pertaining to and referenced in Ms.  
20 Tandy’s complaint. And I have personal knowledge of DEO’s practices of acquiring and  
21 maintaining this information. DEO maintains numerous types of information regarding  
22 each customer’s account, including meter readings, billing and payment history, dates of  
23 initiation and disconnection of service, and communications to and from customers. All  
24 such information is recorded at or near the time by a person with knowledge, or from  
25 information transmitted by a person with knowledge, and all such information is recorded

1 and maintained in the course of DEO's regularly conducted business activity. It is  
2 DEO's regular practice in the course of its business activity to record and keep the sorts  
3 of information I relied upon in preparing this testimony.

4 **Q5. Does DEO maintain all of its records in perpetuity?**

5 A. No. Consistent with 4901:1-13-03, Ohio Adm. Code, DEO generally maintains  
6 customer-account records for three years. This three-year preservation period applies to  
7 customer service records and reports of customers' service complaints, as well as  
8 customer billing data.

9 **III. SEPTEMBER 14, 2006 BILL**

10 **Q6. Ms. Tandy alleges "that a 'final debit' of \$430.00 was incorrectly charged to her**  
11 **account as reflected on the bill dated September 14, 2006, without explanation."**  
12 **Nov. 1 Entry at 3. The complainant also alleges "that her bill dated September 14,**  
13 **2006, does not properly reflect a \$159.00 deposit she paid on June 20, 2006, by**  
14 **telephone. The complainant claims that her bill dated May 15, 2006, reflects the**  
15 **deposit. She requests compensation for the \$159.00." Id. at 2.**

16  
17 **Can you please explain the bills referenced in this allegation?**

18 A. Yes. I believe that the questions regarding these bills stem from the following facts. In  
19 May 2006, Ms. Tandy applied to receive service from DEO at 1439 Sulzer Ave., and she  
20 was assigned a pending account ending 1312. Her bill dated May 16, 2006, reflects the  
21 *charging*—but not the *payment*—of the deposit. A little over a month later, DEO  
22 received a \$430 payment on this account, which reflected the amount owed for an unpaid,  
23 past-due balance of \$271.00 from another location for which Ms. Tandy was responsible,  
24 plus the security deposit of \$159 that was required to initiate service for pending account  
25 ending 1312. DEO credited \$159 of that payment to the security deposit for the pending  
26 account, and reflected the remaining \$271 as a credit.

1 **Q7. Did Ms. Tandy ever receive service on this account?**

2 A. No, she did not. DEO's tariffs require a customer who has applied for service also to  
3 notify us when she is ready for service to be turned on. *See* DEO Rules & Regulations,  
4 Sheet No. K1, Rule 4. Among other things, this reflects DEO's need to test house-lines  
5 and perform other safety checks before turning on the gas. Ms. Tandy did not notify  
6 DEO, however, so the account number "expired" and never became active.

7 **Q8. Did Ms. Tandy ever receive service at 1439 Sulzer Ave.?**

8 A. Yes, she did. She applied for *and* began receiving service at 1439 Sulzer Ave. a few  
9 months later, in September 2006, under a new account ending 7379. The bill she  
10 complains about (dated September 14, 2006) reflects charges totaling \$430: \$271 from  
11 the prior, unpaid balance discussed above, and \$159 that represented a security deposit  
12 for the *new* account ending 7379. The \$271 credit that remained from Ms. Tandy's June  
13 2006 payment was applied to the prior, unpaid balance, which left the \$159 security  
14 deposit for the new account that is reflected on her September 2006 bill.

15 **Q9. Was the \$159 credit from the account ending 1312 ever applied to the account**  
16 **ending 7379?**

17 A. Yes, it was. Ms. Tandy's account ending 7379 was credited with \$159 on October 25,  
18 2007.

19 **Q10. Can you explain the delay in applying this credit to Ms. Tandy's account ending**  
20 **7379?**

21 A. Unfortunately, I cannot. These events all occurred over five to six years ago, and as I  
22 discussed above, DEO generally does not preserve customer-service records beyond three  
23 years. Due to the amount of time that has elapsed, I could not determine why the credit  
24 was not applied until October 2007. Given that DEO ultimately did give her full credit

1 for the security deposit, however, I suspect that the issue simply had not come to DEO's  
2 attention.

3 **Q11. Do you think Ms. Tandy should be compensated for the \$159?**

4 A. No, I do not. DEO did not violate any laws or rules in actually assessing the security  
5 deposit for both accounts at issue. And Ms. Ms. Tandy ultimately received full credit for  
6 the \$159 security deposit that she paid.

7 **IV. MARCH 20, 2009 TRANSFER DEBIT**

8 **Q12. Ms. Tandy alleges that, "on or about March 20, 2009, a transfer debit of \$532.72**  
9 **was incorrectly charged to her account without explanation," and that this "amount**  
10 **had been turned over to a collection agency." Nov. 1 Entry at 3.**

11 **Was \$532.72 transferred to Ms. Tandy's account ending 7379?**

12  
13 A. Yes, it was. On February 24, 2009, \$523.05 was transferred from a delinquent,  
14 disconnected account for which Ms. Tandy was the customer of record. Additional  
15 amounts of \$9.09 and \$.58 were also transferred, but cannot be detailed due to their age.

16 **Q13. Why was \$523.05 transferred to her account ending 7379?**

17 A. That amount was an unpaid balance pertaining to service received under Ms. Tandy's  
18 name at 1441 Sulzer Ave., account ending 3115, from January 18, 2008, to April 1, 2008.

19 **Q14. Do you agree that this debit was incorrectly transferred?**

20 A. No, I do not. Ms. Tandy was responsible for this balance as the customer of record.

21 **Q15. Was the \$523.05 amount turned over to a collection agency?**

22 A. Yes, it was. A final bill was issued for service received at 1441 Sulzer Ave. up to April  
23 1, 2008, when the account was disconnected. The final balance of \$523.05 was assigned  
24 to collections on April 23, 2008. This amount was not ultimately paid, however, and on  
25 February 25, 2009, this amount was transferred to Ms. Tandy's account ending 7379 at  
26 1439 Sulzer Ave.

**V. OCTOBER AND NOVEMBER 2010 PIPP PLUS AND GRADUATE PIPP PLUS**

**Q16. Ms. Tandy alleges that, “the bill dated October 13, 2010, reflects a PIPP Plus payment of \$72.00. The bill dated November 10, 2010 indicates that Ms. Tandy is no longer enrolled in the PIPP Plus program. The complainant states she was enrolled on the Graduate PIPP Plus Plan, with payments due of \$341.00 each billing period, without her consent as reflected on the bill dated November 10, 2010.” Nov. 1 Entry at 3.**

**Does Ms. Tandy’s October 13, 2010 bill reflect a PIPP Plus payment of \$72?**

A. No, it does not. Although Ms. Tandy was on PIPP Plus for \$72 per month at this time, she did not make her program payment in October 2010.

**Q17. Was Ms. Tandy enrolled in PIPP Plus as of her November 10, 2010 bill?**

A. No, she was not.

**Q18. Why was Ms. Tandy no longer enrolled in the PIPP Plus program?**

A. On November 5, 2010, Ms. Tandy contacted DEO and requested to be removed from the program. After being informed that she had an account balance that would become due if she left the program, she nevertheless requested cancellation.

**Q19. Was Ms. Tandy then enrolled in the Graduate PIPP Plus Plan?**

A. No, she was not. After leaving PIPP Plus, Ms. Tandy was merely given the option to join the Graduate PIPP Plus Plan by paying \$341 for her November 10, 2010 bill. Ultimately, however, she did not enroll in the program.

**VI. CURRENT PLUS ENROLLMENT**

**Q20. Ms. Tandy “asserts that by letter dated February 12, 2011, she was offered enrollment in the Current Plus Plan, which required her to pay \$45.71 each month for six months on a past due balance beginning February 10, 2011.” Nov. 1 Entry at 3.**

**Was Ms. Tandy enrolled in the Current Plus Plan?**

A. Yes, she was. Consistent with 4901:1-18-05, Ohio Adm. Code, and the Energy Choice Program—according to which Energy Choice customers who have an arrearage may be

1 automatically enrolled in a payment plan—Ms. Tandy was automatically enrolled in  
2 DEO’s one-sixth plan, or the Current Plus payment plan, on February 10, 2011. This  
3 plan required her to pay her then-current monthly bill plus \$45.71.

4 **VII. MAY 2011 DISCONNECTION OF SERVICE**

5 **Q21. Ms. Tandy “claims that in May 2011 her gas was illegally turned off for six**  
6 **months.” Nov. 1 Entry at 3.**

7  
8 **Was Ms. Tandy’s natural gas service disconnected in May 2011?**

9 A. Yes, it was. Service was disconnected to Ms. Tandy’s account ending 7379 for service at  
10 1439 Sulzer Ave. on May 11, 2011.

11 **Q22. Why was Ms. Tandy’s natural gas service disconnected?**

12 A. Consistent with Chapter 4901:1-18, Ohio Adm. Code, and DEO’s tariffs (*see* Rules and  
13 Regulations, Sheet No. K3, Rule 9), Ms. Tandy’s account was cancelled and service was  
14 disconnected on May 11, 2011, due to several consecutive late and non-payments.

15 **Q23. Was Ms. Tandy provided notices of the pending disconnection?**

16 A. Yes she was, consistent with Rule 4901:1-18-06, Ohio Adm. Code.

17 **Q24. Did the complainant have an account balance when her service was disconnected?**

18 A. Yes, she did. Ms. Tandy’s delinquent account balance was \$539.84.

19 **Q25. How long was Ms. Tandy without service?**

20 A. Approximately six months—from May 11 to November 9, 2011. Ms. Tandy’s service  
21 was restored to 1439 Sulzer Ave. under an account ending 1404 after DEO received an  
22 Intent for Payment of \$117.10 and a PIPP enrollment file from the Ohio Department of  
23 Development (“ODOD”) on November 3, 2011, to enroll her account on PIPP for a \$29  
24 monthly payment plan.



1 **VIII. ALLIANCE ONE COLLECTION AGENCY**

2 **Q26. Ms. Tandy claims that on May 9, 2011, and July 20, 2011, the “Alliance One**  
3 **Collection agency improperly attempted to collect from her \$147.00, and \$74.48,**  
4 **respectively.” Nov. 1 Entry at 3.**

5  
6 **Did DEO assign \$147 to Alliance One for collection from the complainant?**

7 A. Yes, it did. In accordance with company credit guidelines, DEO assigned \$147.48 to  
8 Alliance One from an account ending 0920 at 1441 Sulzer Ave. for service from  
9 September 8, 2010, to February 26, 2011. Ms. Tandy assumed responsibility for service  
10 during this time period under a landlord reversion agreement.

11 **Q27. Did DEO assign an additional \$74.48 to Alliance One for collection from the**  
12 **complainant?**

13 A. No, it did not. A payment of \$73 was received on June 21, 2011, reducing the \$147.48  
14 debt to \$74.48.

15 **Q28. Did Alliance One collection agency improperly attempt to collect any amount from**  
16 **Ms. Tandy?**

17 A. To the extent Ms. Tandy is complaining that the debts were not hers, I disagree. The  
18 debts were properly collectible from her, and were assigned to Alliance One in  
19 accordance with DEO’s standard credit policies. I have not been made aware of any  
20 other complaints with respect to these collections.

21 **IX. SEPTEMBER 10, 2011 ATTEMPT TO COLLECT \$375**

22 **Q29. Ms. Tandy alleges that, “[o]n or about September 10, 2011, Dominion attempted to**  
23 **collect \$375.00, the complainant claims she did not owe.” Nov. 1 Entry at 3.**

24  
25 **Did DEO attempt to collect \$375 from the complainant on or about September 10,**  
26 **2011?**

27 A. Yes, it did. DEO sent Ms. Tandy a letter dated September 10, 2011, warning that her bill  
28 would be referred to a collection agency if payment for \$375.73 was not received.

1 **Q30. Did Ms. Tandy owe this amount?**

2 A. Yes. When Ms. Tandy's account ending 7379 was cancelled on May 11, 2011, she had  
3 an outstanding balance of \$539.84. Between the end of May and June 2011, Ms. Tandy  
4 made various payments, which left her with an account balance of \$375.73. This balance  
5 pertained to service consumed on accounts for which she is responsible.

6 **X. NEW ACCOUNT ENDING 1404**

7 **Q31. Ms. Tandy complains that in November 2011, "a new account was established and**  
8 **the past due amount on the account was eliminated," and that a letter dated**  
9 **November 9, 2011, stated that "her application for PIPP Plus was approved with a**  
10 **PIPP payment due of \$29.00 monthly." Nov. 1 Entry at 3-4.**

11  
12 **Was a new account established for Ms. Tandy in November 2011?**

13 A. Yes, it was. A new account ending 1404, pertaining to service at 1439 Sulzer Ave., was  
14 established for Ms. Tandy on November 9, 2011.

15 **Q32. Was this new account established to eliminate Ms. Tandy's past due amount?**

16 A. No, it was not. Indeed, when this new account was started, it included her past due  
17 amount from the account ending 7379, which after various payments made between May  
18 and September 2011 was \$332.73. In establishing this account, DEO neither indicated  
19 nor intended that Ms. Tandy's past arrearages would be eliminated.

20 **Q33. Was this new account a PIPP Plus account?**

21 A. Yes, it was. Her payment on this account was to have been \$29 per month.

**XI. DECEMBER 9, 2011 BILL**

**Q34. Ms. Tandy complains that her bill dated December 9, 2011, “reflects a zero balance, a credit of \$117.00 and a \$33.00 charge associated with the improper disconnection of her gas service.” Nov. 1 Entry at 4. On this bill, Ms. Tandy alleges that, “she was inaccurately billed a ‘final debit’ of \$332.73.” *Id.* She also asserts that this “new account was established to eliminate the past due balance.” *Id.***

**Did Ms. Tandy’s December 9, 2011 bill reflect a zero balance?**

A. No, it did not. Ms. Tandy’s December 9, 2011 bill states that her account balance is \$307.59.

**Q35. Did the complainant’s December 9, 2011 bill reflect “a credit of \$117”?**

A. Yes, it did. The December 9 bill reflects a \$117.10 payment paid by ODO’s 2012 Winter Crisis Program on behalf of Ms. Tandy.

**Q36. Does the complainant’s December 9, 2011 bill reflect a \$33 charge?**

A. Yes, it does. As permitted by its tariffs (*see* Rules & Regulations, Sheet No. K3, Rule 9), DEO applied a \$33 reconnection fee, plus applicable taxes, to account ending 1404 given that her earlier account ending 7379 was disconnected in May 2011.

**Q37. Was this account established to eliminate the complainant’s past due balance?**

A. No, it was not. As discussed above, a new account ending 1404 was established for Ms. Tandy on November 9, 2011, and it did not eliminate her past-due amount from the account ending 7379, which was \$332.73.

**XII. REMOVAL FROM AND REENROLLMENT IN PIPP PLUS PLAN**

**Q38. Ms. Tandy complains that “she was removed from PIPP Plus on or about January 31, 2012, for failing to complete her application, and reinstated on the PIPP Plus plan in April 2012,” and that “her reinstatement on PIPP Plus is not properly reflected on her account.” Nov. 1 Entry at 4.**

**Was Ms. Tandy removed from PIPP Plus on or about January 31, 2012?**

A. Yes.

1 **Q39. Why was the complainant removed from the PIPP Plus program?**

2 A. DEO received a letter from ODOD informing it that Ms. Tandy had been removed from  
3 the PIPP Plus program for enrollment fraud. This letter is attached as Attachment A to  
4 my testimony.

5 **Q40. Was the complainant reinstated to the PIPP Plus program in April 2012?**

6 A. DEO has no record of Ms. Tandy being reinstated to the PIPP Plus program in April  
7 2012. Accordingly, no reinstatement should be reflected on her account.

8 **XIII. APRIL 2012 CURRENT PLUS PLAN ENROLLMENT**

9 **Q41. Ms. Tandy complains that she “was enrolled in the Current Plus Plan, which**  
10 **required her to pay \$69.67 each month for six months on her past due balance**  
11 **beginning April 12, 2012, bill,” and “[s]he disputes that she had a past due balance.”**  
12 **Nov. 1 Entry at 4.**

13  
14 **Was Ms. Tandy enrolled in the Current Plus payment plan in April 2012?**

15 A. Yes. Ms. Tandy was automatically enrolled in DEO’s one-sixth plan, or Current Plus  
16 plan, at 1439 Sulzer Ave. in the same manner and consistent with the same rules as her  
17 February 2011 enrollment described above, for her then-current monthly balance plus  
18 \$69.67.

19 **Q42. Did Ms. Tandy have a past due balance?**

20 A. Yes, she did. As of her April 12, 2012 bill, her past due account balance was \$418.06.  
21 The entire balance of \$464.23 pertains to service consumed on accounts for which she is  
22 responsible.

23 **XIV. KRATOS GAS AND POWER, HESS CORP., AND DTE ENERGY SUPPLY**  
24 **COMMODITY CHARGES**

25 **Q43. Ms. Tandy disputes the charges listed on the bill as owed to Kratos Gas and Power**  
26 **(“Kratos”) on her bill for service at 1439 Sulzer Ave. dated April 12, 2012; charges**  
27 **owed to Hess Corporation (“Hess”) on her bills dated May 20 and July 21, 2009, and**  
28 **May 11, 2012; and charges owed to DTE Energy Supply (“DTE”) on her bill dated**  
29 **February 10, 2011. Nov. 1 Entry at 4.**

1           **Regarding the Kratos bill, was Ms. Tandy a PIPP customer in April 2012?**

2    A.     No.

3    **Q44. Was Ms. Tandy an Energy Choice-eligible customer in April 2012?**

4    A.     Yes.

5    **Q45. Does the complainant's April 12, 2012 bill reflect a charge from Kratos?**

6    A.     Yes.

7    **Q46. What is that charge?**

8    A.     Consistent with the procedure approved by the Commission in Case No. 07-1224-GA-  
9           EXM, Kratos was assigned to Ms. Tandy as her Standard Choice Offer ("SCO")  
10          commodity service supplier.

11   **Q47. Are the charges associated with Kratos accurate?**

12   A.     Yes. Ms. Tandy's gas meter was read on April 9, 2012. Her gas usage for the time from  
13          the previous read on March 8, 2012, was 4.9 MCF. The Commission-approved SCO rate  
14          for April 9, 2012, was \$3.446/MCF. Taken together, plus applicable Cuyahoga county  
15          sales tax equaling \$1.31, Ms. Tandy's SCO commodity charge was \$18.20, which is the  
16          amount reflected on her April 12, 2012 bill.

17   **Q48. Regarding the Hess bills, was the complainant a PIPP customer in either May or**  
18   **July 2009, or May 2012?**

19   A.     No.

20   **Q49. Was Ms. Tandy an Energy Choice-eligible customer in May and July, 2009, and**  
21   **May, 2012?**

22   A.     Yes.

23   **Q50. Do the complainant's May 20 and July 21, 2009 and May 11, 2012 bills each reflect**  
24   **charges from Hess?**

25   A.     Yes.

1 **Q51. What are those charges?**

2 A. As with Kratos, described above, Hess was assigned to Ms. Tandy as her SCO  
3 commodity service supplier.

4 **Q52. Are the May 20, 2009 charges associated with Hess accurate?**

5 A. Yes. Ms. Tandy's meter reading was estimated on May 18, 2009. Her gas usage for the  
6 time from the previous read on April 17, 2009, was 2.5 MCF. The Commission-  
7 approved SCO rate for May 18, 2009, was \$5.031/MCF. Taken together, plus applicable  
8 Cuyahoga county sales tax equaling \$0.97, Ms. Tandy's SCO commodity charge was  
9 \$13.55, which is the amount reflected on her May 20, 2009 bill.

10 **Q53. Are the July 21, 2009 charges associated with Hess accurate?**

11 A. Yes. Ms. Tandy's gas meter was estimated on July 17, 2009. Her gas usage for the time  
12 from the previous read on June 16, 2009, was 2.0 MCF. The Commission-approved SCO  
13 rate for July 17, 2009, was \$4.938/MCF. Taken together, plus applicable Cuyahoga  
14 county sales tax of \$0.77, Ms. Tandy's SCO commodity charge was \$10.65, which is the  
15 amount reflected on her July 21, 2009 bill.

16 **Q54. Are the May 11, 2012 charges associated with Hess accurate?**

17 A. Yes. Ms. Tandy's gas meter was read on May 8, 2012. Her gas usage for the time from  
18 the previous read on April 9, 2012, was 4.2 MCF. The Commission-approved SCO rate  
19 for May 8, 2012, was \$2.791/MCF. Taken together, plus applicable Cuyahoga county  
20 sales tax of \$0.91, Ms. Tandy's SCO commodity charge was \$12.63, which is the amount  
21 reflected on her May 11, 2012 bill.

22 **Q55. Regarding the DTE bill, was the complainant a PIPP customer in February 2011?**

23 A. No.

1   **Q56. Was Ms. Tandy an Energy Choice-eligible customer in February 2011?**

2   A.    Yes.

3   **Q57. Does the complainant's February 10, 2011 bill reflect a charge from DTE?**

4   A.    Yes.

5   **Q58. What is that charge?**

6   A.    As with Kratos and Hess, described above, DTE was assigned to Ms. Tandy as her SCO  
7       commodity service supplier.

8   **Q59. Are the charges associated with DTE accurate?**

9   A.    Yes. Ms. Tandy's gas meter was read on February 9, 2011. Her gas usage for the time  
10       from the previous read on January 11, 2011, was 15 MCF. The Commission-approved  
11       SCO rate for February 9, 2011, was \$5.416/MCF. Taken together, plus applicable  
12       Cuyahoga county sales tax equaling \$6.30, Ms. Tandy's SCO commodity charge was  
13       \$87.54, which is the amount reflected on her February 10, 2011 bill.

14   **XV. DEO SERVICEMAN**

15   **Q60. Ms. Tandy complains about a "serviceman who came to turn her gas off**  
16       **(presumably when Ms. Tandy's service was disconnected in May 2011). According**  
17       **to Ms. Tandy, the serviceman refused to turn the gas on and told her she needed a**  
18       **new furnace. Ms. Tandy states that she had the furnace checked and the**  
19       **serviceman was wrong." Nov. 27 Entry at 1.**

20  
21       **Do you know whether a DEO "serviceman" advised Ms. Tandy that she needed a**  
22       **new furnace?**

23   A.    No, I do not. DEO has no records suggesting this.

1 **Q61. If a DEO service technician believed that a gas leak or other safety concern might**  
2 **exist in a customer's home or appliance, would you find it problematic for him or**  
3 **her to inform the customer?**

4 A. No, I would not. DEO is required to check for leaks and perform a safety check before it  
5 initiates or reestablishes service to customers. But as I explained, DEO has no records  
6 that it detected or informed Ms. Tandy of a gas leak.

7 **XVI. STATEMENT OF ACCOUNT AND REFUNDS**

8 **Q62. "Ms. Tandy requests a statement of her account commencing 2004 through and**  
9 **including August 2012 and a refund of all monies 'stolen from' her." Nov. 1 Entry**  
10 **at 4. She also requests that DEO "be directed to refund her for overpayments of**  
11 **\$4,000 plus interest and \$1,200 for her gas being turned off illegally for six months."**  
12 ***Id.* at 5.**

13  
14 **Can DEO provide a statement of account from 2004 to August 2012?**

15 A. No, it cannot. DEO maintains account and billing information for a retention period of  
16 36 months as mandated; therefore, we are unable to provide an account statement back to  
17 2004. DEO can, however, provide:

- 18 • a statement of account for account ending 7379 pertaining to service consumed at  
19 1439 Sulzer Ave. from January 2009 to May 2011 (Attachment B);
- 20 • a statement of account and copies of bills for account ending 1404 pertaining to  
21 service consumed at 1439 Sulzer Ave. from November 2011 to August 2012  
22 (Attachment C);
- 23 • a statement of account and copies of bills for account ending 3532 pertaining to  
24 service consumed at 1441 Sulzer Ave. from January 2012 to May 2012 (Attachment  
25 D); and
- 26 • a statement of account for account ending 0920 pertaining to service consumed at  
27 1441 Sulzer Ave. from September 2010 to February 2011, and a copy of the final bill  
28 for this account dated March 14, 2011 (Attachment E).



1 **Q63. For account number ending 1404, the account balance on the statement of account**  
2 **for read date December 6, 2012, is \$597.61. The account balance on the December**  
3 **7, 2012 bill however, is \$547.61. Could you please explain the different account**  
4 **balances?**

5 A. Yes, I can. The \$50 difference represents the outstanding security deposit amount that is  
6 still owed by Ms. Tandy. On November 6, 2012, consistent with Rules 4901:1-17-04 and  
7 4901:1-17-05, Ohio Adm. Code, DEO required a \$75 security deposit, to be administered  
8 in three, equal installments. The difference in the \$597.61 listed on the account statement  
9 and the \$547.61 on the bill is the remaining security deposit amount; Ms. Tandy will be  
10 billed \$25 on the January and February 2013 bills.

11 **Q64. Has DEO stolen any money from Ms. Tandy?**

12 A. No, it has not.

13 **Q65. Are you aware of any basis on which DEO could be said to owe Ms. Tandy \$4,000?**

14 A. No, I am not.

15 **Q66. Are you aware of any basis on which DEO could be said to owe Ms. Tandy \$1,200?**

16 A. No, I am not.

17 **Q67. Are you aware of any refunds to which Ms. Tandy is entitled?**

18 A. No, I am not. Any errors that have been identified in Ms. Tandy's account have already  
19 been rectified.

20 **Q68. What does Ms. Tandy currently owe DEO for service consumed on her accounts?**

21 A. As of January 8, 2013, Ms. Tandy's balance on account ending 1404 is \$517.61. This  
22 account is in shut-off status. In addition, she has two outstanding balances from 1441  
23 Sulzer Ave.: account ending 3532 has a balance of \$159.27 for service from January 4,  
24 2012, to May 14, 2012; and account ending 0920 has a balance of \$74.48 for service  
25 from September 8, 2010, to February 26, 2011.

1 **XVII. TIMING OF CUSTOMER COMPLAINTS AND DEO RESPONSE, AND DEO'S**  
2 **DUTY TO RESPOND**

3 **Q69. Ms. Tandy complains that DEO “acknowledged her complaints on December 29,**  
4 **2011, and February 29, 2012, but Dominion failed to offer a solution within 90**  
5 **days.” Nov. 1 Entry at 5. She also “asserts that when she complains to Dominion it**  
6 **is Dominion’s duty to offer a solution within 90 days,” but “that some of her**  
7 **complaints are six years old.” *Id.***

8  
9 **Has Ms. Tandy complained directly to DEO about any of her various billing, credit**  
10 **or service issues?**

11 A. According to DEO’s records, Ms. Tandy first complained through correspondence dated  
12 December 1, 2011.

13 **Q70. Has DEO acknowledged the complainant’s complaints?**

14 A. Yes, it has. DEO has acknowledged Ms. Tandy’s complaints on December 20 and 29,  
15 2011, and February 29, 2012.

16 **Q71. Are you aware of any statute, Commission rule, or DEO rule that requires DEO to**  
17 **“offer a solution within 90 days” when the complainant makes a complaint?**

18 A. No. DEO has responded to all Ms. Tandy’s complaints, however, in accordance with  
19 Rule 4901:1-13-10, Ohio Adm. Code.

20 **Q72. Did DEO ever inform Ms. Tandy that it would offer a solution within 90 days?**

21 A. DEO has no record of any agent or employee of DEO informing Ms. Tandy that it would  
22 “offer a solution within 90 days.”

23 **XVIII. CONCLUSION**

24 **Q73. Does this conclude your testimony?**

25 A. Yes.

**CERTIFICATE OF SERVICE**

I hereby certify that a copy of the Direct Testimony of Roxie Edwards was served by  
U.S. mail to the following person on this 8<sup>th</sup> day of January, 2013:

Gwendolyn Tandy  
1439 Sulzer Avenue  
Euclid, Ohio 44132

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

# ATTACHMENT A



Department of  
Development

John R. Kasich, Governor

Christiane Schmenk, Director

November 14, 2011

24F

Gwendolyn C. Tandy 1703042  
1439 Sulzer Ave  
Euclid OH 44132

The Office Community Assistance has reviewed assistance, and identified some discrepancies provided on 11/03/2011.

Household income is defined as the gross income of all household members. Gross income includes, but is not limited to, wages, interest, annuities, pensions, Social Security, SSI, income from rental property, unemployment benefits, Workers' Compensation, and any other indirect income such as utility allowances.

Please submit to this office by 11/30/2011, a signed copy of your 2009 and 2010 business and personal income tax returns to support your declaration of income for the 2010, 2011 and 2012 benefit years.

This information should be mailed to:  
**Office Community Assistance**  
**Attn: Integrity Unit Manager**  
**P.O. Box 2169**  
**Columbus OH 43216**

You may fax the documentation to Integrity Unit Manager at (614)466-1864.

Failure to respond to this letter will **Stop** the processing of your application and any payment of benefits being delayed or discontinued;

- Any PIPP Plus approvals will be reversed and your entire delinquent balances will become due.
- Any HEAP benefit received from the State of OHIO will be reversed.

If there are questions regarding this matter, please contact the Integrity Unit Manager by calling (614)466-6014.

Sincerely,

Office of Community Assistance  
The Program Integrity Unit Staff

77 South High Street  
P.O. Box 1001

Columbus, Ohio 43216-1001 U.S.A.

614 | 466 2480

800 | 848 1300

www.development.ohio.gov

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11/10/11

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Sent To Gwendolyn C. Tandy  
Street, Apt. No.,  
or PO Box No. 1439 Sulzer Ave.  
City, State, ZIP+4 Euclid OH 44132  
PS Form 3800, August 2006 See Reverse for Instructions



**Department of  
Development**

John R. Kasich, Governor

Christiane Schmenk, Director

December 12, 2011

24F

Gwendolyn C. Tandy 1703042  
1439 Sulzer Ave  
Euclid OH 44132

The Office Community Assistance has reviewed assistance, and identified discrepancies in the income documentation 11/03/2011.

A certified letter was mailed to you on November 14, 2011, requesting additional income documentation to support your claim of income for the 2010, 2011 and 2012 benefit years. You failed to provide the additional documentation.

According to records from the Cuyahoga County Auditor's website, you are the owner of the property located at 1441 Sulzer Avenue, Euclid Ohio; and there are tenants currently living at that address.

If you do not have documentation showing our records are in error, this letter serves as notice that the Office Community Assistance considers your past energy assistance for the 2010, 2011 and 2012 heating seasons to be noncompliant. We therefore demand payment of restitution for benefits improperly received as follows:

<u>Program</u>	<u>Date</u>	<u>Amount</u>
Home Energy Assistance Program (HEAP) 2010	8/20/2009	\$345.00
Summer Crisis Program	8/30/2010	\$103.49
Home Energy Assistance Program 2011	8/30/2010	\$141.00
Winter Crisis Program	2/14/2011	\$146.48
HEAP Subtotal		\$735.97
Total Restitution Amount		\$735.97

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Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	\$

Postmark Here

Sent To: Gwendolyn C Tandy  
Street, Apt. No., or PO Box No. 1439 Sulzer Ave  
City, State, ZIP+4 Euclid Oh 44132

PS Form 3800, August 2006 See Reverse for Instructions

7009 2820 0003 6317 6187



**Department of  
Development**

John R. Kasich, Governor

Christiane Schmenk, Director

Payment in full of the restitution amount is due January 14, 2012. Payments must be made by money order or bank certified check made payable to "Treasurer State of Ohio". Send your certified check or money order to:

Office Community Assistance  
Attn: Manager Program Integrity Unit  
P O Box 2169  
Columbus OH 43216

We encourage you to contact the Integrity Unit Manager at your earliest opportunity to address this matter and possibly work out payment arrangements.

In accordance with administrative rules governing the Home Energy Assistance Program, you are barred from further participation in the HEAP program effective immediately. You will be ineligible to participate in the HEAP program for 12 months after you satisfy the demand for restitution.

We are hopeful this matter can be resolved administratively, but we reserve the right to pursue any remedies available under applicable law.

Sincerely,  
Office Community Assistance  
The Program Integrity Unit Staff

## ATTACHMENT B



## DOMINION EAST OHIO

## Statement of Account

(No October PIP payment)

Name TANDY, GWENDOLYN C

Account Number 7379

For Questions Call (800)-362-7557

Address 1439 SULZER AVE

Meter Number 13825215

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

## DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT	PLAN DUE	TOTAL PLAN AMT	ACCT DUE BALANCE
09/20/2011	0		.0	.0	.0	0	\$0.00		\$0.00	\$43.00	09/20/2011	\$0.00			\$0.00	\$0.00	\$0.00	
11/09/2011	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00		\$-3.97	XF-LPC		\$0.00	\$0.00	\$0.00	
11/09/2011	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00		\$-46.50	XF-UTG		\$0.00	\$0.00	\$0.00	
11/09/2011	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00		\$-282.26	XF-UTG		\$0.00	\$0.00	\$0.00	
05/11/2011	-33	SYSTEM ES	249.0	-5.5	2	-413	\$-59.06		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$0.00	
05/11/2011	33	MANUAL ES	247.2	3.7	1	413	\$46.50		\$0.00	\$151.55	07/06/2011	\$0.00		PIP	\$0.00	\$388.29	\$375.73	
05/11/2011	33	SYSTEM ES	249.0	5.5	2	413	\$59.06		\$0.00	\$43.00	05/05/2011	\$0.00	CANCEL	PIP	\$0.00	\$665.55	\$539.84	
04/08/2011	29	ACTUAL	243.5	7.9	3	767	\$81.89		\$0.00	\$43.00	04/07/2011	\$0.00		PIP	\$43.00	\$708.55	\$523.78	
03/10/2011	29	ACTUAL	235.6	10.6	4	972	\$108.66		\$0.00	\$43.00	03/07/2011	\$0.00		PIP	\$43.00	\$708.55	\$484.89	
02/09/2011	29	ACTUAL	225.0	15.0	5	1224	\$57.40		\$0.00	\$141.00	02/07/2011	\$0.00	AGREEMI		\$190.65	\$190.65	\$419.23	
01/11/2011	33	ACTUAL	210.0	16.8	5	1305	\$158.20		\$0.00	\$34.12	01/07/2011	\$0.00	BROKER		\$0.00	\$0.00	\$415.29	
12/09/2010	30	ACTUAL	193.2	9.4	3	771	\$87.97		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$287.24	
11/09/2010	28	ACTUAL	183.8	5.1	2	454	\$59.59		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$199.27	
10/12/2010	28	ACTUAL	176.7	1.8	1	147	\$31.51		\$0.00	\$0.00		\$0.00		PIP	\$72.00	\$288.00	\$139.68	
09/14/2010	33	SYSTEM ES	176.9	1.8	1	18	\$33.62		\$0.00	\$72.00	08/18/2010	\$0.00		PIP	\$72.00	\$216.00	\$108.17	
08/12/2010	28	ACTUAL	175.1	1.5	1	0	\$30.99		\$0.00	\$0.00		\$0.00		PIP	\$72.00	\$216.00	\$146.55	
07/15/2010	31	SYSTEM ES	173.6	1.7	1	12	\$31.93		\$0.00	\$144.00	07/16/2010	\$0.00		PIP	\$72.00	\$144.00	\$115.56	
06/14/2010	31	ACTUAL	171.9	1.7	1	41	\$32.13		\$0.00	\$72.00	06/07/2010	\$0.00		PIP	\$72.00	\$216.00	\$227.63	
05/18/2010	0	ACTUAL	170.2	.0	0	0	\$0.00		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00		
05/14/2010	30	SYSTEM ES	170.2	3.5	1	295	\$46.74		\$0.00	\$72.00	05/17/2010	\$0.00		PIP	\$72.00	\$216.00	\$267.50	
04/14/2010	28	ACTUAL	166.7	3.6	1	422	\$47.51		\$0.00	\$72.00	04/16/2010	\$0.00		PIP	\$72.00	\$216.00	\$292.76	
03/17/2010	30	SYSTEM ES	163.1	10.4	3	872	\$109.77		\$0.00	\$417.00	03/17/2010	\$0.00		PIP	\$72.00	\$216.00	\$317.25	
02/15/2010	28	ACTUAL	152.7	11.8	4	1050	\$128.51		\$0.00	\$0.00		\$0.00		PIP	\$72.00	\$216.00	\$624.48	
01/18/2010	35	SYSTEM ES	140.9	16.4	5	1313	\$149.11		\$0.00	\$72.00	01/07/2010	\$0.00		PIP	\$72.00	\$144.00	\$495.97	
12/14/2009	31	ACTUAL	124.5	10.6	3	726	\$99.52		\$0.00	\$0.00		\$0.00		PIP	\$72.00	\$144.00	\$418.86	
11/13/2009	30	SYSTEM ES	113.9	4.1	1	438	\$47.25		\$0.00	\$72.00	11/17/2009	\$0.00		PIP	\$72.00	\$72.00	\$319.34	
10/14/2009	28	ACTUAL	109.8	2.6	1	226	\$31.27		\$0.00	\$400.00	10/06/2009	\$0.00		PIP	\$72.00	\$72.00	\$344.09	
09/16/2009	33	SYSTEM ES	107.2	2.1	1	25	\$29.03		\$0.00	\$0.00		\$0.00		PIP	\$72.00	\$144.00	\$712.82	
08/19/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00		\$-4.95	CNT		\$0.00	\$0.00		
08/19/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00		\$-4.95	CNT		\$0.00	\$0.00		
08/19/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00		\$-4.95	CNT		\$0.00	\$0.00		
08/19/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00		\$-9.90	CNT		\$0.00	\$0.00		

# DOMINION EAST OHIO

## Statement of Account

Name IANDY, GWENDOLYN C  
Address 1439 SULZER AVE

Account Number 7379  
Meter Number 13825215

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

### DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT	PLAN DUE	TOTAL PLAN AMT	ACCT DUE BALANCE
08/14/2009	28	ACTUAL	105.1	1.2	.0	1	\$23.03	09/03/2009	\$0.00	\$0.00				PIP	\$72.00	\$72.00	\$708.54	
07/17/2009	31	SYSTEM ES	103.9	2.0	.1	5	\$18.72	08/06/2009	\$3.90	\$0.00				AGREEMI	\$121.84	\$374.63	\$685.51	
0			.0	.0	.0	0	\$10.65		\$7.77	\$0.00				BROKER	\$0.00	\$0.00	\$0.00	
06/16/2009	29	ACTUAL	101.9	1.9	.1	84	\$18.43		\$0.00	\$0.00					\$0.00	\$0.00	\$0.00	
0			.0	.0	.0	0	\$9.67		\$0.00	\$0.00				BROKER	\$0.00	\$0.00	\$0.00	
06/03/2009	0		.0	.0	.0	0	\$-32	07/06/2009	\$1.99	\$0.00					\$0.00	\$120.25	\$248.89	\$652.24
06/17/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00				CNT	\$4.95	\$0.00	\$0.00	
05/18/2009	31	SYSTEM ES	100.0	2.5	.1	267	\$20.63	06/05/2009	\$8.70	\$127.38	04/27/2009			AGREEMI	\$126.65	\$126.65	\$617.52	
0			.0	.0	.0	0	\$13.55		\$0.00	\$0.00				BROKER	\$0.00	\$0.00	\$0.00	
05/20/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00				CNT	\$4.95	\$0.00	\$0.00	
04/17/2009	30	ACTUAL	97.5	7.2	.2	667	\$82.15	05/06/2009	\$9.27	\$0.00					\$0.00	\$0.00	\$697.07	
0			.0	.0	.0	0	\$0.00		\$0.00	\$0.00				CNT	\$4.95	\$0.00	\$0.00	
04/09/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00				XF-UTG	\$-59.40	\$0.00	\$0.00	
03/18/2009	29	SYSTEM ES	90.3	10.9	.4	905	\$122.43	04/07/2009	\$0.00	\$273.13	03/16/2009				\$0.00	\$0.00	\$660.10	
03/20/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00				CNT	\$4.95	\$0.00	\$0.00	
02/24/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00				XT-UTG	\$523.05	\$0.00	\$0.00	
02/24/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00				XT-UTG	\$9.09	\$0.00	\$0.00	
02/24/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00				XT-UTG	\$58	\$0.00	\$0.00	
02/17/2009	32	ACTUAL	79.4	16.7	.5	1327	\$204.32	03/09/2009	\$0.00	\$370.88	02/04/2009			PIP	\$0.00	\$0.00	\$273.13	
02/19/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00				CNT	\$4.95	\$0.00	\$0.00	
02/04/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00				CNT	\$4.95	\$0.00	\$0.00	
01/16/2009	35	SYSTEM ES	62.7	16.0	.5	1314	\$208.91	02/06/2009	\$0.00	\$145.05	01/06/2009			PIP	\$0.00	\$0.00	\$439.69	
01/21/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00				CNT	\$4.95	\$0.00	\$0.00	
01/06/2009	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00				CNT	\$4.95	\$0.00	\$0.00	

### TOTALS

DEGREE DAYS: 16061  
USAGE: 200.5  
TAXES: \$8.74  
BILL AMOUNTS: \$2,268.81  
PAYMENTS: \$2,808.11  
LATE PAYMENT CHARGES: \$27.83  
ADJUSTMENTS: \$135.64

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

# ATTACHMENT C

\* Active account

DOMINION EAST OHIO  
Statement of Account

Name TANDY, GWENDOLYN C  
Address 1439 SULZER AVE

Account Number 1404  
Meter Number 13825215

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

DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT DUE	TOTAL PLAN AMT DUE	ACCT BALANCE
12/12/2012	0		.0	.0	0	\$0.00	\$0.00			\$30.00	12/12/2012	\$0.00			\$0.00	\$0.00	
12/06/2012	31 ACTUAL		319.8	6.7	2	\$30.15	\$0.00	12/26/2012	\$7.15	\$60.00	11/08/2012	\$0.00			\$0.00	\$0.00	\$597.61
	0		.0	.0	0	\$29.39	\$2.11										
11/05/2012	31 ACTUAL		313.1	4.1	1	\$26.65	\$0.00	11/26/2012	\$7.31	\$30.00	10/10/2012	\$0.00		BROKER	\$0.00	\$0.00	
	0		.0	.0	0	\$16.00	\$1.15										
11/06/2012	0		.0	.0	0	\$0.00	\$0.00			\$0.00				BROKER	\$0.00	\$0.00	\$515.92
10/05/2012	29 ACTUAL		309.0	1.5	1	\$23.65	\$0.00	10/24/2012	\$7.22	\$0.00			DEP		\$0.00	\$0.00	
	0		.0	.0	0	\$5.23	\$38			\$0.00					\$0.00	\$0.00	
09/06/2012	30 ACTUAL		307.5	1.6	1	\$23.76	\$0.00	09/27/2012	\$5.56	\$30.00	09/07/2012	\$0.00		BROKER	\$0.00	\$0.00	\$495.96
	0		.0	.0	0	\$6.23	\$45										
08/07/2012	29 ACTUAL		305.9	1.4	0	\$23.65	\$0.00	08/28/2012	\$4.42	\$60.00	08/09/2012	\$0.00		BROKER	\$0.00	\$0.00	\$459.86
	0		.0	.0	0	\$5.09	\$37			\$0.00							
07/09/2012	32 ACTUAL		304.5	1.7	1	\$24.28	\$0.00	07/30/2012	\$3.74	\$30.00	07/09/2012	\$0.00		BROKER	\$0.00	\$0.00	\$454.31
	0		.0	.0	0	\$5.55	\$40			\$0.00							
06/07/2012	30 ACTUAL		302.8	1.7	1	\$24.28	\$0.00	06/28/2012	\$2.63	\$30.00	06/07/2012	\$0.00		BROKER	\$0.00	\$0.00	\$481.15
	0		.0	.0	0	\$4.83	\$35			\$0.00							
05/08/2012	29 ACTUAL		301.1	4.2	1	\$27.63	\$0.00	05/29/2012	\$1.35	\$30.00	05/08/2012	\$0.00		BROKER	\$0.00	\$0.00	\$477.58
	0		.0	.0	0	\$12.63	\$91			\$0.00							
04/09/2012	32 ACTUAL		296.9	4.9	2	\$27.97	\$0.00	04/30/2012	\$0.00	\$30.00	04/09/2012	\$0.00		BROKER	\$0.00	\$0.00	\$475.84
	0		.0	.0	0	\$18.20	\$131			\$0.00							
03/08/2012	29 ACTUAL		292.0	11.6	4	\$81.92	\$0.00	03/29/2012	\$5.66	\$30.00	03/07/2012	\$0.00		BROKER	\$0.00	\$0.00	\$484.23
02/08/2012	30 ACTUAL		280.4	13.0	4	\$92.29	\$0.00	02/29/2012	\$4.60	\$0.00					\$0.00	\$0.00	\$448.06
01/09/2012	34 ACTUAL		267.4	14.1	4	\$102.44	\$0.00	01/30/2012	\$0.00	\$88.00	01/06/2012	\$0.00			\$0.00	\$0.00	\$390.48
12/06/2011	27 ACTUAL		253.3	6.1	2	\$57.44	\$0.00	12/27/2011	\$3.97	\$117.10	12/01/2011	\$0.00		PIP	\$29.00	\$29.00	\$293.59
11/09/2011	0 ACTUAL		247.2	.0	0	\$0.00	\$0.00			\$0.00				PIP	\$29.00	\$361.73	\$307.59
11/09/2011	0		.0	.0	0	\$0.00	\$0.00			\$0.00					\$0.00	\$0.00	
11/09/2011	0		.0	.0	0	\$0.00	\$0.00			\$0.00				RCC	\$0.00	\$0.00	
11/09/2011	0		.0	.0	0	\$0.00	\$0.00			\$0.00				RCC	\$0.00	\$0.00	
	0		.0	.0	0	\$0.00	\$0.00			\$0.00				XT-UTG	\$46.50	\$0.00	\$0.00

# DOMINION EAST OHIO

## Statement of Account

Name TANDY, GWENDOLYN C  
Address 1439 SUIZER AVE

Account Number 1404  
Meter Number 13825215

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

### DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT DUE	PLAN ACCT	TOTAL PLAN AMT DUE	ACCT BALANCE
11/09/2011	0			.0	.0	0	\$0.00		\$0.00	\$0.00			\$282.26	XT-UTG	\$0.00	\$0.00	\$0.00	

### TOTALS

USAGE:	72.6	TAXES:	\$7.43	PAYMENTS:	\$565.10	LATE PAYMENT CHARGES:	\$53.61
DEGREE DAYS:	5616	BILL AMOUNTS:	\$669.26	ADJUSTMENTS:	\$438.28		

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

**GWENDOLYN C TANDY**

Page 1 of 4

1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared December 9, 2011 Next Meter Reading 01/09 - 01/12/2012

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

**Summary of Payment Due**

Current PIPP Plus Amount	63.52
Past Due Amount	332.73
<b>Total Payment Due by December 27, 2011</b>	<b>\$396.25</b>

**\*\*\*\* THIS IS A SHUT-OFF NOTICE \*\*\*\*****YOU ARE ON THE PIPP Plus PLAN.**

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$332.73 in full by December 27, 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 plan arrears. You will be billed a reconnection fee of \$33.00.**

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

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

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

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

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

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

**PLEASE PAY BY** Dec 27, 2011 **Account No.** 1 5000 4953 1404**\$396.25**

PIPP Plus Amount

Amount Enclosed

04

17,908

**Pipeline Infrastructure Replacement Charge**

In Case No. 11-3238-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 \$0.64 to a total of \$20.37 per month as of November 2, 2011.

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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18,012

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**GWENDOLYN C TANDY**

Page 2 of 4

1439 SULZER AVE  
EUCLID OH 44132-2725Account Number 1 5000 4953 1404  
Date Prepared December 9, 2011

Next Meter Reading 01/09 - 01/12/2012

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

**Summary of Payment Due**

Current PIPP Plus Amount	63.52
Past Due Amount	332.73
<b>Total Payment Due by December 27, 2011</b>	<b>\$396.25</b>

(See Next Page for Usage Comparison and Meter Readings)

Your PIPP Plus anniversary is 09/15/2011.  
This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

You must re-verify your income by 11/03/2012 to stay on PIPP Plus.  
If you have questions about your household income reverification, call the Ohio Department of Development at 1-800-282-0880.

To receive an On Time Balance Reduction of \$28.44, we must receive at least \$29.00 by 12/27/2011. Remember, timely payment of bills ensure your continued gas service.

**Please Pay** PIPP Plus Amount of \$396.25 by December 27, 2011**THIS IS A SHUT-OFF NOTICE.**

Monthly PIPP Plus Amount	\$29.00
Past Due Amount	\$332.73
Taxes & Reconnection Fee	\$34.52
<b>Total PIPP Plus Amount Due</b>	<b>\$396.25</b>

Unless you pay the above past-due PIPP Plus amount by Dec 27, 2011, your gas service may be shut off. If your gas service is turned off, you must pay all past-due plan amounts. You will be billed a reconnection fee. Please call 1-800-950-7989 if you have any questions or need assistance. You are legally responsible for your entire utility bill.

17,906

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725

18,012

B4

1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared December 9, 2011 Next Meter Reading 01/09 - 01/12/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$0.00
Payment on Dec 1, 2011 - Thank You	117.10 CR
Service Work	33.00
From Final - Debit	332.73
Gross Receipts Tax (4.6044%)	1.52
<b>Balance</b>	<b>\$250.15</b>

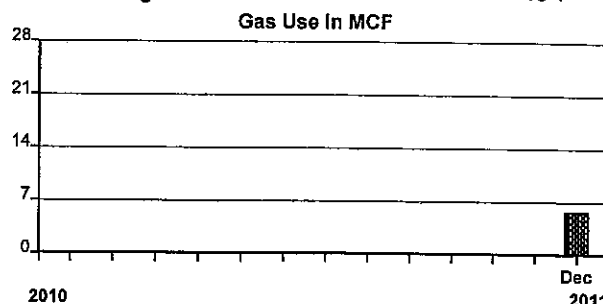
**Current Charges**

<b>General Sales Service Rate</b>	
<b>Standard Service Offer (SSO)</b>	
Basic Monthly Charge	\$20.37
Gas Usage Charges	
6.1 MCF @ \$5.6622	34.54
Gross Receipts Tax (4.6044%)	2.53
This bill includes \$27.60 for SSO gas cost at \$4.524 per thousand cubic feet (MCF).	
<b>Total Current Charges</b>	<b>\$57.44</b>
<b>Total Account Balance</b>	<b>\$307.59</b>

**YOU ARE ON THE PIPP Plus PLAN FOR \$29.00.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period 2011  
45°F

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	13825215		
Dec 6, 2011	Remote	263.3	
Nov 9, 2011	Actual	247.2	6.1
<b>MCF Used in 27 Days</b>			<b>6.1</b>



### 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.

**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. 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.

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725

**GWENDOLYN C TANDY**

Page 1 of 3

1439 SULZER AVE  
EUCLID OH 44132-2725Account Number 1 5000 4953 1404  
Date Prepared January 12, 2012

Next Meter Reading 02/08 - 02/13/2012

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

**Summary of Payment Due**

Current PIPP Plus Amount	29.00
<b>Total Payment Due by January 30, 2012</b>	<b>\$29.00</b>

(See Next Page for Usage Comparison and Meter Readings)

**Your PIPP Plus anniversary is 09/15/2012.**

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

**You must re-verify your income by 11/03/2012 to stay on PIPP Plus.**

If you have questions about your household income reverification, call the Ohio Department of Development at 1-800-282-0880.

**To receive an On Time Balance Reduction of \$73.44, we must receive at least \$29.00 by 01/30/2012. Remember, timely payment of bills ensure your continued gas service.****Please Pay PIPP Plus Amount of \$29.00 by January 30, 2012****Reminder Notice and Plan Explanation**  
Monthly PIPP Plus Amount**\$29.00**

You are enrolled in PIPP Plus. You must pay your plan amounts when they are due. To avoid a shut-off notice, a payment of \$29.00 must be in our office by Jan 30, 2012. If you have any questions, please call toll-free 1-800-950-7989. While on PIPP Plus, you are legally responsible for your entire utility bill.

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

**PLEASE PAY BY** Jan 30, 2012 **Account No.** 1 5000 4953 1404**\$29.00**

PIPP Plus Amount

Amount Enclosed

04

18,797

**Pipeline Infrastructure Replacement Charge**  
In Case No. 11-3238-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 \$0.64 to a total of \$20.37 per month as of November 2, 2011.GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number Date Prepared  
1 5000 4953 1404 January 12, 2012

Next Meter Reading  
02/08 - 02/13/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$307.59
Payment on Dec 13, 2011 - Thank You	29.00 CR
Payment on Dec 28, 2011 - Thank You	29.00 CR
Payment on Jan 6, 2012 - Thank You	30.00 CR
On Time Balance Reduction Credit	28.44 CR
<b>Balance</b>	<b>\$191.15</b>

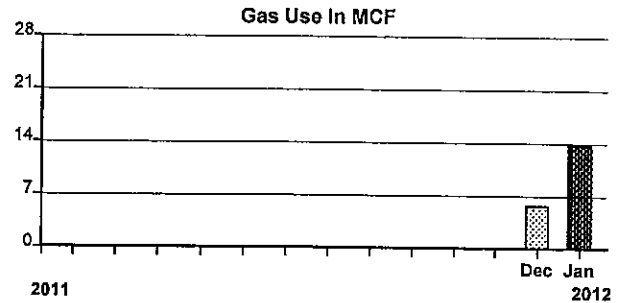
**Current Charges**

<b>General Sales Service Rate</b>	
<b>Standard Service Offer (SSO)</b>	
Basic Monthly Charge	\$20.37
Gas Usage Charges	
14.1 MCF @ \$5.5007	77.56
Gross Receipts Tax (4.6044%)	4.51
This bill includes \$61.53 for SSO gas cost at \$4.364 per thousand cubic feet (MCF).	
<b>Total Current Charges</b>	<b>\$102.44</b>
<b>Total Account Balance</b>	<b>\$293.59</b>

YOU ARE ON THE PIPP Plus PLAN FOR \$29.00.

**Monthly Usage Comparison**

Average Daily Temperature	2011	2012
For This Billing Period	25°F	35°F



Average monthly use: ☐ 10.1 MCF.  
Total annual use: ☐ 20.2 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	13825215		
Jan 9, 2012	Remote	267.4	
Dec 6, 2011	Remote	253.3	14.1
<b>MCF Used in 34 Days</b>			<b>14.1</b>

### 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.

**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. 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.

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725

**GWENDOLYN C TANDY**

Page 1 of 3

1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared February 13, 2012 Next Meter Reading 03/08 - 03/13/2012

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

**Summary of Payment Due**

Past Due Gas Amount	293.59
Current Gas Amount	96.89
<b>Total Payment Due by February 29, 2012</b>	<b>\$390.48</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 \$293.59 in full by February 29, 2012, 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 \$69.00 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 29, 2012 **Account No.** 1 5000 4953 1404**\$390.48**

Account Balance

Amount Enclosed

04

20,452

**Pipeline Infrastructure Replacement Charge**

In Case No. 11-3238-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 \$0.64 to a total of \$20.37 per month as of November 2, 2011.

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

0115000495314040000000009229000000390485

20,568

B10

**GWENDOLYN C TANDY**

Page 2 of 3

1439 SULZER AVE  
EUCLID OH 44132-2725Account Number 1 5000 4953 1404  
Date Prepared February 13, 2012

Next Meter Reading 03/08 - 03/13/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$293.59
Late Payment Charge	4.40
Gross Receipts Tax (4.6044%)	.20
<b>Balance</b>	<b>\$298.19</b>

**Current Charges**

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

Basic Monthly Charge	\$20.37
----------------------	---------

Gas Usage Charges	
-------------------	--

13.0 MCF @ \$5.2200	67.86
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Gross Receipts Tax (4.6044%)	4.06
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This bill includes \$53.09 for SSO gas cost at \$4.084 per thousand cubic feet (MCF).

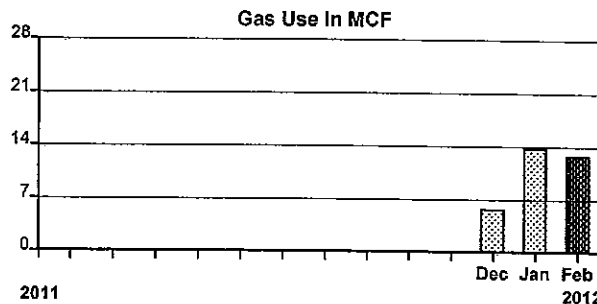
<b>Total Current Charges</b>	<b>\$92.29</b>
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<b>Total Account Balance</b>	<b>\$390.48</b>
------------------------------	-----------------

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	2011 21°F	2012 32°F
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Average monthly use: ☐ 11.1 MCF.  
Total annual use: ☐ 33.2 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	13825215		
Feb 8, 2012	Remote	280.4	
Jan 9, 2012	Remote	267.4	13.0
<b>MCF Used in 30 Days</b>			<b>13.0</b>

**Please Pay** Account Balance of \$390.48 by Feb 29, 2012 to Avoid Late Payment Charge of 1.5% per month.**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$293.59 by Feb 29, 2012, 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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1439 SULZER AVE  
EUCLID OH 44132-2725

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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.

### 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.

**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. 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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**GWENDOLYN C TANDY**

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1439 SULZER AVE  
EUCLID OH 44132-2725Account Number 1 5000 4953 1404  
Date Prepared March 13, 2012Next Meter Reading  
04/09 - 04/12/2012

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

**Summary of Payment Due**

Past Due Gas Amount	360.48
Current Gas Amount	87.58
<b>Total Payment Due by March 29, 2012</b>	<b>\$448.06</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 \$360.48 in full by March 29, 2012, 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 \$67.00 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** Mar 29, 2012 **Account No.** 1 5000 4953 1404**\$448.06**

Account Balance

Amount Enclosed

04

20,555

**Eligible for Energy Choice?**

The Public Utilities Commission of Ohio approved a supplier auction. If you are eligible for the Energy Choice program, you may be assigned to Standard Choice Offer (SCO) supplier beginning with your April/May bill. Dominion East Ohio will still read meters, offer billing and customer service help and respond to emergencies. As an SCO customer, you may shop for a supplier or join an aggregation program, if available.

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1439 SULZER AVE  
EUCLID OH 44132-2725Account Number 1 5000 4953 1404  
Date Prepared March 13, 2012Next Meter Reading  
04/09 - 04/12/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$390.48
Payment on Mar 7, 2012 - Thank You	30.00 CR
Late Payment Charge	5.41
Gross Receipts Tax (4.6044%)	.25
<b>Balance</b>	<b>\$366.14</b>

**Current Charges****General Sales Service Rate  
Standard Service Offer (SSO)**

Basic Monthly Charge \$20.37

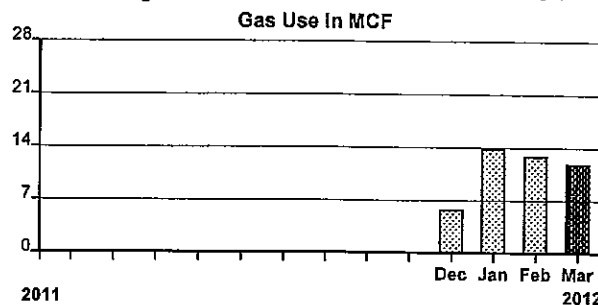
Gas Usage Charges  
11.6 MCF @ \$4.9948 57.94

Gross Receipts Tax (4.6044%) 3.61

This bill includes \$42.66 for SSO gas cost at \$3.678 per thousand cubic feet (MCF).

**Total Current Charges \$81.92****Total Account Balance \$448.06**

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 2011 2012  
For This Billing Period 33°F 35°FAverage monthly use: 11.2 MCF.  
Total annual use: 44.8 MCF.**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	13825215		
Mar 8, 2012	Remote	292.0	
Feb 8, 2012	Remote	280.4	11.6
<b>MCF Used in 29 Days</b>			<b>11.6</b>

**Please Pay Account Balance of \$448.06 by Mar 29, 2012 to Avoid Late Payment Charge of 1.5% per month.****THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$360.48 by Mar 29, 2012, 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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### 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.

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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.

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

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**Standard 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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1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404  
Date Prepared April 12, 2012

Next Meter Reading 05/08 - 05/11/2012

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

**Summary of Payment Due**

Current Plan Amount 115.84  
Total Payment Due by April 30, 2012 \$115.84

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$115.84 by Apr 30, 2012 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 30, 2012 **Account No.** 1 5000 4953 1404

**\$115.84**

Plan Amount

Amount Enclosed

04

22,036

**Change in Supplier - Standard Choice Offer (SCO)**

The Public Utilities Commission of Ohio approved a supplier auction. While all SCO customers will pay the same monthly rate, you may receive your gas supply from a different supplier beginning with your April/May bill. Dominion East Ohio will still read meters, offer billing and customer service help and respond to emergencies. As an SCO customer, you may shop for a supplier or join an aggregation program, if available.

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# GWENDOLYN C TANDY

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1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404  
Date Prepared April 12, 2012

Next Meter Reading  
05/08 - 05/11/2012

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

## Credits And Charges Since Your Last Bill

Balance from last bill \$448.06  
Payment on Apr 9, 2012 - Thank You 30.00 CR  
**Balance \$418.06**

## Current Charges

### Dominion East Ohio Distribution Charges

Basic Monthly Charge \$20.37  
Usage-Based Charges 4.9 MCF @ \$1.3000 6.37  
Gross Receipts Tax (4.6044%) 1.23  
**Total Dominion East Ohio Charges \$27.97**

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

## KRATOS GAS AND POWER Charges (See last page for important message)

### Standard Choice Offer (SCO)

Gas Cost 4.9 MCF @ \$3.446 \$16.89  
Sales Tax 1.31  
**Total KRATOS GAS AND POWER Charges \$18.20**

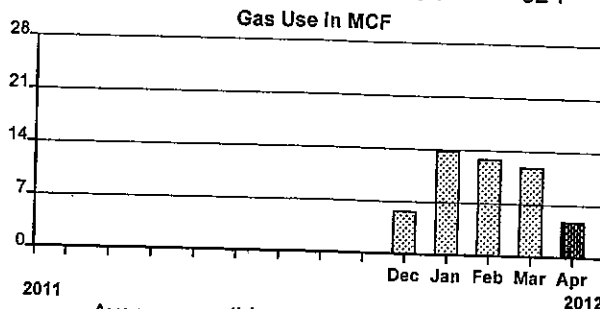
For questions about gas supply costs, contact KRATOS GAS AND POWER at 1-800-296-2203 or 215 Union Blvd Ste 425 Lakewood, CO 80228 [www.kratosgsp.com](http://www.kratosgsp.com) or [www.kratosgsp.com](http://www.kratosgsp.com).

**Total Current Charges \$46.17**  
**Total Account Balance \$464.23**

**YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.**

## Monthly Usage Comparison

Average Daily Temperature 2011 40°F 2012 52°F  
For This Billing Period



Average monthly use: 9.9 MCF.  
Total annual use: 49.7 MCF.

## Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number 13825215			
Apr 9, 2012	Remote	296.9	
Mar 8, 2012	Remote	292.0	4.9
<b>MCF Used in 32 Days</b>			<b>4.9</b>

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EUCLID OH 44132-2725

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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.

PLEASE NOTE: Because you have past-due amounts owed to Dominion East Ohio, you have been automatically enrolled in Dominion's Payment Plan Program. The plan amount (current amount due and one-sixth of the past-due balance) is stated on that bill.

### 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 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.

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

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**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.

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**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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1439 SULZER AVE  
EUCLID OH 44132-2725

GWENDOLYN C TANDY

Page 1 of 3

1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404  
Date Prepared May 11, 2012

Next Meter Reading 06/07 - 06/12/2012

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

**Summary of Payment Due**

Past Due Plan Amount	85.84
Current Plan Amount	111.28
<b>Total Payment Due by May 29, 2012</b>	<b>\$197.12</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$197.12 by May 29, 2012 to Avoid Late Payment Charge of 1.5% per month.

**Special Payment Arrangements**

Monthly Plan Amount	\$111.28
Past Due Amount	\$85.84
Total Plan Amount due	\$197.12

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.

**PLEASE PAY BY** May 29, 2012 **Account No.** 1 5000 4953 1404

**\$197.12**

Plan Amount

Amount Enclosed

04

21,482

**Pipeline Infrastructure Replacement Charge**

In Case No. 12-0812-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 \$0.58 to a total of \$20.95 per month as of May 4, 2012.

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# GWENDOLYN C TANDY

Page 2 of 3

1439 SULZER AVE  
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Account Number 1 5000 4953 1404  
Date Prepared May 11, 2012

Next Meter Reading  
06/07 - 06/12/2012

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

## Credits And Charges Since Your Last Bill

Balance from last bill	\$464.23
Payment on May 8, 2012 - Thank You	30.00 CR
Late Payment Charge	1.29
Gross Receipts Tax (4.6044%)	.06
<b>Balance</b>	<b>\$435.58</b>

## Current Charges

### Dominion East Ohio Distribution Charges

Basic Monthly Charge	\$20.95
Usage-Based Charges	
4.2 MCF @ \$1.3000	5.46
Gross Receipts Tax (4.6044%)	1.22
<b>Total Dominion East Ohio Charges</b>	<b>\$27.63</b>

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

### HESS CORPORATION Charges

#### Standard Choice Offer (SCO)

Gas Cost 4.2 MCF @ \$2.791	\$11.72
Sales Tax	.91
<b>Total HESS CORPORATION Charges</b>	<b>\$12.63</b>

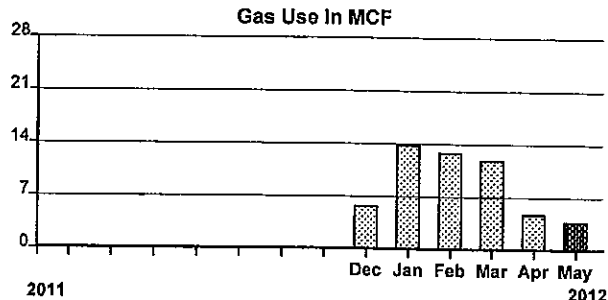
For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

<b>Total Current Charges</b>	<b>\$40.26</b>
<b>Total Account Balance</b>	<b>\$475.84</b>

**YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.**

## Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2011 52°F	2012 53°F
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Average monthly use: ☐ 9.0 MCF.  
Total annual use: ☐ 53.9 MCF.

## Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
May 8, 2012	Remote	301.1	
Apr 9, 2012	Remote	296.9	4.2
<b>MCF Used in 29 Days</b>			<b>4.2</b>

21,482

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EUCLID OH 44132-2725

21,641

B-20

### 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.

**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. 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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EUCLID OH 44132-2725



**GWENDOLYN C TANDY**

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1439 SULZER AVE  
EUCLID OH 44132-2725Account Number Date Prepared  
1 5000 4953 1404 June 12, 2012Next Meter Reading  
07/09 - 07/12/2012

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

**Summary of Payment Due**

Past Due Plan Amount	167.12
Current Plan Amount	101.41
<b>Total Payment Due by June 28, 2012</b>	<b>\$268.53</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 \$167.12 in full by June 28, 2012, 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 \$65.00 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 \$1.50 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 Jun 28, 2012 Account No. 1 5000 4953 1404****\$268.53**

Plan Amount

Amount Enclosed

04

24,760

**Pipeline Infrastructure Replacement Charge**

In Case No. 12-0812-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 \$0.58 to a total of \$20.95 per month as of May 4, 2012.

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PO BOX 26785  
RICHMOND VA 23261-6785

0115000495314040000000002911000000268532

24,878

B-22

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1439 SULZER AVE  
EUCLID OH 44132-2725Account Number 1 5000 4953 1404  
Date Prepared June 12, 2012

Next Meter Reading 07/09 - 07/12/2012

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

**Summary of Payment Due**

Past Due Plan Amount	167.12
Current Plan Amount	101.41
<b>Total Payment Due by June 28, 2012</b>	<b>\$268.53</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$268.53 by Jun 28, 2012 to Avoid Late Payment Charge of 1.5% per month.**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$167.12 by Jun 28, 2012, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. 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.

24,760

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24,878

B-23

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1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared June 12, 2012

Next Meter Reading 07/09 - 07/12/2012

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

## Credits And Charges Since Your Last Bill

Balance from last bill	\$475.84
Payment on Jun 7, 2012 - Thank You	30.00 CR
Late Payment Charge	2.51
Gross Receipts Tax (4.6044%)	.12
<b>Balance</b>	<b>\$448.47</b>

## Current Charges

### Dominion East Ohio Distribution Charges

Basic Service Charge	\$20.95
Usage-Based Charges	
1.7 MCF @ \$1.3294	2.26
Gross Receipts Tax (4.6044%)	1.07
<b>Total Dominion East Ohio Charges</b>	<b>\$24.28</b>

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

## HESS CORPORATION Charges

### Standard Choice Offer (SCO)

Gas Cost 1.7 MCF @ \$2.636	\$4.48
Sales Tax	.35
<b>Total HESS CORPORATION Charges</b>	<b>\$4.83</b>

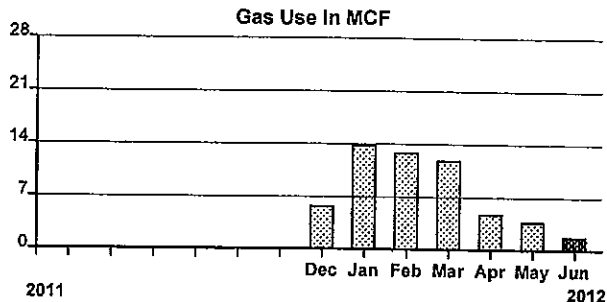
For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

<b>Total Current Charges</b>	<b>\$29.11</b>
<b>Total Account Balance</b>	<b>\$477.58</b>

**YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.**

## Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2011 66°F	2012 63°F
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Average monthly use: □ 7.9 MCF.  
Total annual use: □ 55.6 MCF.

## Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Jun 7, 2012	13825215	Company	302.8	
May 8, 2012		Company	301.1	1.7
<b>MCF Used in 30 Days</b>				<b>1.7</b>

24,750

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24,878

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### Payment Programs for Eligible Customers

**Budget Payment Plan** - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.  
**Budget Plus** - Pay a 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 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. 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.

### Explanation of Billing Terms

**Basic Service Charges** - The applicable Basic Service Charges for each rate schedule include a Service Charge to cover the fixed costs for delivering gas, plus associated riders.  
**Cancel Billing** - A credit issued to the account when a correction is needed on past charges.  
**CR** - Credit  
**Estimated Gas Bill** - When we cannot obtain a meter reading, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at [www.dom.com](http://www.dom.com).  
**Gas Cost** - The price charged to cover the cost of natural gas.  
**Gas Usage Charge** - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.  
**Gross Receipts Tax** - Ohio tax levied on public utilities.  
**Investigation Fee** - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.  
**Late Payment Charge** - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.  
**MCF** - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.  
**Meter Test Fee** - Fee charged for a meter test performed at the customer's request.  
**Miscellaneous Charge(s)** - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.  
**Monthly 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.  
**Returned Payment Fee** - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.  
**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. Deposits are refunded with interest to residential accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for commercial and industrial accounts are reviewed every 24 months.  
**Service Charge** - This charge includes fixed costs for delivering gas.  
**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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B-25

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1439 SULZER AVE  
EUCLID OH 44132-2725Account Number Date Prepared  
1 5000 4953 1404 July 12, 2012Next Meter Reading  
08/07 - 08/10/2012

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

**Summary of Payment Due**

Past Due Plan Amount	238.53
Current Plan Amount	103.24
<b>Total Payment Due by July 30, 2012</b>	<b>\$341.77</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 \$238.53 in full by July 30, 2012, 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 \$67.00 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 \$1.50 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** Jul 30, 2012 **Account No.** 1 5000 4953 1404**\$341.77**

Plan Amount

Amount Enclosed

**Pipeline Infrastructure Replacement Charge**  
In Case No. 12-0812-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 \$0.58 to a total of \$20.95 per month as of May 4, 2012.

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PO BOX 26785  
RICHMOND VA 23261-6785

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1439 SULZER AVE  
EUCLID OH 44132-2725Account Number    Date Prepared  
1 5000 4953 1404    July 12, 2012Next Meter Reading  
08/07 - 08/10/2012

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

**Summary of Payment Due**

Past Due Plan Amount	238.53
Current Plan Amount	103.24
<b>Total Payment Due by July 30, 2012</b>	<b>\$341.77</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay    Plan Amount of \$341.77 by Jul 30, 2012 to Avoid Late Payment Charge of 1.5% per month.****THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$238.53 by Jul 30, 2012, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. 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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 1439 SULZER AVE  
 EUCLID OH 44132-2725

 Account Number 1 5000 4953 1404  
 Date Prepared July 12, 2012

 Next Meter Reading  
 08/07 - 08/10/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$477.58
Payment on Jul 9, 2012 - Thank You	30.00 CR
Late Payment Charge	3.58
Gross Receipts Tax (4.6044%)	.16
<b>Balance</b>	<b>\$451.32</b>

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

Basic Service Charge	\$20.95
Usage-Based Charges	
1.7 MCF @ \$1.3294	2.26
Gross Receipts Tax (4.6044%)	1.07
<b>Total Dominion East Ohio Charges</b>	<b>\$24.28</b>

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

**HESS CORPORATION Charges**
**Standard Choice Offer (SCO)**

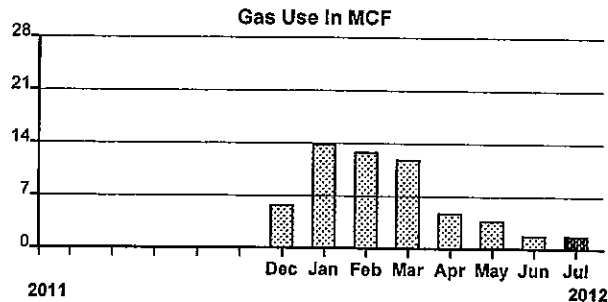
Gas Cost 1.7 MCF @ \$3.029	\$5.15
Sales Tax	.40
<b>Total HESS CORPORATION Charges</b>	<b>\$5.55</b>

For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

<b>Total Current Charges</b>	<b>\$29.83</b>
<b>Total Account Balance</b>	<b>\$481.15</b>

**YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.**
**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2011 71°F	2012 75°F
---	--------------	--------------


 Average monthly use: ☐ 7.2 MCF.  
 Total annual use: ☐ 57.3 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	13825215		
Jul 9, 2012	Actual	304.5	
Jun 7, 2012	Actual	302.8	1.7
<b>MCF Used in 32 Days</b>			<b>1.7</b>

 GWENDOLYN C TANDY  
 1439 SULZER AVE  
 EUCLID OH 44132-2725

### Payment Programs for Eligible Customers

**Budget Payment Plan** - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.

**Budget Plus** - Pay a 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 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. 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.

### Explanation of Billing Terms

**Basic Service Charges** - The applicable Basic Service Charges for each rate schedule include a Service Charge to cover the fixed costs for delivering gas, plus associated riders.

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

**CR** - Credit

**Estimated Gas Bill** - When we cannot obtain a meter reading, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at [www.dom.com](http://www.dom.com).

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

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

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

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

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

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

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

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

**Monthly 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.

**Returned Payment Fee** - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.

**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. Deposits are refunded with interest to residential accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for commercial and industrial accounts are reviewed every 24 months.

**Service Charge** - This charge includes fixed costs for delivering gas.

**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.

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725



GWENDOLYN C TANDY

Page 1 of 4

1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared August 10, 2012 Next Meter Reading 09/06 - 09/11/2012

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

**Summary of Payment Due**

Past Due Plan Amount 281.77  
Current Plan Amount 102.83  
Total Payment Due by August 28, 2012 \$384.60

**\*\* 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 \$281.77 in full by August 28, 2012, 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 \$68.00 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 \$1.50 for each transaction.

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

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

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

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

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

PLEASE PAY BY Aug 28, 2012 Account No. 1 5000 4953 1404

\$384.60

Plan Amount

Amount Enclosed

**Removing Yourself from Customer Listing**

We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please 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.

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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**GWENDOLYN C TANDY**

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1439 SULZER AVE  
EUCLID OH 44132-2725Account Number 1 5000 4953 1404  
Date Prepared August 10, 2012

Next Meter Reading 09/06 - 09/11/2012

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

**Summary of Payment Due**

Past Due Plan Amount	281.77
Current Plan Amount	102.83
<b>Total Payment Due by August 28, 2012</b>	<b>\$384.60</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$384.60 by Aug 28, 2012 to Avoid Late Payment Charge of 1.5% per month.**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$281.77 by Aug 28, 2012, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. 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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EUCLID OH 44132-2725

**GWENDOLYN C TANDY**

1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404  
Date Prepared August 10, 2012

Next Meter Reading  
09/06 - 09/11/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$481.15
Payment on Aug 7, 2012 - Thank You	30.00 CR
Payment on Aug 9, 2012 - Thank You	30.00 CR
Late Payment Charge	4.23
Gross Receipts Tax (4.6044%)	.19
<b>Balance</b>	<b>\$425.57</b>

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Service Charge	\$20.95
Usage-Based Charges	
1.4 MCF @ \$1.1857	1.66
Gross Receipts Tax (4.6044%)	1.04
<b>Total Dominion East Ohio Charges</b>	<b>\$23.65</b>

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

**HESS CORPORATION Charges**

Standard Choice Offer (SCO)	
Gas Cost 1.4 MCF @ \$3.374	\$4.72
Sales Tax	.37
<b>Total HESS CORPORATION Charges</b>	<b>\$5.09</b>

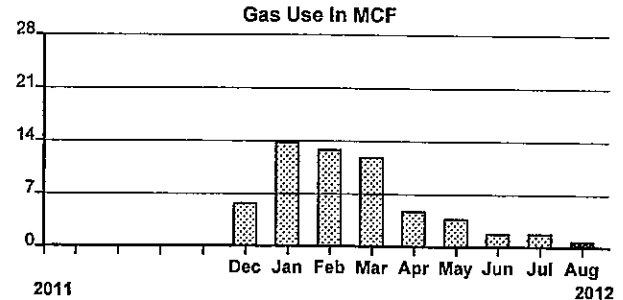
For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

<b>Total Current Charges</b>	<b>\$28.74</b>
<b>Total Account Balance</b>	<b>\$454.31</b>

**YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2011 78°F	2012 77°F
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Average monthly use: ☐ 6.5 MCF.  
Total annual use: ☐ 58.7 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
<b>Meter Number</b>	<b>13825215</b>		
Aug 7, 2012	Actual	305.9	
Jul 9, 2012	Actual	304.5	1.4
<b>MCF Used in 29 Days</b>			<b>1.4</b>

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### Payment Programs for Eligible Customers

**Budget Payment Plan** - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.  
**Budget Plus** - Pay a 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 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. 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.

### Explanation of Billing Terms

**Basic Service Charges** - The applicable Basic Service Charges for each rate schedule include a Service Charge to cover the fixed costs for delivering gas, plus associated riders.  
**Cancel Billing** - A credit issued to the account when a correction is needed on past charges.  
**CR - Credit**  
**Estimated Gas Bill** - When we cannot obtain a meter reading, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at [www.dom.com](http://www.dom.com).  
**Gas Cost** - The price charged to cover the cost of natural gas.  
**Gas Usage Charge** - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.  
**Gross Receipts Tax** - Ohio tax levied on public utilities.  
**Investigation Fee** - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.  
**Late Payment Charge** - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.  
**MCF** - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.  
**Meter Test Fee** - Fee charged for a meter test performed at the customer's request.  
**Miscellaneous Charge(s)** - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.  
**Monthly 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.  
**Returned Payment Fee** - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.  
**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. Deposits are refunded with interest to residential accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for commercial and industrial accounts are reviewed every 24 months.  
**Service Charge** - This charge includes fixed costs for delivering gas.  
**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

1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared September 11, 2012 Next Meter Reading 10/05 - 10/10/2012

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

Cycle 04

**Summary of Payment Due**

Past Due Plan Amount 354.60  
Current Plan Amount 105.22  
Total Payment Due by September 27, 2012 \$459.82

**\*\* 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 \$354.60 in full by September 27, 2012, 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 \$65.00 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 \$1.50 for each transaction.

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

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

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

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

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

PLEASE PAY BY Sep 27, 2012 Account No. 1 5000 4953 1404

\$459.82

Plan Amount

Amount Enclosed

04

**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.

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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**GWENDOLYN C TANDY**

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1439 SULZER AVE  
EUCLID OH 44132-2725Account Number    Date Prepared    Next Meter Reading  
1 5000 4953 1404    September 11, 2012    10/05 - 10/10/2012

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

**Summary of Payment Due**

Past Due Plan Amount	354.60
Current Plan Amount	105.22
<b>Total Payment Due by September 27, 2012</b>	<b>\$459.82</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay**    Plan Amount of \$459.82 by Sep 27, 2012 to Avoid Late Payment Charge of 1.5% per month.**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$354.60 by Sep 27, 2012, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. 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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1439 SULZER AVE  
EUCLID OH 44132-2725

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1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared September 11, 2012 Next Meter Reading 10/05 - 10/10/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$454.31
Payment on Sep 7, 2012 - Thank You	30.00 CR
Late Payment Charge	5.32
Gross Receipts Tax (4.6044%)	.24
<b>Balance</b>	<b>\$429.87</b>

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Service Charge	\$20.95
Usage-Based Charges	
1.6 MCF @ \$1.1000	1.76
Gross Receipts Tax (4.6044%)	1.05
<b>Total Dominion East Ohio Charges</b>	<b>\$23.76</b>

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

**HESS CORPORATION Charges**

**Standard Choice Offer (SCO)**

Gas Cost 1.6 MCF @ \$3.61	\$5.78
Sales Tax	.45
<b>Total HESS CORPORATION Charges</b>	<b>\$6.23</b>

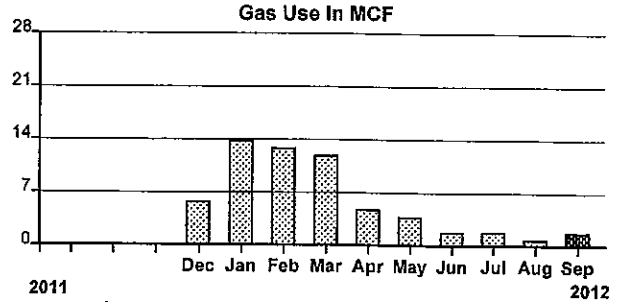
For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

<b>Total Current Charges</b>	<b>\$29.99</b>
<b>Total Account Balance</b>	<b>\$459.86</b>

**YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2011 70°F	2012 71°F
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Average monthly use: ☐ 6.0 MCF.  
Total annual use: ☐ 60.3 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	13825215		
Sep 6, 2012	Actual	307.5	
Aug 7, 2012	Actual	305.9	1.6
<b>MCF Used in 30 Days</b>			<b>1.6</b>

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EUCLID OH 44132-2725

### Payment Programs for Eligible Customers

**Budget Payment Plan** - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.

**Budget Plus** - Pay a 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 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. 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.

### Explanation of Billing Terms

**Basic Service Charges** - The applicable Basic Service Charges for each rate schedule include a Service Charge to cover the fixed costs for delivering gas, plus associated riders.

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

**CR** - Credit

**Estimated Gas Bill** - When we cannot obtain a meter reading, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at [www.dom.com](http://www.dom.com).

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

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

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

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

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

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

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

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

**Monthly 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.

**Returned Payment Fee** - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.

**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. Deposits are refunded with interest to residential accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for commercial and industrial accounts are reviewed every 24 months.

**Service Charge** - This charge includes fixed costs for delivering gas.

**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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1439 SULZER AVE  
EUCLID OH 44132-2725



GWENDOLYN C TANDY

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1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404  
Date Prepared October 8, 2012

Next Meter Reading  
11/05 - 11/08/2012

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

Cycle 04

**Summary of Payment Due**

Past Due Gas Amount	459.86
Current Gas Amount	36.10
<b>Total Payment Due by October 24, 2012</b>	<b>\$495.96</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 \$459.86 in full by October 24, 2012, 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 \$71.00 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 \$1.50 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** Oct 24, 2012 **Account No.** 1 5000 4953 1404

**\$495.96**

Account Balance

Amount Enclosed

**Removing Yourself from Customer Listing**

We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please 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.

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

011500049531404000000002888000000495962

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21,262

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1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404  
Date Prepared October 8, 2012

Next Meter Reading 11/05 - 11/08/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$459.86
Late Payment Charge	6.90
Gross Receipts Tax (4.6044%)	.32
<b>Balance</b>	<b>\$467.08</b>

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

Basic Service Charge	\$20.95
Usage-Based Charges	
1.5 MCF @ \$1.1066	1.66
Gross Receipts Tax (4.6044%)	1.04
<b>Total Dominion East Ohio Charges</b>	<b>\$23.65</b>

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

**HESS CORPORATION Charges****Standard Choice Offer (SCO)**

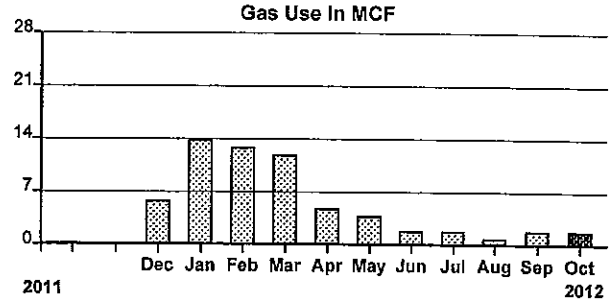
Gas Cost 1.5 MCF @ \$3.234	\$4.85
Sales Tax	.38
<b>Total HESS CORPORATION Charges</b>	<b>\$5.23</b>

For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

<b>Total Current Charges</b>	<b>\$28.88</b>
<b>Total Account Balance</b>	<b>\$495.96</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2011 61°F	2012 60°F
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Average monthly use: ☐ 5.6 MCF.  
Total annual use: ☐ 61.8 MCF.

**Billing Period And Meter Readings**

Date	Meter Number	Read Type	Reading	Difference
Oct 5, 2012	13825215	Actual	309.0	
Sep 6, 2012		Actual	307.5	1.5
<b>MCF Used in 29 Days</b>				<b>1.5</b>

**Please Pay** Account Balance of \$495.96 by Oct 24, 2012 to Avoid Late Payment Charge of 1.5% per month.

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

Unless we receive your past-due amount of \$459.86 by Oct 24, 2012, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. 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.

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725

### Payment Programs for Eligible Customers

**Budget Payment Plan** - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.

**Budget Plus** - Pay a 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 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. Call the Ohio Development Services Agency 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.

### Explanation of Billing Terms

**Basic Service Charges** - The applicable Basic Service Charges for each rate schedule include a Service Charge to cover the fixed costs for delivering gas, plus associated riders.

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

**CR** - Credit

**Estimated Gas Bill** - When we cannot obtain a meter reading, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at [www.dom.com](http://www.dom.com).

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

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

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

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

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

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

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

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

**Monthly 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.

**Returned Payment Fee** - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.

**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. Deposits are refunded with interest to residential accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for commercial and industrial accounts are reviewed every 24 months.

**Service Charge** - This charge includes fixed costs for delivering gas.

**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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EUCLID OH 44132-2725

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1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared November 6, 2012 Next Meter Reading 12/06 - 12/11/2012

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

Cycle D4

**Summary of Payment Due**

Balance From Last Bill	465.96
Disconnect Amount Due Immediately	429.86
Disconnect Amount Due by Nov 26, 2012	36.10
Current Gas Amount	49.96
<b>Total Payment Due</b>	<b>\$515.92</b>

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

You are not currently on a payment plan.

**YOUR ACCOUNT IS PAST DUE.**

Your gas service could be shut off anytime for not paying \$429.86 disconnection amount as noticed on your last bill.

You owe an additional past due amount of \$36.10 and your gas service can be shut off if this additional amount is not paid on or before November 26, 2012.

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 \$75.00 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 \$1.50 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.

<b>Total Payment Due</b>	<b>\$515.92</b>	<b>Account No.</b>	<b>1 5000 4953 1404</b>
<b>\$429.86</b>	<b>\$86.06</b>		
<b>Due Immediately</b>	<b>Account Balance Due Nov 26, 2012</b>	<b>Amount Enclosed</b>	

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

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1439 SULZER AVE  
EUCLID OH 44132-2725Account Number 1 5000 4953 1404  
Date Prepared November 6, 2012

Next Meter Reading 12/06 - 12/11/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$495.96
Payment on Oct 10, 2012 - Thank You	30.00 CR
Late Payment Charge	6.99
Gross Receipts Tax (4.6044%)	.32
<b>Balance</b>	<b>\$473.27</b>

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

Basic Service Charge	\$20.95
Usage-Based Charges	
4.1 MCF @ \$1.1048	4.53
Gross Receipts Tax (4.6044%)	1.17
<b>Total Dominion East Ohio Charges</b>	<b>\$26.65</b>

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

**HESS CORPORATION Charges****Standard Choice Offer (SCO)**

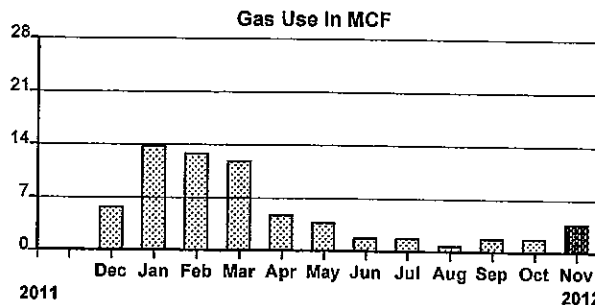
Gas Cost 4.1 MCF @ \$3.623	\$14.85
Sales Tax	1.15
<b>Total HESS CORPORATION Charges</b>	<b>\$16.00</b>

For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

<b>Total Current Charges</b>	<b>\$42.65</b>
<b>Total Account Balance</b>	<b>\$515.92</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2011 51°F	2012 50°F
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Average monthly use: ☐ 5.5 MCF.  
Total annual use: ☐ 65.9 MCF.

**Billing Period And Meter Readings**

Date	Meter Number	Read Type	Reading	Difference
	13825215			
Nov 5, 2012		Actual	313.1	
Oct 5, 2012		Actual	309.0	4.1
<b>MCF Used in 31 Days</b>				<b>4.1</b>

**THIS IS A SHUT OFF NOTICE**

Your gas service could be shut-off at anytime for not paying the \$429.86 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$36.10 and your gas service can be shut off if this additional amount is not paid on or before Nov 26, 2012.

Finally, you owe \$49.96 in current charges since your last bill, which is due by Nov 26, 2012. If unpaid in full by the due date, it will be added to your past-due amount along with a late payment fee of 1.5%. You will be billed a reconnection fee. 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 your current rate.

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### Payment Programs for Eligible Customers

**Budget Payment Plan** - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.  
**Budget Plus** - Pay a 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 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. Call the Ohio Development Services Agency 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.

### Explanation of Billing Terms

**Basic Service Charges** - The applicable Basic Service Charges for each rate schedule include a Service Charge to cover the fixed costs for delivering gas, plus associated riders.  
**Cancel Billing** - A credit issued to the account when a correction is needed on past charges.  
**CR** - Credit  
**Estimated Gas Bill** - When we cannot obtain a meter reading, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at [www.dom.com](http://www.dom.com).  
**Gas Cost** - The price charged to cover the cost of natural gas.  
**Gas Usage Charge** - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.  
**Gross Receipts Tax** - Ohio tax levied on public utilities.  
**Investigation Fee** - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.  
**Late Payment Charge** - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.  
**MCF** - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.  
**Meter Test Fee** - Fee charged for a meter test performed at the customer's request.  
**Miscellaneous Charge(s)** - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.  
**Monthly 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.  
**Returned Payment Fee** - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.  
**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. Deposits are refunded with interest to residential accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for commercial and industrial accounts are reviewed every 24 months.  
**Service Charge** - This charge includes fixed costs for delivering gas.  
**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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1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared December 7, 2012 Next Meter Reading 01/09 - 01/14/2013

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

Cycle 04

**Summary of Payment Due**

Balance From Last Bill	455.92
Disconnect Amount Due Immediately	405.96
Disconnect Amount Due by Dec 26, 2012	49.96
Current Gas Amount	91.69
<b>Total Payment Due</b>	<b>\$547.61</b>

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

You are not currently on a payment plan. You owe \$25.00 in security deposit installments.

**YOUR ACCOUNT IS PAST DUE.**

Your gas service could be shut off anytime for not paying \$405.96 disconnection amount as noticed on your last bill.

You owe an additional past due amount of \$49.96 and your gas service can be shut off if this additional amount is not paid on or before December 26, 2012.

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 \$2.00 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 \$1.50 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.

<b>Total Payment Due</b>	<b>\$547.61</b>	<b>Account No.</b>	<b>1 5000 4953 1404</b>
<b>\$405.96</b>	<b>\$141.65</b>		
Due Immediately	Account Balance Due Dec 26, 2012	Amount Enclosed	

**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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PO BOX 26785  
RICHMOND VA 23261-6785

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1439 SULZER AVE  
EUCLID OH 44132-2725

Account Number	Date Prepared	Next Meter Reading	For questions about Dominion East Ohio charges call 1-800-362-7557.
1 5000 4953 1404	December 7, 2012	01/09 - 01/14/2013	

**Summary of Payment Due**

Balance From Last Bill	455.92
Disconnect Amount Due Immediately	405.96
Disconnect Amount Due by Dec 26, 2012	49.96
Current Gas Amount	91.69
<b>Total Payment Due</b>	<b>\$547.61</b>

(See Next Page for Usage Comparison and Meter Readings)

**THIS IS A SHUT OFF NOTICE**

Your gas service could be shut-off at anytime for not paying the \$405.96 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$49.96 and your gas service can be shut off if this additional amount is not paid on or before Dec 26, 2012.

Finally, you owe \$91.69 in current charges since your last bill, which is due by Dec 26, 2012. If unpaid in full by the due date, it will be added to your past-due amount along with a late payment fee of 1.5%. You will be billed a reconnection fee. 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 your current rate.

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B-45



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1439 SULZER AVE  
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Account Number 1 5000 4953 1404 Date Prepared December 7, 2012 Next Meter Reading 01/09 - 01/14/2013

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$515.92
Payment on Nov 8, 2012 - Thank You	60.00 CR
Late Payment Charge	6.84
Security Deposit Installment	25.00
Gross Receipts Tax (4.6044%)	.31
<b>Balance</b>	<b>\$488.07</b>

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Service Charge	\$20.95
Usage-Based Charges	
6.7 MCF @ \$1.1746	7.87
Gross Receipts Tax (4.6044%)	1.33
<b>Total Dominion East Ohio Charges</b>	<b>\$30.15</b>

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

**HESS CORPORATION Charges**

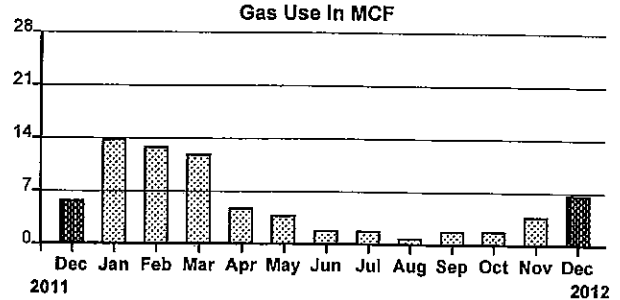
<b>Standard Choice Offer (SCO)</b>	
Gas Cost 6.7 MCF @ \$4.071	\$27.28
Sales Tax	2.11
<b>Total HESS CORPORATION Charges</b>	<b>\$29.39</b>

For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

<b>Total Current Charges</b>	<b>\$59.54</b>
<b>Total Account Balance</b>	<b>\$547.61</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2011 45°F	2012 41°F
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Average monthly use: □ 5.5 MCF.  
Total annual use: □ 66.5 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
<b>Meter Number</b>	<b>13825215</b>		
Dec 6, 2012	Actual	319.8	
Nov 5, 2012	Actual	313.1	6.7
<b>MCF Used in 31 Days</b>			<b>6.7</b>

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725

### Payment Programs for Eligible Customers

**Budget Payment Plan** - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.  
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**Current Plus** - Pay current charges and make one of six equal payments of the past-due amount.  
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**One-Ninth Plan** - Pay a budget amount, plus one of nine equal payments of the past-due amount.  
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### Explanation of Billing Terms

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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.  
**MCF** - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.  
**Meter Test Fee** - Fee charged for a meter test performed at the customer's request.  
**Miscellaneous Charge(s)** - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.  
**Monthly 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.  
**Returned Payment Fee** - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.  
**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. Deposits are refunded with interest to residential accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for commercial and industrial accounts are reviewed every 24 months.  
**Service Charge** - This charge includes fixed costs for delivering gas.  
**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.

GWENDOLYN C TANDY  
 1439 SULZER AVE  
 EUCLID OH 44132-2725

# ATTACHMENT D

# DOMINION EAST OHIO

## Statement of Account

Name TANDY, GWENDOLYN C

Account Number 3532

For Questions Call (800)-362-7557

Address 1441 SULZER AVE

Meter Number 11396962

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

### DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT	PLAN DUE	TOTAL PLAN AMT	ACCT BALANCE
05/14/2012	6	SYSTEM ES	269.9	.5	.1	38	\$22.61	05/31/2012	\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$159.27	
0				.0	.0	0	\$1.42		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00	\$0.00	
05/08/2012	29	ACTUAL	269.4	.1	.0	364	\$22.05	05/29/2012	\$1.09	\$0.00		\$0.00		AGREEMI	\$32.90	\$103.55	\$135.24	
0				.0	.0	0	\$0.30		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00	\$0.00	
04/09/2012	32	ACTUAL	269.3	.2	.0	424	\$21.59	04/30/2012	\$0.56	\$0.00		\$0.00		AGREEMI	\$32.88	\$69.56	\$111.80	
0				.0	.0	0	\$0.74		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00	\$0.00	
03/08/2012	29	ACTUAL	269.1	.8	.0	862	\$22.40	03/29/2012	\$0.00	\$0.00		\$0.00		AGREEMI	\$36.12	\$36.12	\$88.91	
0				.0	.0	0	\$3.17		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00	\$0.00	
02/08/2012	30	ACTUAL	268.3	.2	.0	965	\$22.41	02/29/2012	\$0.63	\$0.00		\$0.00			\$0.00	\$0.00	\$63.34	
01/09/2012	5	ACTUAL	268.1	3.3	.7	143	\$40.30	01/30/2012	\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$40.30	
01/04/2012	0	ACTUAL	264.8	.0	.0	0	\$0.00		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$0.00	

### TOTALS

DEGREE DAYS:	2796	TAXES:	\$0.40	PAYMENTS:	\$0.00	LATE PAYMENT CHARGES:	\$2.28
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BUD - BUDGET PLAN	DEF - DOLLAR ENERGY FUND	DEP - DEPOSITS	CIA - CONT IN AID OF CONST	NSC - INSUFFICIENT FUNDS CHARGE
DFA - DEFERRED AGREEMENT	LPN - LATE PMT CHRG (NONUTILITY)	LPC - LATE PMT CHRG	RCC - RECONNECTION CHARGE	NSA - INSUFFICIENT FUNDS AMOUNT
INT - INTEREST	NSN - INSUFFICIENT FUNDS (NONUTILITY)	UTG - UTILITY	DSCNT - DISCOUNT	CNT - CONTRACTS

# GWENDOLYN C TANDY

Page 1 of 2

1441 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 5011 3532 Date Prepared January 12, 2012 Next Meter Reading 02/08 - 02/13/2012 For questions about Dominion East Ohio charges call 1-800-362-7557.

## Current Charges

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

Standard Service Offer (SSO)

Basic Monthly Charge \$20.37

Gas Usage Charges  
3.3 MCF @ \$5.5030 18.16

Gross Receipts Tax (4.6044%) 1.77

This bill includes \$14.40 for SSO gas cost at \$4.364 per thousand cubic feet (MCF).

**Total Current Charges \$40.30**

**Total Account Balance \$40.30**

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

## Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Jan 9, 2012	Remote	268.1	
Jan 4, 2012	Actual	264.8	3.3
<b>MCF Used in 5 Days</b>			<b>3.3</b>

**Please Pay** Account Balance of \$40.30 by Jan 30, 2012 to Avoid Late Payment Charge of 1.5% per month.

## Filters and Heating System Inspections

Change or clean your furnace filter at least three times during the heating season. A clean filter will help your furnace operate more effectively and could save you money.

Keep your heating system running safely and efficiently. A qualified heating contractor should inspect it once a year and make repairs when needed. It's best to have the system checked during summer months -- before you'll need it.

**ENERGYSHARE:** Help people without heat by donating to EnergyShare. To donate, add exactly \$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** Jan 30, 2012 **Account No.** 1 5000 5011 3532

**\$40.30**

Account Balance

Amount Enclosed

04

18,203

## Pipeline Infrastructure Replacement Charge

In Case No. 11-3238-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 \$0.64 to a total of \$20.37 per month as of November 2, 2011.

GWENDOLYN C TANDY  
1441 SULZER AVE  
EUCLID OH 44132-2725

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

0115000501135320000000004030000000040301

18,305

C-2

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.

### 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.

**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. 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.

GWENDOLYN C TANDY  
1441 SULZER AVE  
EUCLID OH 44132-2725

**GWENDOLYN C TANDY**

Page 1 of 2

 1441 SULZER AVE  
 EUCLID OH 44132-2725

 Account Number 1 5000 5011 3532  
 Date Prepared February 13, 2012

Next Meter Reading 03/08 - 03/13/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$40.30
Late Payment Charge	.60
Gross Receipts Tax (4.6044%)	.03
<b>Balance</b>	<b>\$40.93</b>

**Current Charges**

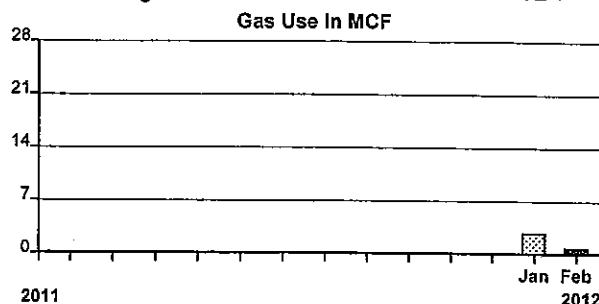
**General Sales Service Rate**  
 (See last page for important message)  
**Standard Service Offer (SSO)**

Basic Monthly Charge	\$20.37
Gas Usage Charges	
.2 MCF @ \$5.2500	1.05
Gross Receipts Tax (4.6044%)	.99
This bill includes \$.82 for SSO gas cost at \$4.084 per thousand cubic feet (MCF).	
<b>Total Current Charges</b>	<b>\$22.41</b>
<b>Total Account Balance</b>	<b>\$63.34</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 2012  
32°F



Average monthly use: ☐ 1.8 MCF.  
 Total annual use: ☐ 3.5 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	11396962		
Feb 8, 2012	Remote	268.3	
Jan 9, 2012	Remote	268.1	.2
<b>MCF Used in 30 Days</b>			<b>.2</b>

**Please Pay** Account Balance of \$63.34 by Feb 29, 2012 to Avoid Late Payment Charge of 1.5% per month.

**This is a Reminder Notice**

We haven't received your payment of \$40.93. If you've already paid it, thank you. If not, please pay the total balance of \$63.34 by Feb 29, 2012.

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. To donate, add exactly \$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** Feb 29, 2012 **Account No.** 1 5000 5011 3532

\$63.34

Account Balance

Amount Enclosed

04

20,709

**Pipeline Infrastructure Replacement Charge**

In Case No. 11-3238-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 \$0.64 to a total of \$20.37 per month as of November 2, 2011.

 GWENDOLYN C TANDY  
 1441 SULZER AVE  
 EUCLID OH 44132-2725

 DOMINION EAST OHIO  
 PO BOX 26785  
 RICHMOND VA 23261-6785

0115000501135320000000002241000000063345

20,825

C-4

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.

### 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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**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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**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.

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

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GWENDOLYN C TANDY  
1441 SULZER AVE  
EUCLID OH 44132-2725



**GWENDOLYN C TANDY**

Page 1 of 2

1441 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 5011 3532  
Date Prepared March 13, 2012

Next Meter Reading 04/09 - 04/12/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill \$63.34  
Balance \$63.34

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Monthly Charge \$20.37  
Usage-Based Charges .8 MCF @ \$1.3000 1.04  
Gross Receipts Tax (4.6044%) .99  
Total Dominion East Ohio Charges \$22.40

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

**DELTA ENERGY L L C Charges**

(See last page for important message)

**Standard Choice Offer (SCO)**

Gas Cost .8 MCF @ \$3.678 \$2.94  
Sales Tax .23  
Total DELTA ENERGY L L C Charges \$3.17

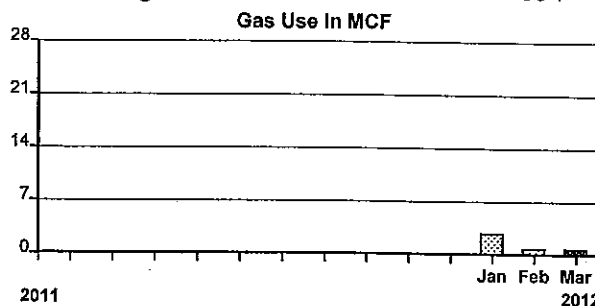
For questions about gas supply costs, contact DELTA ENERGY L L C at 1-866-973-3582 or 2674 Federated Blvd Columbus, OH 43235.

Total Current Charges \$25.57  
Total Account Balance \$88.91

**YOU ARE ON THE CURRENT PLUS (\$10.55) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period 2012 35°F



Average monthly use: 1.4 MCF  
Total annual use: 4.3 MCF

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number 11396962			
Mar 8, 2012	Remote	269.1	
Feb 8, 2012	Remote	268.3	.8
MCF Used in 29 Days			.8

**Please Pay** Plan Amount of \$36.12 by Mar 29, 2012 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 29, 2012 **Account No.** 1 5000 5011 3532

\$36.12

Plan Amount

Amount Enclosed

04

19,733

**Change in Supplier - Standard Choice Offer (SCO)**

The Public Utilities Commission of Ohio approved a supplier auction. While all SCO customers will pay the same monthly rate, you may receive your gas supply from a different supplier beginning with your April/May bill. Dominion East Ohio will still read meters, offer billing and customer service help and respond to emergencies. As an SCO customer, you may shop for a supplier or join an aggregation program, if available.

GWENDOLYN C TANDY  
1441 SULZER AVE  
EUCLID OH 44132-2725

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

0115000501135320000000002557000000036127

19,825

C-6

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.

PLEASE NOTE: Because you have past-due amounts owed to Dominion East Ohio, you have been automatically enrolled in Dominion's Payment Plan Program. The plan amount (current amount due and one-sixth of the past-due balance) is stated on that bill.

### 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.

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**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.

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

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

**CR** - Credit

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

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

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

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

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

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

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

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

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

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

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

**Reconnection Fee** - Fee charged to 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.

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**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.

GWENDOLYN C TANDY  
1441 SULZER AVE  
EUCLID OH 44132-2725

**GWENDOLYN C TANDY**

1441 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 5011 3532  
Date Prepared April 12, 2012

Next Meter Reading 05/08 - 05/11/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill \$88.91  
Late Payment Charge .54  
Gross Receipts Tax (4.6044%) .02  
Balance \$89.47

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Monthly Charge \$20.37  
Usage-Based Charges  
.2 MCF @ \$1.3500 .27  
Gross Receipts Tax (4.6044%) .95  
Total Dominion East Ohio Charges \$21.59

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

**DELTA ENERGY L L C Charges**

**Standard Choice Offer (SCO)**

Gas Cost .2 MCF @ \$3.446 \$69  
Sales Tax .05  
Total DELTA ENERGY L L C Charges \$74

For questions about gas supply costs, contact DELTA ENERGY L L C at 1-866-973-3582 or 2674 Federated Blvd Columbus, OH 43235.

Total Current Charges \$22.33  
Total Account Balance \$111.80

**YOU ARE ON THE CURRENT PLUS (\$10.55) PAYMENT PLAN.**

Please Pay Plan Amount of \$69.56 by Apr 30, 2012 to Avoid Late Payment Charge of 1.5% per month.

**Special Payment Arrangements**

Monthly Plan Amount \$33.44  
Past Due Amount \$36.12  
Total Plan Amount due \$69.56

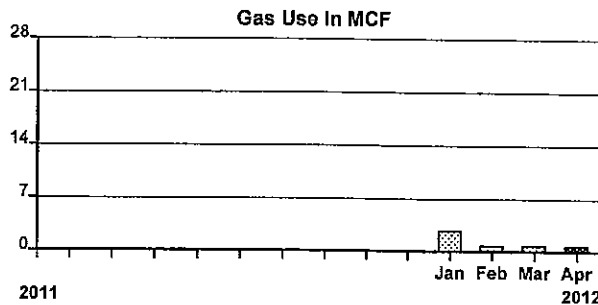
We can provide this plan only as long as you make your monthly payments in full and on time. If you are dropped from the plan, your full account balance will be due. If you have recently made your payment, thank you.

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.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period 2012 52°F



Average monthly use: 1.1 MCF.  
Total annual use: 4.5 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number 11396962			
Apr 9, 2012	Remote	269.3	
Mar 8, 2012	Remote	269.1	.2
MCF Used in 32 Days			.2

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 30, 2012 Account No. 1 5000 5011 3532

\$69.56

Plan Amount

Amount Enclosed

**Change in Supplier - Standard Choice Offer (SCO)**

The Public Utilities Commission of Ohio approved a supplier auction. While all SCO customers will pay the same monthly rate, you may receive your gas supply from a different supplier beginning with your April/May bill. Dominion East Ohio will still read meters, offer billing and customer service help and respond to emergencies. As an SCO customer, you may shop for a supplier or join an aggregation program, if available.

GWENDOLYN C TANDY  
1441 SULZER AVE  
EUCLID OH 44132-2725

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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

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

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

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

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

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

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

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

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

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

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

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GWENDOLYN C TANDY  
1441 SULZER AVE  
EUCLID OH 44132-2725

GWENDOLYN C TANDY

Page 1 of 3

1441 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 5011 3532  
Date Prepared May 11, 2012

Next Meter Reading 06/07 - 06/12/2012

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

**Summary of Payment Due**

Past Due Plan Amount	69.56
Current Plan Amount	33.99
<b>Total Payment Due by May 29, 2012</b>	<b>\$103.55</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$103.55 by May 29, 2012 to Avoid Late Payment Charge of 1.5% per month.

**Special Payment Arrangements**

Monthly Plan Amount	\$33.99
Past Due Amount	\$69.56
<b>Total Plan Amount due</b>	<b>\$103.55</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.

**PLEASE PAY BY** May 29, 2012 **Account No.** 1 5000 5011 3532

**\$103.55**

Plan Amount

Amount Enclosed

04

21,489

**Pipeline Infrastructure Replacement Charge**

In Case No. 12-0812-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 \$0.58 to a total of \$20.95 per month as of May 4, 2012.

GWENDOLYN C TANDY  
1441 SULZER AVE  
EUCLID OH 44132-2725

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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21,648

0-10

1441 SULZER AVE  
EUCLID OH 44132-2725

Account Number 1 5000 5011 3532  
Date Prepared May 11, 2012

Next Meter Reading  
06/07 - 06/12/2012

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$111.80
Late Payment Charge	1.04
Gross Receipts Tax (4.6044%)	.05
<b>Balance</b>	<b>\$112.89</b>

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

Basic Monthly Charge	\$20.95
Usage-Based Charges	
.1 MCF @ \$1.3000	.13
Gross Receipts Tax (4.6044%)	.97
<b>Total Dominion East Ohio Charges</b>	<b>\$22.05</b>

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

**HESS CORPORATION Charges****Standard Choice Offer (SCO)**

Gas Cost .1 MCF @ \$2.791	\$ .28
Sales Tax	.02
<b>Total HESS CORPORATION Charges</b>	<b>\$ .30</b>

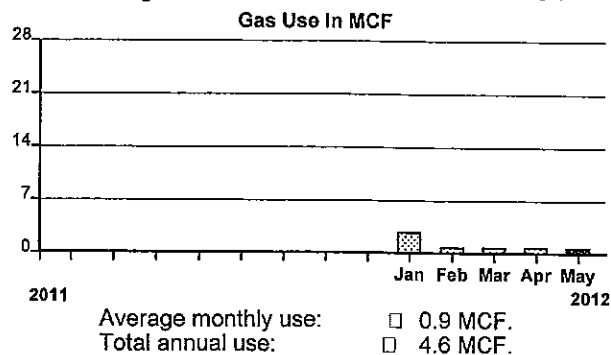
For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

<b>Total Current Charges</b>	<b>\$22.35</b>
<b>Total Account Balance</b>	<b>\$135.24</b>

**YOU ARE ON THE CURRENT PLUS (\$10.55) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature 2012  
For This Billing Period 53°F

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	11396962		
May 8, 2012	Remote	269.4	
Apr 9, 2012	Remote	269.3	.1
<b>MCF Used in 29 Days</b>			<b>.1</b>

### Payment Programs for Eligible Customers

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**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.

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GWENDOLYN C TANDY  
1441 SULZER AVE  
EUCLID OH 44132-2725

**GWENDOLYN C TANDY**

Page 1 of 2

1441 SULZER AVE  
EUCLID OH 44132-2725Account Number Date Prepared  
1 5000 5011 3532 May 15, 2012

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

**Credits And Charges Since Your Last Bill**Balance from last bill \$135.24  
Balance **\$135.24****Current Charges****Dominion East Ohio Distribution Charges**Basic Monthly Charge \$20.95  
Usage-Based Charges  
.5 MCF @ \$1.3200 .66  
Gross Receipts Tax (4.6044%) 1.00  
Total Dominion East Ohio Charges **\$22.61**

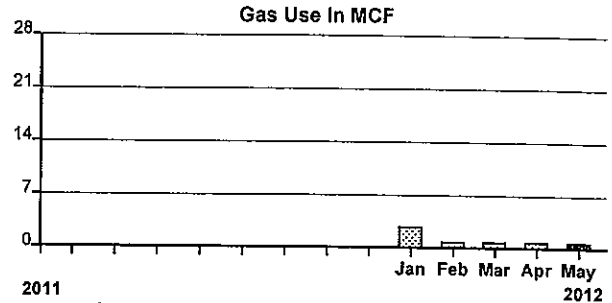
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

**HESS CORPORATION Charges****Standard Choice Offer (SCO)**Gas Cost .5 MCF @ \$2.636 \$1.32  
Sales Tax .10  
Total HESS CORPORATION Charges **\$1.42**

For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

Total Current Charges **\$24.03**  
Total Account Balance **\$159.27**

This is your Final Bill.

**Monthly Usage Comparison**Average Daily Temperature 2012  
For This Billing Period 58°F**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	11396962		
May 14, 2012	Estimate	269.9	
May 8, 2012	Company	269.4	.5
MCF Used in 6 Days			.5

**Please Pay Account Balance of \$159.27 by May 31, 2012****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 website!

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. To donate, add exactly \$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** May 31, 2012 **Account No.** 1 5000 5011 3532**FINAL BILL****\$159.27**

Account Balance

Amount Enclosed

04

14,648

**Pipeline Infrastructure Replacement Charge**

In Case No. 12-0812-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 \$0.58 to a total of \$20.95 per month as of May 4, 2012.

GWENDOLYN C TANDY  
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EUCLID OH 44132-2725DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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### Payment Programs for Eligible Customers

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GWENDOLYN C TANDY  
1441 SULZER AVE  
EUCLID OH 44132-2725

# ATTACHMENT E

# DOMINION EAST OHIO

## Statement of Account

Name TANDY, GWENDOLYN C

Address 1441 SULZER AVE

Account Number 0920

Meter Number 11396962

For Questions Call (800)-362-7557

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

### DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT DUE	ACCT PLAN AMT DUE	TOTAL BALANCE
06/21/2011	0		.0	.0	.0	0	\$0.00		\$0.00	\$73.00	06/21/2011	\$0.00			\$0.00	\$0.00	\$0.00
12/31/2011	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00		\$-71.21	UTG		\$0.00	\$0.00	\$0.00
12/31/2011	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00		\$-3.27	LPC		\$0.00	\$0.00	\$0.00
02/26/2011	17	MANUAL ES	237.1	.4	.0	599	\$21.53		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$147.48
02/26/2011	-17	SYSTEM ES	246.5	-9.8	.6	-599	\$-45.28		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$0.00
0	0		.0	.0	.0	0	\$-58.25		\$-4.19	\$0.00		\$0.00	BROKER		\$0.00	\$0.00	\$0.00
0	0		.0	.0	.0	0	\$2.38		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00	\$0.00
02/26/2011	17	SYSTEM ES	246.5	9.8	.6	599	\$45.28		\$0.00	\$0.00		\$0.00	CANCEL		\$0.00	\$0.00	\$227.10
0	0		.0	.0	.0	0	\$58.25		\$4.19	\$0.00		\$0.00	BROKER		\$0.00	\$0.00	\$0.00
02/09/2011	29	ACTUAL	236.7	.6	.0	1224	\$22.01		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$123.57
0	0		.0	.0	.0	0	\$3.50		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00	\$0.00
01/11/2011	33	ACTUAL	236.1	.8	.0	1305	\$22.51		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$96.54
0	0		.0	.0	.0	0	\$4.71		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00	\$0.00
12/09/2010	30	ACTUAL	235.3	.5	.0	771	\$21.76		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$68.25
0	0		.0	.0	.0	0	\$2.42		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00	\$0.00
11/09/2010	28	ACTUAL	234.8	.4	.0	454	\$21.46		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$43.39
0	0		.0	.0	.0	0	\$2.17		\$0.00	\$0.00		\$0.00	BROKER		\$0.00	\$0.00	\$0.00
10/13/2010	-29	SYSTEM ES	240.9	-4.4	.2	-160	\$-51.92		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$0.00
10/12/2010	34	ACTUAL	234.4	.3	.0	158	\$19.76		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$19.76
09/14/2010	-6	SYSTEM ES	236.5	-6	.1	-11	\$-22.76		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$0.00
09/08/2010	0	MANUAL ES	234.1	.0	.0	0	\$0.00		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$0.00
09/08/2010	0	MANUAL ES	235.9	.0	.0	0	\$0.00		\$0.00	\$0.00		\$0.00			\$0.00	\$0.00	\$0.00
10/22/2010	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00		\$0.00	LPC		\$0.00	\$0.00	\$0.00
10/22/2010	0		.0	.0	.0	0	\$0.00		\$0.00	\$0.00		\$0.00	LPC		\$0.00	\$0.00	\$0.00
10/13/2010	29	SYSTEM ES	240.9	4.4	.2	160	\$51.92		\$0.00	\$0.00		\$0.00	CANCEL		\$0.00	\$0.00	\$75.04
09/14/2010	6	SYSTEM ES	236.5	.6	.1	11	\$22.76		\$0.00	\$0.00		\$0.00	CANCEL		\$0.00	\$0.00	\$22.76

DOMINION EAST OHIO

Statement of Account

Name IANDY, GWENDOLYN C Account Number 0920 For Questions Call (800)-362-7557  
 Address 1441 SULZER AVE Meter Number 11396962 Hearing Impaired Customers Call TDD (800)-633-8903

DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT DUE	PLAN ACCT	TOTAL PLAN AMT DUE	ACCT DUE BALANCE
09/08/2010	0	MANUAL ES	235.9	.0	.0	0	\$0.00		\$0.00	\$0.00					\$0.00		\$0.00	

TOTALS

USAGE: 3.0 TAXES: \$1.09 PAYMENTS: \$73.00 LATE PAYMENT CHARGES: \$3.63  
 DEGREE DAYS: 4511 BILL AMOUNTS: \$144.21 ADJUSTMENTS: \$-74.84

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

**GWENDOLYN C TANDY**

Page 1 of 3

1441 SULZER AVE  
EUCLID OH 44132-2725Account Number Date Prepared  
1 5000 4528 0920 March 14, 2011

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

**Summary of Payment Due**

Current Gas Amount	23.91
Past Due Gas Amount	123.57
<b>Total Payment Due by March 30, 2011</b>	<b>\$147.48</b>

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Account Balance of \$147.48 by March 30, 2011**Note to Energy Choice Customers**

Have questions regarding natural gas supply charges? Please call your supplier at the number listed above.  
If you have questions about transportation (delivery) charges, please call Dominion East Ohio at 1-800-966-3354.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$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** Mar 30, 2011 **Account No.** 1 5000 4528 0920**FINAL BILL****\$147.48**

Account Balance

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.

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

0115000452809200000000002391000000147487

1441 SULZER AVE  
EUCLID OH 44132-2725

Account Number Date Prepared  
1 5000 4528 0920 March 14, 2011

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

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$227.10
Cancel Billing	45.28 CR
Vectren Source Adjustment	58.25 CR
<b>Balance</b>	<b>\$123.57</b>

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

Basic Monthly Charge	\$19.63
Usage-Based Charges	
.4 MCF @ \$2.3750	.95
Gross Receipts Tax (4.6044%)	.95
<b>Total Dominion East Ohio Charges</b>	<b>\$21.53</b>

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

**VECTREN SOURCE Charges****Standard Choice Offer (SCO)**

Gas Cost .4 MCF @ \$5.516	\$2.21
Sales Tax	.17
<b>Total VECTREN SOURCE Charges</b>	<b>\$2.38</b>

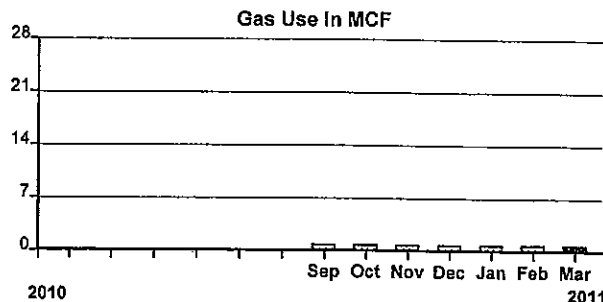
For questions about gas supply costs, contact  
VECTREN SOURCE at 1-866-306-8136 or P.O. Box  
3037 Evansville, IN 47730-3037 or  
www.vectrensource.com.

<b>Total Current Charges</b>	<b>\$23.91</b>
<b>Total Account Balance</b>	<b>\$147.48</b>

This is your Final Bill.

**Monthly Usage Comparison**

Average Daily Temperature	2010	2011
For This Billing Period	36°F	29°F



Average monthly use: ☐ 0.3 MCF.  
Total annual use: ☐ 2.3 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	11396962		
Feb 26, 2011	Estimate	237.1	
Feb 9, 2011	Remote	236.7	.4
<b>MCF Used in 17 Days</b>			<b>.4</b>

### 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.

**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. 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.

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**1/8/2013 2:02:03 PM**

**in**

**Case No(s). 12-2103-GA-CSS**

Summary: Testimony of Roxie Edwards on behalf of the Company electronically filed by Mr. Gregory L. Williams on behalf of The East Ohio Gas Company d/b/a Dominion East Ohio