

UCO Act#
FILE

Feb 28, 2013

Gwendolyn Tard,
12-2103-GA-CSS 439 Salzer Ave

This note is to try
an elaborate what happen

Euclid OH. 44132

from Jan 2009-Dec 2009. And why I believe I'm
Dear Sir: (owed \$4,834.61 worth of infractions

I have several disputes from

March of 2009. As followed.

1. March 2009 I had a credit of \$273.13

2. On that same day I had a transfer

debit of \$532.72. I would like
and explanation, such as

a) where did it come from the \$532.72

b) what is the date - -

c) what is the address - -

d) what is the account number - -

Every total Account balances was
incorrect after that And that's

\$2,000. worth of infractions

2,000 for Bal from last bills is incorrect

\$4,000.00

834.61 credit as of Dec 2009

\$4,834.61 Solution

Gwendolyn Tard

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business
Technician KN Date Processed APR 09 2013

RECEIVED-DOCKETING DIV

2013 APR -9 AM 9:09

PUCOD

4 I also dispute all the HESS CORP.

May 20, 09 HESS CORP, \$13.55

Late fee 8.32

HESS 9.67

June 17, 09

HESS 10.65

July 21, 09

24.75

Products & Serv. CANCEL

Dec 31, 2008

5. I would like a written Explanation, what is HESS CORP.

6 Oct 15, 09 statement I made 2 payments

Sept 25, 09 \$200.00

Oct 6, 09 200.00
\$400.00

I had a \$834.61
400.00

Oct 15, 09. And the \$400. needs to be refunded

\$1,234.61

\$1,234.61 Credit

4,000.00 Worth of Infractions
5,234.61

1-21-09 - \$370.88
 - 50.00
 1-21-09 320.88
 1-06-09 - 145.05 Paid 1-6-09
 175.83 owed
 1-27-09 145.05 1-27-09
 40.78 owed
 208.91 owed
 208.91
 - 205.83 2-4-09
 23.86 owe
 Feb 19.09 204.32
 227.18 owed Paid \$273.13
 March 11 273.13 paid - 227.18
 March 20 45.95 CR \$459.5 Credit

Transfer Debit \$532.72 - No explanation for
 March 20 09 owed \$122.33 transfer Debit
 - 45.95 CR
 \$87.48

April 20, 09 Trans Cr - 39.40 Transfer Credit April 20 09
 \$28.08 How can I have a debit
 April 30, 09 + 82.00 March 20 09 of \$532.72
 \$110.08 And a Credit of 39.40
 April 27 09 12.738 April 20, 2009
 - 110.08

17.30 owe 45 of May 2009
 20.63 owed Dispute \$13.55 HESS
 \$37.93 owed
 May 18.43 Dispute HESS \$9.67
 45.30 " " 10.65E
 18.72
 \$64.08 July 21, 2009

364.08

23.03 Aug 18, 2009

1 87.11

- 24.75 Product + Serv

1 63.36 owe

29.03 Sep

92.39

1200.00 paid Sept 25, 09

~~78.39~~

107.61 Credit

- 31.37 Oct 16 owed

76.24 Credit

200.00 Oct 6, 2009

276.24 Credit

72.00 Nov 17, 09 paid

348.24 Credit

- 47.25 owed

301.99 Credit

532.72 Transfer Debit March 20, 2009

834.61 Need Dec 2009!

Credit as of Nov 2009

Every Total Ac. Bal Incorrect

since March 20, 09. \$200.
10

Infractions

\$2,000.00

834.61 Cr

\$2,834.61

Need Dec 2009

GWENDOLYN C TANDY

1439 SULZER AVE
EUCALID OH 44132-2725

Account Number 15000 2945 7379
Date Prepared January 21, 2009

Next Meter Reading 02/16 - 02/19/2009

For questions about Dominion East Ohio charges call 1-800-362-7554. Avoid estimate-enter a read between 02/17 & 5 p.m. on 02/19/2009 at www.dom.com



Estimate
Dominion

Page 2 of 2

Credits and Charges Since Your Last Bill:

Balance From Last Bill \$370.88
Payment on Jan 6, 2009 - Thank You Paid 145.05 CR
Balance \$225.83

Current Charges:

General Sales Service Rate \$12.50
Basic Monthly Charge 439.72
Gas Usage Charges 16.0 MCF @ \$11.7006 187.21
Gross Receipts Tax 9.20
This bill includes \$147.49 for SSO gas cost at \$9.218 per thousand cubic feet (MCF).
Total Current Gas Charges Estimate \$208.91

Dominion Products & Services Credits and Charges:

Balance From Last Bill \$4.95
Payment on Jan 6, 2009 - Thank You CANCELED 4.95 CR
Balance \$0.00

Current Charges:

Dominion Prods & Svcs Charges
Furnace Repair Program \$4.95
Dominion Prods & Svcs Account Balance \$4.95

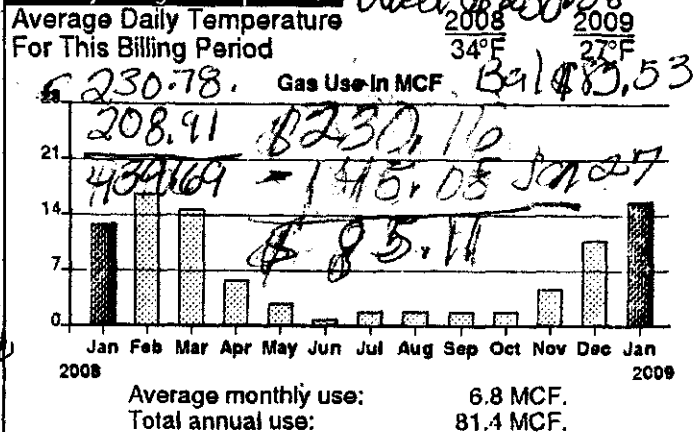
For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 Pittsburgh PA 15230-0298 or www.dom.com.

Total Current Charges \$298.97
Total Account Balance \$439.69

YOU ARE ON THE PERCENTAGE OF INCOME (\$0.00) PAYMENT PLAN.

Handwritten calculations:
\$230.16
+ 213.86
444.02
- 145.05
303.97
145.05
225.83
370.88 CR

Monthly Usage Comparison



Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Jan 16, 2009	13825215	Estimate	62.7	
Dec 12, 2008		Remote	46.7	16.0

MCF Used in 35 Days 16.0

Handwritten calculations:
Basic monthly charge 112.50
187.21
147.49
39.10
225.83
73.14

Balance From last bill \$85.53
Jan 27, 09 \$273.43
+ 145.05
\$418.48 CR
Jan 21, 09 \$418.48 CR
Feb due \$81.53
204.32
285.85
- 145.05
140.80

Handwritten calculations:
213.86
225.83
145.05
81.53

Handwritten calculations:
1-27-09 - 145.05 credit
154.34
225.83
= 145.34
\$80.49 credit 2-19-

Jan 10 2009 43 CR
GWENDOLYN C TANDY February 11, 2009

1439 SULZER AVE
 EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared February 19, 2009 Next Meter Reading 04/16 - 04/21/2009



Dominion

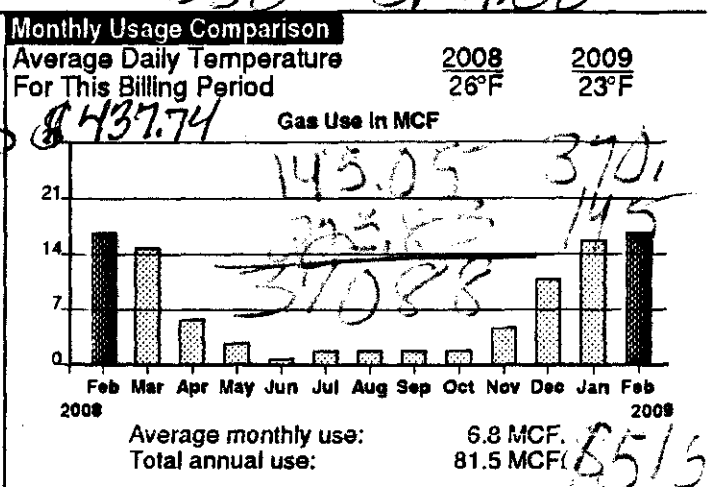
For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 03/18 & 5 p.m. on 03/20/2009 at www.dom.cor

Credits and Charges Since Your Last Bill
 Balance From Last Bill \$434.74 CR
 Payment on Jan 27, 2009 - Thank You 145.05 CR
 Payment on Feb 4, 2009 - Thank You 225.83 CR
 Balance \$63.86
Current Charges
 General Sales Service Rate \$12.50
 Basic Monthly Charge
 Gas Usage Charges 16.7 MCF @ \$10.9479 182.83
 Gross Receipts Tax 8.99
 This bill includes \$141.38 for SSO gas cost at \$8.466 per thousand cubic feet (MCF).
 Total Current Gas Charges \$204.32

Dominion Products & Services Credits and Charges
 Balance From Last Bill \$4.95
 Payment on Jan 27, 2009 - Thank You 4.95 CR
 Balance \$0.00
Current Charges
 Dominion Prods & Svcs Charges Dec 2008 Canceled
 Furnace Repair Program \$4.95
 Dominion Prods & Svcs Account Balance \$4.95
 For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 Pittsburgh PA 15230-0298 or www.dom.com.

Total Current Charges \$209.27
 Total Account Balance \$273.13

YOU ARE ON THE PERCENTAGE OF INCOME (\$0.00) PAYMENT PLAN.
 273.13 CL
 \$209.27
 + 63.86
273.13



Billing Period And Meter Readings

Date	Read type	Reading	Difference
Meter Number	13825215		
Feb 17, 2009	Remote	79.4	
Jan 16, 2009	Estimate	62.7	16.7
MCF Used in 32 Days			16.7

QUEST \$434.74 = \$225.83
 - 370.88 + 145.05
\$63.86 370.88

\$141.38
 First Energy Illumination

Feb 19, 2009 I paid \$145.05 \$434.74
 + 225.83 370.88
\$370.88 \$63.86
209.27

Feb 19, 2009 \$209.27
 - 80.49 CR from 1-21-09
 \$128.88 pay Bill 2-19-09
 225.83 CR
 128.88
 + 127.30 Total cur March
248.26

March 20, 2009 Zero Bal. \$1,343.12 Infrastructure
 GWENDOLYN C TANDY \$532.72 Transfer Debit 1532.13 Page 2 of 2
 1439 SULZER AVE \$10.51 CR Dominion \$805.26
 EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared March 20, 2009 Next Meter Reading 04/16 - 04/21/2009
 For questions about Dominion East Ohio charges call 1-800-362-7557. Avg estimate-enter a read between 04/17 & 5 p.m. on 04/21/2009 at www.dom.c
 There was No legitimate Transfer dept

Credits and Charges Since Your Last Bill

Balance From Last Bill \$268.18
 Payment on Mar 16, 2009 - Thank You 273.13 CR
 Transfer Debit 532.72
 Balance \$527.77

Current Charges

General Sales Service Rate \$12.50
 Basic Monthly Charge 10.45
 Gas Usage Charges 10.9 MCF @ \$9.5908 = \$104.54
 Gross Receipts Tax 5.39
 This bill includes \$74.19 for SSO gas cost at \$6.806 per thousand cubic feet (MCF).
 Total Current Gas Charges \$122.43

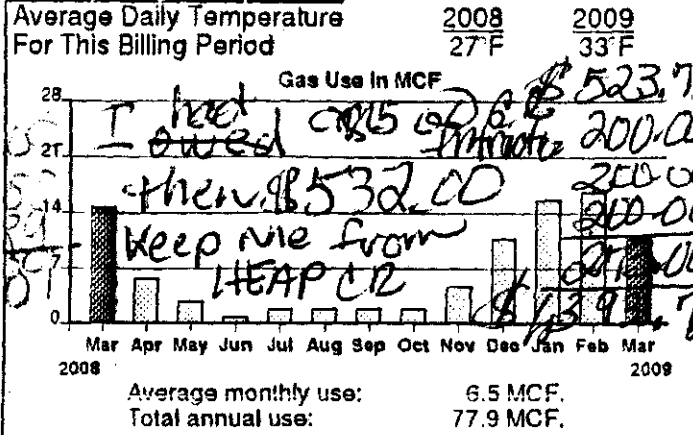
Dominion Products & Services Credits and Charges

Balance From Last Bill \$4.95
 Balance \$4.95
Current Charges
 Dominion Prods & Svcs Charges
 Furnace Repair Program \$4.95
 Dominion Prods & Svcs Account Balance \$9.90
 We did not receive a required payment from you for this account. An immediate payment is necessary. Non-payment could result in suspension of coverage/benefits or termination from the program(s).

For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 Pittsburgh PA 15230-0298 or www.dom.com.

Total Current Charges \$127.38
 Total Account Balance \$660.10

Monthly Usage Comparison



Billing Period And Meter Readings

Date	Head Type	Reading	Difference
Meter Number	13825215		
Mar 18, 2009	Estimate	90.3	
Feb 17, 2009	Remote	79.4	10.9

MCF Used in 29 Days 273.13
 \$273.13 / 3-15-09 = \$9.10
 \$268.18 / 3-15-09 = \$8.95
 \$9.10 + \$8.95 = \$18.05
 \$18.05 + \$4.95 = \$23.00
 \$23.00 + \$532.72 = \$555.72
 \$555.72 - \$532.72 = \$23.00
 \$23.00 + \$4.95 = \$27.95
 \$27.95 + \$4.95 = \$32.90
 \$32.90 + \$4.95 = \$37.85
 \$37.85 + \$4.95 = \$42.80
 \$42.80 + \$4.95 = \$47.75
 \$47.75 + \$4.95 = \$52.70
 \$52.70 + \$4.95 = \$57.65
 \$57.65 + \$4.95 = \$62.60
 \$62.60 + \$4.95 = \$67.55
 \$67.55 + \$4.95 = \$72.50
 \$72.50 + \$4.95 = \$77.45
 \$77.45 + \$4.95 = \$82.40
 \$82.40 + \$4.95 = \$87.35
 \$87.35 + \$4.95 = \$92.30
 \$92.30 + \$4.95 = \$97.25
 \$97.25 + \$4.95 = \$102.20
 \$102.20 + \$4.95 = \$107.15
 \$107.15 + \$4.95 = \$112.10
 \$112.10 + \$4.95 = \$117.05
 \$117.05 + \$4.95 = \$122.00
 \$122.00 + \$4.95 = \$126.95
 \$126.95 + \$4.95 = \$131.90
 \$131.90 + \$4.95 = \$136.85
 \$136.85 + \$4.95 = \$141.80
 \$141.80 + \$4.95 = \$146.75
 \$146.75 + \$4.95 = \$151.70
 \$151.70 + \$4.95 = \$156.65
 \$156.65 + \$4.95 = \$161.60
 \$161.60 + \$4.95 = \$166.55
 \$166.55 + \$4.95 = \$171.50
 \$171.50 + \$4.95 = \$176.45
 \$176.45 + \$4.95 = \$181.40
 \$181.40 + \$4.95 = \$186.35
 \$186.35 + \$4.95 = \$191.30
 \$191.30 + \$4.95 = \$196.25
 \$196.25 + \$4.95 = \$201.20
 \$201.20 + \$4.95 = \$206.15
 \$206.15 + \$4.95 = \$211.10
 \$211.10 + \$4.95 = \$216.05
 \$216.05 + \$4.95 = \$221.00
 \$221.00 + \$4.95 = \$225.95
 \$225.95 + \$4.95 = \$230.90
 \$230.90 + \$4.95 = \$235.85
 \$235.85 + \$4.95 = \$240.80
 \$240.80 + \$4.95 = \$245.75
 \$245.75 + \$4.95 = \$250.70
 \$250.70 + \$4.95 = \$255.65
 \$255.65 + \$4.95 = \$260.60
 \$260.60 + \$4.95 = \$265.55
 \$265.55 + \$4.95 = \$270.50
 \$270.50 + \$4.95 = \$275.45
 \$275.45 + \$4.95 = \$280.40
 \$280.40 + \$4.95 = \$285.35
 \$285.35 + \$4.95 = \$290.30
 \$290.30 + \$4.95 = \$295.25
 \$295.25 + \$4.95 = \$300.20
 \$300.20 + \$4.95 = \$305.15
 \$305.15 + \$4.95 = \$310.10
 \$310.10 + \$4.95 = \$315.05
 \$315.05 + \$4.95 = \$320.00
 \$320.00 + \$4.95 = \$324.95
 \$324.95 + \$4.95 = \$329.90
 \$329.90 + \$4.95 = \$334.85
 \$334.85 + \$4.95 = \$339.80
 \$339.80 + \$4.95 = \$344.75
 \$344.75 + \$4.95 = \$349.70
 \$349.70 + \$4.95 = \$354.65
 \$354.65 + \$4.95 = \$359.60
 \$359.60 + \$4.95 = \$364.55
 \$364.55 + \$4.95 = \$369.50
 \$369.50 + \$4.95 = \$374.45
 \$374.45 + \$4.95 = \$379.40
 \$379.40 + \$4.95 = \$384.35
 \$384.35 + \$4.95 = \$389.30
 \$389.30 + \$4.95 = \$394.25
 \$394.25 + \$4.95 = \$399.20
 \$399.20 + \$4.95 = \$404.15
 \$404.15 + \$4.95 = \$409.10
 \$409.10 + \$4.95 = \$414.05
 \$414.05 + \$4.95 = \$419.00
 \$419.00 + \$4.95 = \$423.95
 \$423.95 + \$4.95 = \$428.90
 \$428.90 + \$4.95 = \$433.85
 \$433.85 + \$4.95 = \$438.80
 \$438.80 + \$4.95 = \$443.75
 \$443.75 + \$4.95 = \$448.70
 \$448.70 + \$4.95 = \$453.65
 \$453.65 + \$4.95 = \$458.60
 \$458.60 + \$4.95 = \$463.55
 \$463.55 + \$4.95 = \$468.50
 \$468.50 + \$4.95 = \$473.45
 \$473.45 + \$4.95 = \$478.40
 \$478.40 + \$4.95 = \$483.35
 \$483.35 + \$4.95 = \$488.30
 \$488.30 + \$4.95 = \$493.25
 \$493.25 + \$4.95 = \$498.20
 \$498.20 + \$4.95 = \$503.15
 \$503.15 + \$4.95 = \$508.10
 \$508.10 + \$4.95 = \$513.05
 \$513.05 + \$4.95 = \$518.00
 \$518.00 + \$4.95 = \$522.95
 \$522.95 + \$4.95 = \$527.90
 \$527.90 + \$4.95 = \$532.85
 \$532.85 + \$4.95 = \$537.80
 \$537.80 + \$4.95 = \$542.75
 \$542.75 + \$4.95 = \$547.70
 \$547.70 + \$4.95 = \$552.65
 \$552.65 + \$4.95 = \$557.60
 \$557.60 + \$4.95 = \$562.55
 \$562.55 + \$4.95 = \$567.50
 \$567.50 + \$4.95 = \$572.45
 \$572.45 + \$4.95 = \$577.40
 \$577.40 + \$4.95 = \$582.35
 \$582.35 + \$4.95 = \$587.30
 \$587.30 + \$4.95 = \$592.25
 \$592.25 + \$4.95 = \$597.20
 \$597.20 + \$4.95 = \$602.15
 \$602.15 + \$4.95 = \$607.10
 \$607.10 + \$4.95 = \$612.05
 \$612.05 + \$4.95 = \$617.00
 \$617.00 + \$4.95 = \$621.95
 \$621.95 + \$4.95 = \$626.90
 \$626.90 + \$4.95 = \$631.85
 \$631.85 + \$4.95 = \$636.80
 \$636.80 + \$4.95 = \$641.75
 \$641.75 + \$4.95 = \$646.70
 \$646.70 + \$4.95 = \$651.65
 \$651.65 + \$4.95 = \$656.60
 \$656.60 + \$4.95 = \$661.55
 \$661.55 + \$4.95 = \$666.50
 \$666.50 + \$4.95 = \$671.45
 \$671.45 + \$4.95 = \$676.40
 \$676.40 + \$4.95 = \$681.35
 \$681.35 + \$4.95 = \$686.30
 \$686.30 + \$4.95 = \$691.25
 \$691.25 + \$4.95 = \$696.20
 \$696.20 + \$4.95 = \$701.15
 \$701.15 + \$4.95 = \$706.10
 \$706.10 + \$4.95 = \$711.05
 \$711.05 + \$4.95 = \$716.00
 \$716.00 + \$4.95 = \$720.95
 \$720.95 + \$4.95 = \$725.90
 \$725.90 + \$4.95 = \$730.85
 \$730.85 + \$4.95 = \$735.80
 \$735.80 + \$4.95 = \$740.75
 \$740.75 + \$4.95 = \$745.70
 \$745.70 + \$4.95 = \$750.65
 \$750.65 + \$4.95 = \$755.60
 \$755.60 + \$4.95 = \$760.55
 \$760.55 + \$4.95 = \$765.50
 \$765.50 + \$4.95 = \$770.45
 \$770.45 + \$4.95 = \$775.40
 \$775.40 + \$4.95 = \$780.35
 \$780.35 + \$4.95 = \$785.30
 \$785.30 + \$4.95 = \$790.25
 \$790.25 + \$4.95 = \$795.20
 \$795.20 + \$4.95 = \$800.15
 \$800.15 + \$4.95 = \$805.10
 \$805.10 + \$4.95 = \$810.05
 \$810.05 + \$4.95 = \$815.00
 \$815.00 + \$4.95 = \$819.95
 \$819.95 + \$4.95 = \$824.90
 \$824.90 + \$4.95 = \$829.85
 \$829.85 + \$4.95 = \$834.80
 \$834.80 + \$4.95 = \$839.75
 \$839.75 + \$4.95 = \$844.70
 \$844.70 + \$4.95 = \$849.65
 \$849.65 + \$4.95 = \$854.60
 \$854.60 + \$4.95 = \$859.55
 \$859.55 + \$4.95 = \$864.50
 \$864.50 + \$4.95 = \$869.45
 \$869.45 + \$4.95 = \$874.40
 \$874.40 + \$4.95 = \$879.35
 \$879.35 + \$4.95 = \$884.30
 \$884.30 + \$4.95 = \$889.25
 \$889.25 + \$4.95 = \$894.20
 \$894.20 + \$4.95 = \$899.15
 \$899.15 + \$4.95 = \$904.10
 \$904.10 + \$4.95 = \$909.05
 \$909.05 + \$4.95 = \$914.00
 \$914.00 + \$4.95 = \$918.95
 \$918.95 + \$4.95 = \$923.90
 \$923.90 + \$4.95 = \$928.85
 \$928.85 + \$4.95 = \$933.80
 \$933.80 + \$4.95 = \$938.75
 \$938.75 + \$4.95 = \$943.70
 \$943.70 + \$4.95 = \$948.65
 \$948.65 + \$4.95 = \$953.60
 \$953.60 + \$4.95 = \$958.55
 \$958.55 + \$4.95 = \$963.50
 \$963.50 + \$4.95 = \$968.45
 \$968.45 + \$4.95 = \$973.40
 \$973.40 + \$4.95 = \$978.35
 \$978.35 + \$4.95 = \$983.30
 \$983.30 + \$4.95 = \$988.25
 \$988.25 + \$4.95 = \$993.20
 \$993.20 + \$4.95 = \$998.15
 \$998.15 + \$4.95 = \$1003.10
 \$1003.10 + \$4.95 = \$1008.05
 \$1008.05 + \$4.95 = \$1013.00
 \$1013.00 + \$4.95 = \$1017.95
 \$1017.95 + \$4.95 = \$1022.90
 \$1022.90 + \$4.95 = \$1027.85
 \$1027.85 + \$4.95 = \$1032.80
 \$1032.80 + \$4.95 = \$1037.75
 \$1037.75 + \$4.95 = \$1042.70
 \$1042.70 + \$4.95 = \$1047.65
 \$1047.65 + \$4.95 = \$1052.60
 \$1052.60 + \$4.95 = \$1057.55
 \$1057.55 + \$4.95 = \$1062.50
 \$1062.50 + \$4.95 = \$1067.45
 \$1067.45 + \$4.95 = \$1072.40
 \$1072.40 + \$4.95 = \$1077.35
 \$1077.35 + \$4.95 = \$1082.30
 \$1082.30 + \$4.95 = \$1087.25
 \$1087.25 + \$4.95 = \$1092.20
 \$1092.20 + \$4.95 = \$1097.15
 \$1097.15 + \$4.95 = \$1102.10
 \$1102.10 + \$4.95 = \$1107.05
 \$1107.05 + \$4.95 = \$1112.00
 \$1112.00 + \$4.95 = \$1116.95
 \$1116.95 + \$4.95 = \$1121.90
 \$1121.90 + \$4.95 = \$1126.85
 \$1126.85 + \$4.95 = \$1131.80
 \$1131.80 + \$4.95 = \$1136.75
 \$1136.75 + \$4.95 = \$1141.70
 \$1141.70 + \$4.95 = \$1146.65
 \$1146.65 + \$4.95 = \$1151.60
 \$1151.60 + \$4.95 = \$1156.55
 \$1156.55 + \$4.95 = \$1161.50
 \$1161.50 + \$4.95 = \$1166.45
 \$1166.45 + \$4.95 = \$1171.40
 \$1171.40 + \$4.95 = \$1176.35
 \$1176.35 + \$4.95 = \$1181.30
 \$1181.30 + \$4.95 = \$1186.25
 \$1186.25 + \$4.95 = \$1191.20
 \$1191.20 + \$4.95 = \$1196.15
 \$1196.15 + \$4.95 = \$1201.10
 \$1201.10 + \$4.95 = \$1206.05
 \$1206.05 + \$4.95 = \$1211.00
 \$1211.00 + \$4.95 = \$1215.95
 \$1215.95 + \$4.95 = \$1220.90
 \$1220.90 + \$4.95 = \$1225.85
 \$1225.85 + \$4.95 = \$1230.80
 \$1230.80 + \$4.95 = \$1235.75
 \$1235.75 + \$4.95 = \$1240.70
 \$1240.70 + \$4.95 = \$1245.65
 \$1245.65 + \$4.95 = \$1250.60
 \$1250.60 + \$4.95 = \$1255.55
 \$1255.55 + \$4.95 = \$1260.50
 \$1260.50 + \$4.95 = \$1265.45
 \$1265.45 + \$4.95 = \$1270.40
 \$1270.40 + \$4.95 = \$1275.35
 \$1275.35 + \$4.95 = \$1280.30
 \$1280.30 + \$4.95 = \$1285.25
 \$1285.25 + \$4.95 = \$1290.20
 \$1290.20 + \$4.95 = \$1295.15
 \$1295.15 + \$4.95 = \$1300.10
 \$1300.10 + \$4.95 = \$1305.05
 \$1305.05 + \$4.95 = \$1310.00
 \$1310.00 + \$4.95 = \$1314.95
 \$1314.95 + \$4.95 = \$1319.90
 \$1319.90 + \$4.95 = \$1324.85
 \$1324.85 + \$4.95 = \$1329.80
 \$1329.80 + \$4.95 = \$1334.75
 \$1334.75 + \$4.95 = \$1339.70
 \$1339.70 + \$4.95 = \$1344.65
 \$1344.65 + \$4.95 = \$1349.60
 \$1349.60 + \$4.95 = \$1354.55
 \$1354.55 + \$4.95 = \$1359.50
 \$1359.50 + \$4.95 = \$1364.45
 \$1364.45 + \$4.95 = \$1369.40
 \$1369.40 + \$4.95 = \$1374.35
 \$1374.35 + \$4.95 = \$1379.30
 \$1379.30 + \$4.95 = \$1384.25
 \$1384.25 + \$4.95 = \$1389.20
 \$1389.20 + \$4.95 = \$1394.15
 \$1394.15 + \$4.95 = \$1399.10
 \$1399.10 + \$4.95 = \$1404.05
 \$1404.05 + \$4.95 = \$1409.00
 \$1409.00 + \$4.95 = \$1413.95
 \$1413.95 + \$4.95 = \$1418.90
 \$1418.90 + \$4.95 = \$1423.85
 \$1423.85 + \$4.95 = \$1428.80
 \$1428.80 + \$4.95 = \$1433.75
 \$1433.75 + \$4.95 = \$1438.70
 \$1438.70 + \$4.95 = \$1443.65
 \$1443.65 + \$4.95 = \$1448.60
 \$1448.60 + \$4.95 = \$1453.55
 \$1453.55 + \$4.95 = \$1458.50
 \$1458.50 + \$4.95 = \$1463.45
 \$1463.45 + \$4.95 = \$1468.40
 \$1468.40 + \$4.95 = \$1473.35
 \$1473.35 + \$4.95 = \$1478.30
 \$1478.30 + \$4.95 = \$1483.25
 \$1483.25 + \$4.95 = \$1488.20
 \$1488.20 + \$4.95 = \$1493.15
 \$1493.15 + \$4.95 = \$1498.10
 \$1498.10 + \$4.95 = \$1503.05
 \$1503.05 + \$4.95 = \$1508.00
 \$1508.00 + \$4.95 = \$1512.95
 \$1512.95 + \$4.95 = \$1517.90
 \$1517.90 + \$4.95 = \$1522.85
 \$1522.85 + \$4.95 = \$1527.80
 \$1527.80 + \$4.95 = \$1532.75
 \$1532.75 + \$4.95 = \$1537.70
 \$1537.70 + \$4.95 = \$1542.65
 \$1542.65 + \$4.95 = \$1547.60
 \$1547.60 + \$4.95 = \$1552.55
 \$1552.55 + \$4.95 = \$1557.50
 \$1557.50 + \$4.95 = \$1562.45
 \$1562.45 + \$4.95 = \$1567.40
 \$1567.40 + \$4.95 = \$1572.35
 \$1572.35 + \$4.95 = \$1577.30
 \$1577.30 + \$4.95 = \$1582.25
 \$1582.25 + \$4.95 = \$1587.20
 \$1587.20 + \$4.95 = \$1592.15
 \$1592.15 + \$4.95 = \$1597.10
 \$1597.10 + \$4.95 = \$1602.05
 \$1602.05 + \$4.95 = \$1607.00
 \$1607.00 + \$4.95 = \$1611.95
 \$1611.95 + \$4.95 = \$1616.90
 \$1616.90 + \$4.95 = \$1621.85
 \$1621.85 + \$4.95 = \$1626.80
 \$1626.80 + \$4.95 = \$1631.75
 \$1631.75 + \$4.95 = \$1636.70
 \$1636.70 + \$4.95 = \$1641.65
 \$1641.65 + \$4.95 = \$1646.60
 \$1646.60 + \$4.95 = \$1651.55
 \$1651.55 + \$4.95 = \$1656.50
 \$1656.50 + \$4.95 = \$1661.45
 \$1661.45 + \$4.95 = \$1666.40
 \$1666.40 + \$4.95 = \$1671.35
 \$1671.35 + \$4.95 = \$1676.30
 \$1676.30 + \$4.95 = \$1681.25
 \$1681.25 + \$4.95 = \$1686.20
 \$1686.20 + \$4.95 = \$1691.15
 \$1691.15 + \$4.95 = \$1696.10
 \$1696.10 + \$4.95 = \$1701.05
 \$1701.05 + \$4.95 = \$1706.00
 \$1706.00 + \$4.95 = \$1710.95
 \$1710.95 + \$4.95 = \$1715.90
 \$1715.90 + \$4.95 = \$1720.85
 \$1720.85 + \$4.95 = \$1725.80
 \$1725.80 + \$4.95 = \$1730.75
 \$1730.75 + \$4.95 = \$1735.70
 \$1735.70 + \$4.95 = \$1740.65
 \$1740.65 + \$4.95 = \$1745.60
 \$1745.60 + \$4.95 = \$1750.55
 \$1750.55 + \$4.95 = \$1755.50
 \$1755.50 + \$4.95 = \$1760.45
 \$1760.45 + \$4.95 = \$1765.40
 \$1765.40 + \$4.95 = \$1770.35
 \$1770.35 + \$4.95 = \$1775.30
 \$1775.30 + \$4.95 = \$1780.25
 \$1780.25 + \$4.95 = \$1785.20
 \$1785.20 + \$4.95 = \$1790.15
 \$1790.15 + \$4.95 = \$1795.10
 \$1795.10 + \$4.95 = \$1800.05
 \$1800.05 + \$4.95 = \$1805.00
 \$1805.00 + \$4.95 = \$1809.95
 \$1809.95 + \$4.95 = \$1814.90
 \$1814.90 + \$4.95 = \$1819.85
 \$1819.85 + \$4.95 = \$1824.80
 \$1824.80 + \$4.95 = \$1829.75
 \$1829.75 + \$4.95 = \$1834.70
 \$1834.70 + \$4.95 = \$1839.65
 \$1839.65 + \$4.95 = \$1844.60
 \$1844.60 + \$4.95 = \$1849.55
 \$1849.55 + \$4.95 = \$1854.50
 \$1854.50 + \$4.95 = \$1859.45
 \$1859.45 + \$4.95 = \$1864.40
 \$1864.40 + \$4.95 = \$1869.35
 \$1869.35 + \$4.95 = \$1874.30
 \$1874.30 + \$4.95 = \$1879.25
 \$1879.25 + \$4.95 = \$1884.20
 \$1884.20 + \$4.95 = \$1889.15
 \$1889.15 + \$4.95 = \$1894.10
 \$1894.10 + \$4.95 = \$1899.05
 \$1899.05 + \$4.95 = \$1904.00
 \$1904.00 + \$4.95 = \$1908.95
 \$1908.95 + \$4.95 = \$1913.90
 \$1913.90 + \$4.95 = \$1918.85
 \$1918.85 + \$4.95 = \$1923.80
 \$1923.80 + \$4.95 = \$1928.75
 \$1928.75 + \$4.95 = \$1933.70
 \$1933.70 + \$4.95 = \$1938.65
 \$1938.65 + \$4.95 = \$1943.60
 \$1943.60 + \$4.95 = \$1948.55
 \$1948.55 + \$4.95 = \$1953.50
 \$1953.50 + \$4.95 = \$1958.45
 \$1958.45 + \$4.95 = \$1963.40
 \$1963.40 + \$4.95 = \$1968.35
 \$1968.35 + \$4.95 = \$1973.30
 \$1973.30 + \$4.95 = \$1978.25
 \$1978.25 + \$4.95 = \$1983.20
 \$1983.20 + \$4.95 = \$1988.15
 \$1988.15 + \$4.95 = \$1993.10
 \$1993.10 + \$4.95 = \$1998.05
 \$1998.05 + \$4.95 = \$2003.00
 \$2003.00 + \$4.95 = \$2007.95
 \$2007.95 + \$4.95 = \$2012.90
 \$2012.90 + \$4.95 = \$2017.85
 \$2017.85 + \$4.95 = \$2022.80
 \$2022.80 + \$4.95 = \$2027.75
 \$2027.75 + \$4.95 = \$2032.70
 \$2032.70 + \$4.95 = \$2037.65
 \$2037.65 + \$4.95 = \$2042.60
 \$2042.60 + \$4.95 = \$2047.55
 \$2047.55 + \$4.95 = \$2052.50
 \$2052.50 + \$4.95 = \$2057.45
 \$2057.45 + \$4.95 = \$2062.40
 \$2062.40 + \$4.95 = \$2067.35
 \$2067.35 + \$4.95 = \$2072.30
 \$2072

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379
Date Prepared April 20, 2009

Next Meter Reading 06/16 - 06/19/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 05/18 & 5 p.m. on 05/20/2009 at www.dom.com

Credits and Charges Since Your Last Bill

Balance From Last Bill \$650.20
Late Payment Charge 8.86
Transfer Credit 59.40 CR
Gross Receipts Tax 41
Balance \$600.07

Current Charges

General Sales Service Rate
Standard Service Offer (SSO)
Basic Monthly Charge
Gas Usage Charges
7.2 MCF @ \$9.1708

Gross Receipts Tax
This bill includes \$45.98 for SSO gas cost at \$6.386 per thousand cubic feet (MCF).

Total Current Gas Charges

Dominion Products & Services Credits and Charges

Balance From Last Bill \$9.90
Balance \$9.90

Current Charges

Dominion Prods & Svcs Charges

Furnace Repair Program

Dominion Prods & Svcs Account Balance

We did not receive a required payment from you for this account. An immediate payment is necessary. Non-payment could result in suspension of coverage/benefits or termination from the program(s).

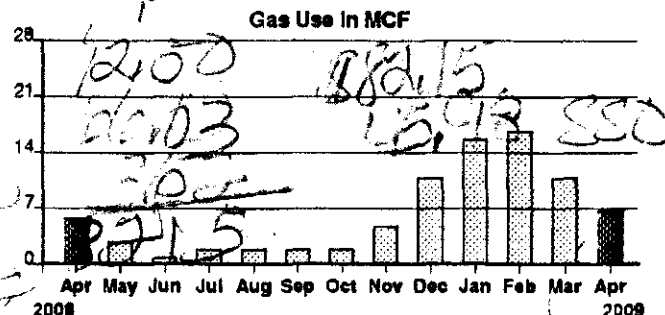
For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 Pittsburgh PA 15230-0298 or www.dom.com.

Total Current Charges
Total Account Balance

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 2008 41°F 2009 42°F



Average monthly use: 6.6 MCF
Total annual use: 79.2 MCF

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Apr 17, 2009	Remote	97.5	
Mar 18, 2009	Estimate	90.3	7.2
MCF Used in 30 Days			7.2

Handwritten notes: \$45.98, \$88.00, \$697.07, 2000.00, 200.00, 200.00, 200.00, 200.00, 200.00

Handwritten notes: Starting April 17, 2009, Down started charging me, Late fee \$895

March \$4392.12

April 1069.07

\$2,461.19

208.32 Not late

\$2,669.51

\$82.15

122.43

204.32

208.91

\$617.81

April 17 09

3-20-09

2-19-09

1-21-09

76¢ cr

697.07 Dominion

1,000.00 Infrant.

\$4,697.07

OLYN C TANDY

1439 SULZER AVE
EUCALID OH 44132-2725



Dominion

Account Number 5000 2945 7379 Date Prepared May 20, 2009 Next Meter Reading 06/16 - 06/19/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 06/17 & 5 p.m. on 06/19/2009 at www.dom.co

I don't know who HESS is and I didn't authorize the \$13.55 payment

Credits and Charges Since Your Last Bill

Balance From Last Bill \$682.22
Payment on Apr 27, 2009 - Thank You 127.38 CR
Late Payment Charge 8.32
Gross Receipts Tax .38
Balance \$563.54

Current Charges

Dominion East Ohio Distribution Charges
Basic Monthly Charge \$12.80
Usage-Based Charges 2.5 MCF @ \$2.7680 6.92
Gross Receipts Tax .91
Total Dominion East Ohio Charges \$20.63

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

HESS CORPORATION Charges

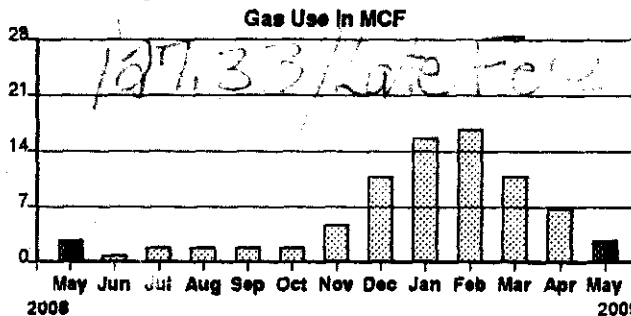
(See last page for important message)
Standard Choice Offer (SCO)
Gas Cost 2.5 MCF @ \$5.031 \$12.58
Sales Tax .97
Total HESS CORPORATION Charges \$13.55
For questions about gas supply costs, contact HESS CORPORATION at 1-800-511-2587 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.
Total Current Gas Charges \$34.18
Total Gas Charges Balance \$597.72

Dominion Products & Services Credits and Charges

Balance From Last Bill \$14.85
Balance \$14.85
Current Charges
Dominion Prods & Svcs Charges
Furnace Repair Program \$4.95
Dominion Prods & Svcs Account Balance \$19.80
We did not receive a required payment from you for this account. An immediate payment is necessary.
Non-payment could result in suspension of coverage/benefits or termination from the program(s).

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2008 56°F 2009 57°F



Average monthly use: 6.5 MCF.
Total annual use: 78.3 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
May 18, 2009	Estimate	100.0	
Apr 17, 2009	Remote	97.5	2.5

MCF Used in 31 Days

\$2669.51
682.22 +
200.00
\$3,551.73 May 20, 2009
Infractions

456.00 M-F 8-10 \$652 Total Bill
What is HESS \$20.63
www.hess.c 1355
3418 8/46.45 Bal Due

HEAP - \$450.00 7-5pm

Dept. of 1-800-282-0880

Energy Help.gov

*****AUTO**5-DIGIT 44132
22757 2 AV 0.460 T#000090
GWENDOLYN C TANDY
1439 SULZER AVE
EUCALID OH 44132-2725



GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion

Account Number 5000 2945 7379 Date Prepared June 17, 2009

Next Meter Reading 08/14 - 08/19/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid a estimate-enter a read between 07/17 & 5 p.m. on 07/21/2009 at www.dom.com.

I don't know who HESS is, but I didn't authorize \$9.67

Credits and Charges Since Your Last Bill

Balance From Last Bill \$597.72
Late Payment Charge 1.90
Billing Adjustment - Credit .32 CR
Gross Receipts Tax .09
Balance \$599.39

Current Charges

Dominion East Ohio Distribution Charges

Basic Monthly Charge \$12.80
Usage-Based Charges 4.82
1.9 MCF @ \$2.5368 .81
Gross Receipts Tax .81
Total Dominion East Ohio Charges \$18.43

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

HESS CORPORATION Charges

Standard Choice Offer (SCO) \$8.97
Gas Cost 1.9 MCF @ \$4.721 .70
Sales Tax .70
Total HESS CORPORATION Charges \$9.67

For questions about gas supply costs, contact HESS CORPORATION at 1-800-511-2587 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

Total Current Gas Charges \$28.10
Total Gas Charges Balance \$627.49

Dominion Products & Services Credits and Charges

Balance From Last Bill \$19.80
Balance \$19.80

Current Charges

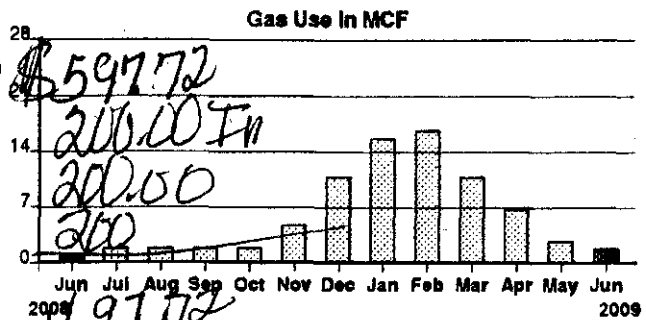
Dominion Prods & Svcs Charges

Furnace Repair Program \$4.95
Dominion Prods & Svcs Account Balance \$24.75

We did not receive a required payment from you for this account. An immediate payment is necessary. Non-payment could result in suspension of coverage/benefits or termination from the program(s).

Monthly Usage Comparison

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



Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Jun 16, 2009	Remote	101.9	
May 18, 2009	Estimate	100.0	1.9
MCF Used in 29 Days			1.9

*Products + Services \$24.75 1-800-562-8419
P.O. BOX 381228*



GWENDOLYN C TANDY

\$5,549.45 InfractioNS 1101 621.311

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion

Account Number 5000 2945 7379 Date Prepared July 21, 2009

Next Meter Reading 08/14 - 08/19/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 08/17 & 5 p.m. on 08/19/2009 at www.dom.com

In disputing the HESS Payment of \$10.65

Credits and Charges Since Your Last Bill

Balance From Last Bill \$627.49 *200*
Late Payment Charge 3.73
Gross Receipts Tax .17
Balance \$631.39 *200*

Current Charges

Dominion East Ohio Distribution Charges

Basic Monthly Charge \$12.80
Usage-Based Charges 5.10
2.0 MCF @ \$2.5500 .82
Gross Receipts Tax .82
Total Dominion East Ohio Charges \$18.72

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

HESS CORPORATION Charges

Standard Choice Offer (SCO) \$9.88
Gas Cost 2.0 MCF @ \$4.938 .77
Sales Tax .77
Total HESS CORPORATION Charges \$10.65

For questions about gas supply costs, contact HESS CORPORATION at 1-800-511-2587 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

Total Current Gas Charges \$29.37
Total Gas Charges Balance \$660.76 *200*

Dominion Products & Services Credits and Charges

Balance From Last Bill \$24.75
Balance \$24.75
Dominion Prods & Svcs Account Balance \$24.75

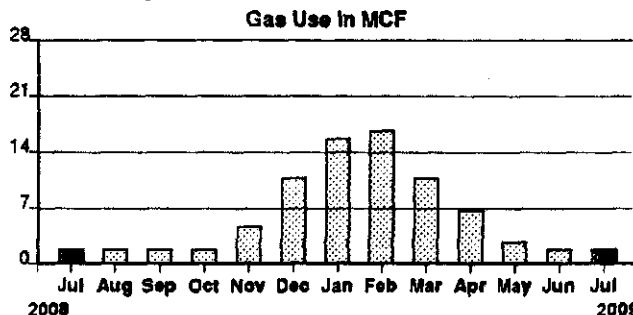
We did not receive a required payment from you for this account. An immediate payment is necessary. Non-payment could result in suspension of coverage/benefits or termination from the program(s).

For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 Pittsburgh PA 15230-0298 or www.dom.com.

Total Current Charges \$29.37
Total Account Balance \$685.51

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2008 69°F 2009 70°F



Average monthly use: 6.6 MCF.
Total annual use: 79.1 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number 13825215			
Jul 17, 2009	Estimate	103.9	
Jun 16, 2009	Remote	101.9	2.0
MCF Used in 31 Days			2.0

*Total current Gas \$29.37
4,749.45
800.00
\$5,549.45*

1-800-511-2587/HESS \$10.65 Dispute



GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2945 7379 Date Prepared August 18, 2009

Next Meter Reading 10/14 - 10/19/2009



Dominion

Page 2 of 3

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 09/16 & 5 p.m. on 09/18/2009 at www.dom.com

Credits and Charges Since Your Last Bill

Balance From Last Bill

Balance

Current Charges

General Sales Service Rate

Standard Service Offer (SSO)

Basic Monthly Charge

Gas Usage Charges

1.2 MCF @ \$7.6833

Gross Receipts Tax

This bill includes \$6.42 for SSO gas cost at \$5.349 per thousand cubic feet (MCF).

Total Current Gas Charges

\$660.76

\$660.76

\$12.80

9.22

1.01

\$23.03

Dominion Products & Services Credits and Charges

Balance From Last Bill

Balance

Dominion Prods & Svcs Account Balance

We did not receive a required payment from you for this account. An immediate payment is necessary.

Non-payment could result in suspension of coverage/benefits or termination from the program(s).

For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 Pittsburgh PA 15230-0298 or www.dom.com.

Total Current Charges

Total Account Balance

\$24.75

\$24.75

\$24.75

\$49.40

\$23.03

\$708.54

Monthly Usage Comparison

Average Daily Temperature

For This Billing Period

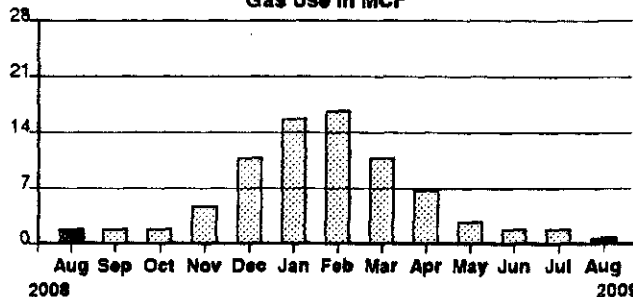
2008

73°F

2009

71°F

Gas Use in MCF



Average monthly use:

6.5 MCF.

Total annual use:

78.4 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Aug 14, 2009	Remote	105.1	
Jul 17, 2009	Estimate	103.9	1.2
MCF Used in 28 Days			1.2

\$6,149.45

05

*****AUTO**5-DIGIT 44132
26749 1 AV 0.335 T#000107
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2945 7379 Date Prepared September 18, 2009 Next Meter Reading 10/14 - 10/19/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 10/15 & 5 p.m. on 10/19/2009 at www.dom.com

Page 1 of 2



Dominion

Credits and Charges Since Your Last Bill

Balance From Last Bill *Sept 20* ~~\$683.79~~ *200*
Balance ~~\$683.79~~ *200*
Current Charges:
General Sales Service Rate
Standard Service Offer (SSO)
Basic Monthly Charge \$12.80
Gas Usage Charges 14.95
2.1 MCF @ \$7.1190 1.28
Gross Receipts Tax
This bill includes \$10.04 for SSO gas cost at \$4.779 per thousand cubic feet (MCF).
Total Current Gas Charges **\$29.03**

Dominion Products & Services Credits and Charges

Balance From Last Bill *Dom, Products & Services* ~~\$24.75~~ *200*
Miscellaneous Credit ~~24.75 CR~~
Balance \$0.00
Dominion Prods & Svcs Account Balance \$0.00
For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 Pittsburgh PA 15230-0298 or www.dom.com.
Total Current Charges **\$29.03**
Total Account Balance **\$712.82** *200*

YOU ARE ON THE PERCENTAGE OF INCOME (\$72.00) PAYMENT PLAN.

Please Pay PIPP Plan Amount of \$144.00 by October 6, 2009

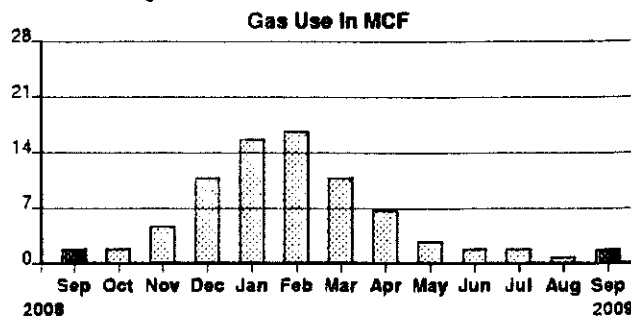
Reminder Notice and Plan Explanation

Monthly PIPP Plan Amount \$72.00
Past Due Amount \$72.00
Total PIPP Plan Amount Due **\$144.00**

You are enrolled in the Percentage of Income Payment Plan. You must pay your plan amounts when they are due. To avoid a shut-off notice, a payment of \$144.00 must be in our office by Oct 6, 2009. If you have any questions, please call toll-free 1-800-950-7989. While on PIPP, you are legally responsible for your entire utility bill. However, we cannot shut off your service if you make all PIPP payments by each due date and apply for the Home Energy Assistance Program.

Monthly Usage Comparison

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



Average monthly use: 6.5 MCF.
Total annual use: 78.5 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Sep 16, 2009	Estimate	107.2	
Aug 14, 2009	Remote	105.1	2.1
MCF Used in 33 Days			2.1

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.

*****AUTO**5-DIGIT 44132
23331 1 AV 0.335 T#000085
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



GWENDOLYN C TANDY

1439 SULZER AVE
EUCALID OH 44132-2725

Account Number 5000 2945 7379 Date Prepared October 15, 2009

Next Meter Reading 12/14 - 12/17/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 11/13 & 5 p.m. on 11/17/2009 at www.dom.com

Page 1 of 2

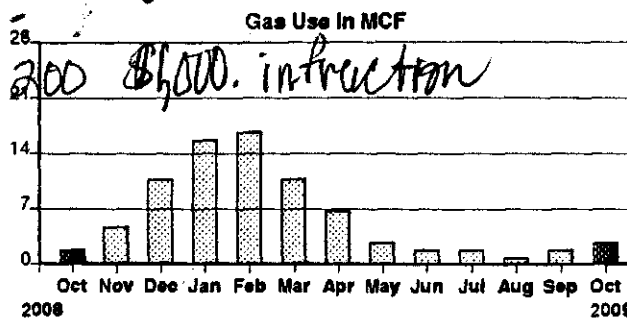
Credits And Charges Since Your Last Bill

Balance from last bill \$712.82
Payment on Sep 25, 2009 - Thank You 200.00 CR
Payment on Oct 6, 2009 - Thank You 200.00 CR
Balance \$312.82
Current Charges
General Sales Service Rate
Standard Service Offer (SSO)
Basic Monthly Charge \$12.80
Gas Usage Charges 2.6 MCF @ \$6.5730 17.09
Gross Receipts Tax 1.38
This bill includes \$11.03 for SSO gas cost at \$4.243 per thousand cubic feet (MCF).
Total Current Charges \$31.27
Total Account Balance \$344.09

YOU ARE ON THE PERCENTAGE OF INCOME (\$72.00) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2008 59°F 2009 58°F



Average monthly use: 6.6 MCF
Total annual use: 79.2 MCF

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number 13825215			
Oct 14, 2009	Remote	109.8	
Sep 16, 2009	Estimate	107.2	2.6
MCF Used in 28 Days			2.6

Please Pay PIPP Plan Amount of \$72.00 by November 2, 2009

Reminder Notice and Plan Explanation
Monthly PIPP Plan Amount \$72.00

You are enrolled in the Percentage of Income Payment Plan. You must pay your plan amounts when they are due. To avoid a shut-off notice, a payment of \$72.00 must be in our office by Nov 2, 2009. If you have any questions, please call toll-free 1-800-950-7989. While on PIPP, you are legally responsible for your entire utility bill. However, we cannot shut off your service if you make all PIPP payments by each due date and apply for the Home Energy Assistance Program.

\$712.82
-400.00 Refund
\$312.82

\$312.00

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared November 17, 2009 Next Meter Reading 12/14 - 12/17/2009



For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 12/15 & 5 p.m. on 12/17/2009 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill
Payment on Nov 17, 2009 - Thank You
Balance

\$344.09
72.00 CR
\$272.09

Current Charges

General Sales Service Rate
Standard Service Offer (SSO)

Basic Monthly Charge \$15.70

Gas Usage Charges 4.1 MCF @ \$7.1878 29.47

Gross Receipts Tax 2.08

This bill includes \$21.03 for SSO gas cost at \$5.130 per thousand cubic feet (MCF).

Total Current Charges \$47.25

Total Account Balance \$319.34

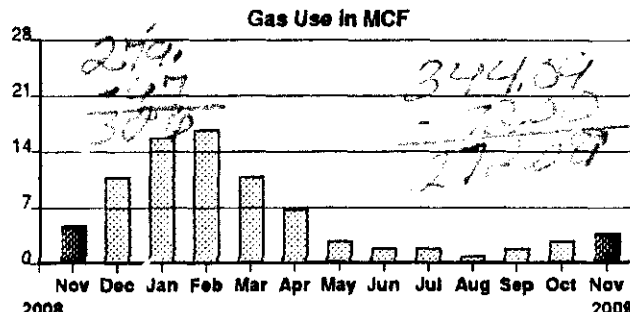
YOU ARE ON THE PERCENTAGE OF INCOME (\$72.00) PAYMENT PLAN.

Dom. 1031 \$48.86

PRP

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2008 48°F 2009 50°F



Average monthly use: 6.5 MCF.
Total annual use: 78.0 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Nov 13, 2009	Estimate	113.9	
Oct 14, 2009	Remote	109.8	4.1
MCF Used in 30 Days			4.1

Please Pay PIPP Plan Amount of \$72.00 by December 3, 2009

Reminder Notice and Plan Explanation
Monthly PIPP Plan Amount \$72.00

1-800-362-7557 Tam Apr

You are enrolled in the Percentage of Income Payment Plan. You must pay your plan amounts when they are due. To avoid a shut-off notice, a payment of \$72.00 must be in our office by Dec 3, 2009. If you have any questions, please call toll-free 1-800-950-7989. While on PIPP, you are legally responsible for your entire utility bill. However, we cannot shut off your service if you make all PIPP payments by each due date and apply for the Home Energy Assistance Program.

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

