

April 19, 2014

SMED

43



Public Utilities Commission

GTAN 112713
Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

FILE

Formal Complaint Form

14-0795-GA CSS

Gwendolyn Tandy
Customer Name (Please Print)

1439 Sulzer Ave
Customer Address

Euclid, Ohio, 44132
City 15000 2945 1379 State Zip 2009
15000 4953 1404 changed 11-11
Account Number 15000 6052-8356 " 1-13-14

Against

Dominion E, Ohio 44132
Utility Company Name

Customer Service Address (if different from above)

City State Zip

Please describe your complaint. (Attach additional sheets if necessary)

this is a complaint against Dominion. They
unmadably added ilegal charges from Jan-2009
until Dec 2013. And after writting several
complant there solution was to change my
account number aleast 4 times, and added
an addition \$8000 a month to my total current
All one needs to do is look at the Statement
of account from January 1, 2009 - May 2013.

→ I received a disconnection notice in April 2014.
However the state^{ments} show I have close to A \$5000 Credit
And the disconnection Fee Gwendolyn Tandy
are more luckrative than my actual total Current

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
not delivered in the regular course of business.
Date Processed APR 28 2014



CALL: (888)887-5430

Del. 8/24/18

REGARDING: DOMINION GAS

1500049531404

Corporate Address: 1309 Technology Pkwy, Cedar Falls, IA 50613
Hours of Operation: 7:00 a.m.- 9:00 p.m. CT Monday-Thursday
7:00 a.m.- 5:00 p.m. CT Friday

Your Account Number:	1500049531404-01
Total Amount Due:	\$654.18
CS Number:	01-018582417
User ID:	01018582417
Password:	z4Pd#1Ug

09/08/13

Dear GWENDOLYN TANDY :

We have received your partial payment on your account. Although the payment of \$42.76 shows that you intended to take care of this account, the balance is still past due. Based on your financial condition, you may qualify for special arrangements.

Please contact our office and someone will be happy to assist you in identifying the best arrangements for you and our client(s).

If you wish to pay this account in full we offer the following payment options for your convenience:

- Pay by AUTOPAY Check (Please call our office at (888)887-5430)
- Pay by CREDIT OR DEBIT CARD (See below for details)
- SEND YOUR CHECK OR MONEY ORDER (Insert in enclosed envelope with bottom of letter)
- Pay by check or credit card ONLINE at www.paycbe.com (Secure Internet Access). Your user ID is 01018582417 and your password is z4Pd#1Ug to access your account online. If you have already accessed this account and chosen a new password, please use that password and disregard the one provided above.
- Pay by WESTERN UNION

This is an attempt to collect a debt; any information obtained will be used for that purpose.
This communication is from a debt collector.

Please call our office with change of address information.

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

29CDCBEG010009

PLEASE DETACH AND RETURN LOWER PORTION WITH ENCLOSED ENVELOPE

018582417-28-001102
PO BOX 2547
WATERLOO, IA 50704-2547
CHANGE SERVICE REQUESTED

IF PAYING BY CREDIT CARD, FILL OUT BELOW

CARD NUMBER	EXP DATE	CHECK CARD USING FOR PAYMENT	
SIGNATURE		<input type="checkbox"/> DEBIT	<input type="checkbox"/> CREDIT
ACCOUNT #:	DATE:	<input type="checkbox"/> AMERICAN EXPRESS	<input type="checkbox"/> MASTERCARD
1500049531404-01	09/08/13		
PLEASE PAY THIS AMOUNT:		AMOUNT	
\$654.18		ENCLOSED:	

09/08/13 Reference Number: 0009 CS Number: 01-018582417

Your email address:

By providing your e-mail address you hereby authorize us to communicate with you in our attempt to collect any debt you may owe at the e-mail address you have provided.

0009 129453786



ANDY, GWENDOLYN C
9 Sulzer Ave
1 OH 44132-2725

THE CBE GROUP, INC.
PAYMENT PROCESSING CENTER
PO BOX 2337
WATERLOO, IA 50704-2337

ended up on All 3 Credit Bureaus Reports

01 01858241728001102 0000000065418 090813 009 5

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404
Date Prepared January 10, 2013

Next Meter Reading
02/08 - 02/13/2013

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

Dominion

Total Gas Usage 813.51

owe \$10.89

Credits And Charges Since Your Last Bill

Balance from last bill	\$547.61	200
Payment on Dec 12, 2012 - Deposit	25.00	CR
Payment on Dec 12, 2012 - Thank You	5.00	CR
Payment on Jan 7, 2013 - Thank You	26.65	CR
Gross Receipts Tax Credit (4.6044%)	.01	CR
AMR Rider Refund	.31	CR
Subtotal	490.64	200
Late Payment Charge	7.36	
Security Deposit Installment	25.00	200
Gross Receipts Tax (4.6044%)	.34	
Balance	\$523.34	

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$20.80
Usage-Based Charges	
11.4 MCF @ \$1.1850	13.51
Gross Receipts Tax (4.6044%)	1.58
Total Dominion East Ohio Charges	\$35.89

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

Hess Corporation Charges

Standard Choice Offer (SCO)

Gas Cost 11.4 McF @ \$4.296	\$48.97
Sales Tax	3.80
Total HESS CORPORATION Charges	\$52.77

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.

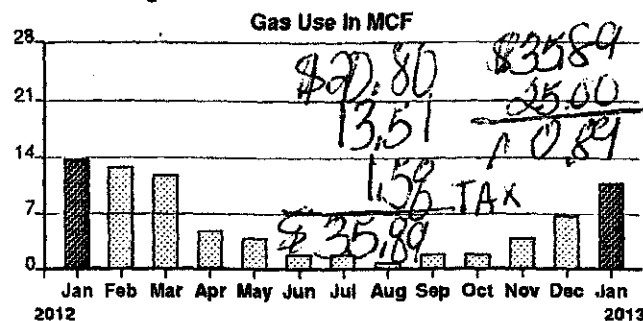
Total Current Charges \$88.66

Total Account Balance \$612.00

HESS \$52.77 Dispute
\$1,000 worth of infractor

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2012 35°F	2013 33°F
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Average monthly use: 5.3 MCF
Total annual use: 63.8 MCF

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Jan 9, 2013	Actual	331.2	
Dec 6, 2012	Actual	319.8	11.4

MCF Used in 34 Days 11.4

1.99 Refund

\$56.65

32

\$56.97

25.00 Dispute

7.36 Dispute

\$89.33 Credit

HESS \$52.77

\$25.00 Depos + CL

5.00 late

26.65 00

\$56.65 Credit Back

- 35.89 Total Dom.

20.76

+ 1.99

\$22.75 Credit as of January

Dom. add an additional \$25.00 Security Deposit
on Jan 10, 2013 and a 7.36 late fee
payment was received Jan 7, 2013

DOLYN C TANDY
SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

Page 2 of

439 SULZER AVE
EUCLID OH 44132-2725



Dominion

Account Number 1 5000 4953 1404 Date Prepared February 11, 2013 Next Meter Reading 03/11 - 03/14/2013 For questions about Dominion East Ohio charges call 1-800-362-7557.

Credits And Charges Since Your Last Bill

Balance from last bill \$612.00 200
Late Payment Charge 8.81
Security Deposit Installment ~~Not Warranted~~ 25.00
Gross Receipts Tax (4.6044%) .41
Balance \$646.22 210

Current Charges

Dominion East Ohio Distribution Charges
Basic Service Charge \$20.80
Usage-Based Charges 12.4 MCF @ \$1.1846 14.69
Gross Receipts Tax (4.6044%) 1.63
Total Dominion East Ohio Charges \$37.12

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

Hess Corporation Charges

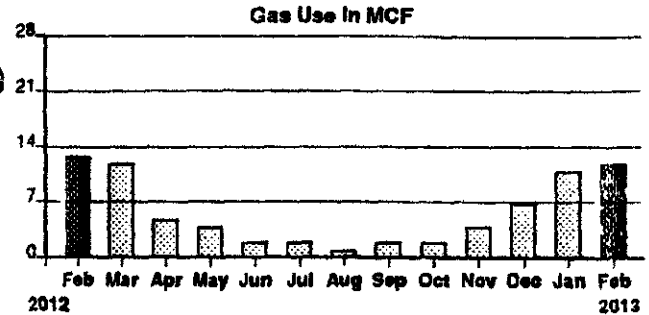
Standard Choice Offer (SCO)
Gas Cost 12.4 McF @ \$3.954 \$49.03 200
Sales Tax 3.80
Total HESS CORPORATION Charges \$52.83

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 \$89.95
Total Account Balance \$736.17 210

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2012 32°F 2013 29°F



Average monthly use: 5.3 MCF.
Total annual use: 63.2 MCF.

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Feb 8, 2013	13825215	Actual	343.6	
Jan 9, 2013		Actual	331.2	12.4
MCF Used in 30 Days				12.4

THIS IS A SHUT OFF NOTICE

Your gas service could be shut-off at anytime for not paying the \$490.64 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$121.36 and your gas service can be shut off if this additional amount is not paid on or before Feb 27, 2013.

Finally, you owe \$124.17 in current charges since your last bill, which is due by Feb 27, 2013. 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.

Dec 11, 2013 \$ 540.90 credit from Jan-Dec 2013
The disconnection was illegal

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

\$36.00



Dominion

Page 3 of 4

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared March 12, 2013

Next Meter Reading 04/10 - 04/15/2013

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

Credits And Charges Since Your Last Bill

Balance from last bill	\$736.17
Payment on Mar 11, 2013 - Deposit	37.12 CR
Payment on Mar 11, 2013 - Deposit	12.88 CR
Payment on Mar 11, 2013 - Thank You	17.12 CR
Subtotal	669.05
Late Payment Charge	10.04
Gross Receipts Tax (4.6044%)	.46
Balance	\$679.55

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$20.80
Usage-Based Charges	
10.4 MCF @ \$1.3461	14.00
Gross Receipts Tax (4.6044%)	1.60
Total Dominion East Ohio Charges	\$36.40 DUE

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

Hess Corporation Charges

Standard Choice Offer (SCO)	
Gas Cost 10.4 McF @ \$3.826	\$39.79
Sales Tax	3.08
Total HESS CORPORATION Charges	\$42.87

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.

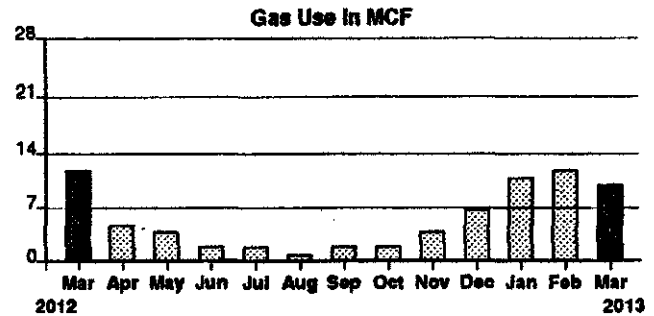
Total Current Charges

Total Account Balance	\$79.27
	\$758.82

Don wants \$98.17 by

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2012 35°F	2013 30°F
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Average monthly use: 5.2 MCF.
Total annual use: 62.0 MCF.

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Mar 11, 2013	13825215	Actual	354.0	
Feb 8, 2013		Actual	343.6	10.4
MCF Used in 31 Days				10.4

36.40
42.87 HESS Dispute
\$37.12 CR
12.88 CR
17.12 CR
67.12
10.04 Not Late

I believe I am entitled to a refund balance to get a meter amount. How Dept of Develop doesn't anyone at the PUCD see that reversing my Security Deposit And then disconnecting my service is unwarranted

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion

Page 2 of

Account Number Date Prepared
1 5000 4953 1404 March 12, 2013

Next Meter Reading
04/10 - 04/15/2013

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

Summary of Payment Due			(See Next Page for Usage Comparison and Meter Readings)
Balance From Last Bill		669.05	
Disconnect Amount Due Immediately	569.88		
Disconnect Amount Due by Mar 28, 2013	99.17		
Current Gas Amount		89.77	
Total Payment Due		\$758.82	

THIS IS A SHUT OFF NOTICE

Your gas service could be shut-off at anytime for not paying the \$569.88 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$99.17 and your gas service can be shut off if this additional amount is not paid on or before Mar 28, 2013.

Finally, you owe \$89.77 in current charges since your last bill, which is due by Mar 28, 2013. 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.

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion

Page 1 of 1

Account Number 1 5000 4953 1404
Date Prepared March 12, 2013

Next Meter Reading
04/10 - 04/15/2013

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

Cycle 04

Summary of Payment Due

Balance From Last Bill
Disconnect Amount Due Immediately
Disconnect Amount Due by Mar 28, 2013
Current Gas Amount
Total Payment Due

669.05
569.88
99.17
89.77
\$758.82

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

136.40

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE.

Your gas service could be shut off anytime for not paying \$569.88 disconnection amount as noticed on your last bill.

You owe an additional past due amount of \$99.17 and your gas service can be shut off if this additional amount is not paid on or before March 28, 2013.

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 \$1.00 in three equal monthly installments or you need to have a creditworthy guarantor.

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

4

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number Date Prepared
1 5000 4953 1404 April 26, 2013

\$758.82 3/12/13
892.61 4/24/13



Dominion

Page 2 of 2

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

\$121.39 credit

Credits And Charges Since Your Last Bill

Balance from last bill	\$892.61
Payment on Apr 24, 2013 - Thank You	46.39 CR
Security Deposit Credit	75.00 CR
Balance	\$771.22

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$20.95
Usage-Based Charges	
.6 MCF @ \$1.3500	.81
Gross Receipts Tax (4.6044%)	1.00
Total Dominion East Ohio Charges	\$22.76

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

Constellation Energy Gas Choice, Inc Cha Standard Choice Offer (SCO)

Gas Cost .6 McF @ \$4.576	\$2.75
Sales Tax	.21
Total CONSTELLATION ENERGY GAS CHOICE, INC	\$2.96

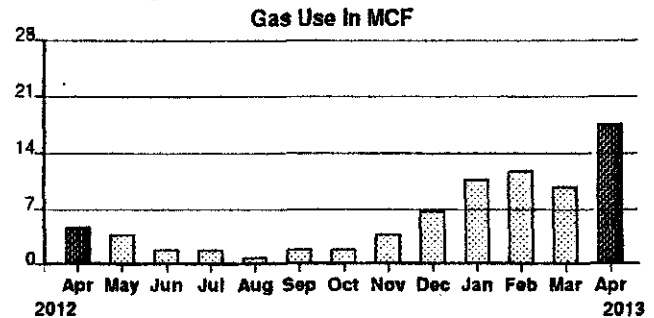
For questions about gas supply costs, contact
CONSTELLATION ENERGY GAS CHOICE, INC at
1-888-898-4323 or 100 South 4th Street Martins Ferry,
Ohio 43935 Ohio Commercial Marketing or
www.mxenergy.com.

Total Current Charges	\$25.72
Total Account Balance	\$796.94

This is your Final Bill.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2012 52°F	2013 42°F
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Average monthly use:	6.3 MCF.
Total annual use:	75.1 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Apr 15, 2013	Actual	372.0	
Apr 11, 2013	Actual	371.4	

MCF Used in 4 Days

\$46.39 Cr	22.76
75.00 Cr	2.96
\$121.39 Cr	25.72

April 24, 2013 \$46.39 Credit
75.00 Deposit not warranted
2.96 constellation dispute
7 96 194 Depute

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

April 23, 2014

^{Dominion}

This illegal charge of \$@54.18
sent to CBE, to collect, is
beyond racist behavior, it
fraud and theft.

It also ended up on
my credit report. Who ever
is responsible for this is
breaking the law. And this is
cruel and unjust, discriminating
racist behavior.

Prepared for: GWENDOLYN CHARISSE TANDY

Date: September 06, 2013

Report number: 0894-3980-64

Your accounts that may be considered negative (continued)

BANK OF AMERICA, N.A.

4161 PIEDMONT PKWY

GREENSBORO NC 27410

Phone number

(800) 451 6362

Partial account number

11822...

Address identification number

0094980597

Mortgage Identification Number

10001570066251030

Payment history

2012

JUN MAY APR MAR FEB JAN DEC NOV OCT SEP AUG JUL JUN MAY APR MAR FEB JAN DEC NOV OCT SEP AUG JUL JUN MAY APR MAR FEB JAN DEC NOV OCT SEP AUG JUL JUN MAY APR MAR FEB JAN DEC NOV OCT SEP AUG JUL

2009

FEB JAN DEC NOV OCT SEP AUG JUL JUN MAY APR MAR FEB JAN DEC NOV OCT SEP

2008

Account history - If your creditor reported your account balances to us, we list them in this section as additional information about your account. Your balance history may also include your credit limit and high balance or the original loan amount for an installment loan. This section also includes the scheduled payment amounts, amounts actually paid and the dates those payments were made. ND: No Data.

[Date]	= Account balance (\$)
[Month]	= Date payment received
[Amount]	= Scheduled payment amount (\$)
[Total]	= Actual amount paid (\$)

Month	Jan11	Feb11	Mar11	Apr11	May11	Jun11	Jul11	Aug11	Sep11	Oct11	Nov11	Dec11	Jan12	Feb12	Mar12	Apr12	May12	Jun12	Jul12	Aug12	Sep12	Oct12	Nov12	Dec12	Jan13	Feb13	Mar13	Apr13	May13	Jun13	Jul13	Aug13	Sep13	Oct13	Nov13	Dec13	Jan14	Feb14	Mar14	Apr14	May14	Jun14	Jul14	Aug14	Sep14	Oct14	Nov14	Dec14	Jan15	Feb15	Mar15	Apr15	May15	Jun15	Jul15	Aug15	Sep15	Oct15	Nov15	Dec15	Jan16	Feb16	Mar16	Apr16	May16	Jun16	Jul16	Aug16	Sep16	Oct16	Nov16	Dec16	Jan17	Feb17	Mar17	Apr17	May17	Jun17	Jul17	Aug17	Sep17	Oct17	Nov17	Dec17	Jan18	Feb18	Mar18	Apr18	May18	Jun18	Jul18	Aug18	Sep18	Oct18	Nov18	Dec18	Jan19	Feb19	Mar19	Apr19	May19	Jun19	Jul19	Aug19	Sep19	Oct19	Nov19	Dec19	Jan20	Feb20	Mar20	Apr20	May20	Jun20	Jul20	Aug20	Sep20	Oct20	Nov20	Dec20	Jan21	Feb21	Mar21	Apr21	May21	Jun21	Jul21	Aug21	Sep21	Oct21	Nov21	Dec21	Jan22	Feb22	Mar22	Apr22	May22	Jun22	Jul22	Aug22	Sep22	Oct22	Nov22	Dec22	Jan23	Feb23	Mar23	Apr23	May23	Jun23	Jul23	Aug23	Sep23	Oct23	Nov23	Dec23	Jan24	Feb24	Mar24	Apr24	May24	Jun24	Jul24	Aug24	Sep24	Oct24	Nov24	Dec24	Jan25	Feb25	Mar25	Apr25	May25	Jun25	Jul25	Aug25	Sep25	Oct25	Nov25	Dec25	Jan26	Feb26	Mar26	Apr26	May26	Jun26	Jul26	Aug26	Sep26	Oct26	Nov26	Dec26	Jan27	Feb27	Mar27	Apr27	May27	Jun27	Jul27	Aug27	Sep27	Oct27	Nov27	Dec27	Jan28	Feb28	Mar28	Apr28	May28	Jun28	Jul28	Aug28	Sep28	Oct28	Nov28	Dec28	Jan29	Feb29	Mar29	Apr29	May29	Jun29	Jul29	Aug29	Sep29	Oct29	Nov29	Dec29	Jan30	Feb30	Mar30	Apr30	May30	Jun30	Jul30	Aug30	Sep30	Oct30	Nov30	Dec30	Jan31	Feb31	Mar31	Apr31	May31	Jun31	Jul31	Aug31	Sep31	Oct31	Nov31	Dec31	Jan32	Feb32	Mar32	Apr32	May32	Jun32	Jul32	Aug32	Sep32	Oct32	Nov32	Dec32	Jan33	Feb33	Mar33	Apr33	May33	Jun33	Jul33	Aug33	Sep33	Oct33	Nov33	Dec33	Jan34	Feb34	Mar34	Apr34	May34	Jun34	Jul34	Aug34	Sep34	Oct34	Nov34	Dec34	Jan35	Feb35	Mar35	Apr35	May35	Jun35	Jul35	Aug35	Sep35	Oct35	Nov35	Dec35	Jan36	Feb36	Mar36	Apr36	May36	Jun36	Jul36	Aug36	Sep36	Oct36	Nov36	Dec36	Jan37	Feb37	Mar37	Apr37	May37	Jun37	Jul37	Aug37	Sep37	Oct37	Nov37	Dec37	Jan38	Feb38	Mar38	Apr38	May38	Jun38	Jul38	Aug38	Sep38	Oct38	Nov38	Dec38	Jan39	Feb39	Mar39	Apr39	May39	Jun39	Jul39	Aug39	Sep39	Oct39	Nov39	Dec39	Jan40	Feb40	Mar40	Apr40	May40	Jun40	Jul40	Aug40	Sep40	Oct40	Nov40	Dec40	Jan41	Feb41	Mar41	Apr41	May41	Jun41	Jul41	Aug41	Sep41	Oct41	Nov41	Dec41	Jan42	Feb42	Mar42	Apr42	May42	Jun42	Jul42	Aug42	Sep42	Oct42	Nov42	Dec42	Jan43	Feb43	Mar43	Apr43	May43	Jun43	Jul43	Aug43	Sep43	Oct43	Nov43	Dec43	Jan44	Feb44	Mar44	Apr44	May44	Jun44	Jul44	Aug44	Sep44	Oct44	Nov44	Dec44	Jan45	Feb45	Mar45	Apr45	May45	Jun45	Jul45	Aug45	Sep45	Oct45	Nov45	Dec45	Jan46	Feb46	Mar46	Apr46	May46	Jun46	Jul46	Aug46	Sep46	Oct46	Nov46	Dec46	Jan47	Feb47	Mar47	Apr47	May47	Jun47	Jul47	Aug47	Sep47	Oct47	Nov47	Dec47	Jan48	Feb48	Mar48	Apr48	May48	Jun48	Jul48	Aug48	Sep48
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13- The original amount of this account was \$92,080

CBE GROUP

131 TOWER PARK DR STE 100

WATERLOO IA 50701

Phone number

(319) 226 5173

Partial account number

124496114

Address identification number

2650867800

Original creditor DOMINION EAST

OHIO RESIDENTIAL

\$696.00 Aug 2013

269601.7600

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number **Date Prepared**
1 5000 4953 1404 **December 11, 2013**
 Cycle 04

VICI
I have A \$2042.31 Credit

C2

Page 1



Dominion

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

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$796.94
Payment on May 9, 2013 - Thank You	30.00 CR
Payment on Jun 24, 2013 - Thank You	70.00 CR
Payment on Sep 5, 2013 - Thank You	42.76 CR
Payment on Nov 27, 2013 - Thank You	175.00 CR
Balance	\$479.18

Current Charges:

Total Account Balance	\$479.18
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This is a Final Account.

YOU ARE ON THE CURRENT PLUS (\$79.86) PAYMENT PLAN.

As of Jan 2013 I had a CC
Credit of \$781.93 Dominion
turned it into a Balance from
last bill, that theft &
fraud.

30.00

70.00

24276

175.00

317.76

PLEASE PAY Plan Amount of \$79.86 by December 27, 2013

This is a Reminder Notice

Monthly Plan Amount

\$79.86

Thank you for participating in our payment plan program. You may pay any portion of your outstanding account balance of \$479.18 if you wish. Thank you for your payment. You can pay this bill with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo, or a Visa, MasterCard, or Discover credit card at www.dom.com or at 1-800-573-1153. BillMatrix provides this service. A service fee applies.

Please detach and return this coupon with a check made payable to Dominion East Ohio. For mailing address changes, visit [Manage Your Account](#) on [dom.com](#)

PLEASE PAY BY	Dec 27, 2013	Account No.	1 5000 4953 1404
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FINAL ACCOUNT

\$79.86

Plan Amount

Amount Enclosed

New AMR Rider Approved

In Case No. 09-0038-GA-UNC, the Public Utilities Commission of Ohio approved a new Automatic Reading (AMR) Rider of \$0.30 per month. The rider, added to the applicable Basic Monthly Charge or Monthly Service Charge effective with bills issued on or after May 19, 2009, recovers costs associated with the installation of automated gas meter reading equipment.

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GWENDOLYN C TANDY

1439 SULZER AVE

EUCLID OH 44132-2725

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DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

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GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 6052 8356 Date Prepared February 12, 2014 Next Meter Reading 03/11 - 03/14/2014
Cycle 04

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

Credits and Charges Since Your Last Bill

Balance from Last Bill \$112.03
Late Payment Charge 1.28
Security Deposit Installment 27.00
From Final - Debit 605.98
Gross Receipts Tax (4.6044%) 0.06
Balance \$746.35

Current Charges

General Sales Service Rate

(See last page for important message)

Standard Service Offer (SSO)

Basic Service Charge

\$22.01

Gas Usage Charges

15.9 MCF @ \$5.3314

84.77

Gross Receipts Tax (4.6044%)

4.92

This bill includes \$79.61 for SSO gas cost at \$5.007 per thousand cubic feet (MCF).

Total Current Charges \$111.70

Total Account Balance \$858.05

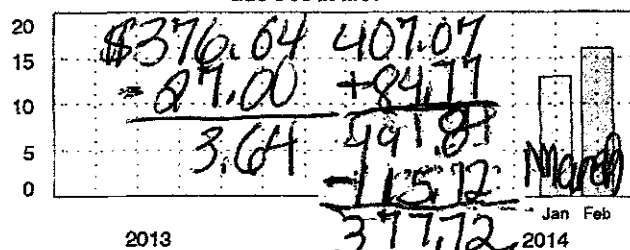
You may be able to better control the gas portion of your bill by shopping for an alternative gas supply contract.

YOU ARE ON THE CURRENT PLUS (\$79.86) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature 2013 2014
For This Billing Period 22°F

Gas Use in MCF



Avg Monthly Use: 14.2 MCF.
Total Annual Use: 28.4 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Feb 11, 2014	Actual	400.4	
Jan 10, 2014	Actual	384.5	15.9
MCF Used in 32 Days			15.9

3-28-14 \$88.12 Paid
2700 Credit
115.12

PLEASE PAY Plan Amount of \$331.93 by Feb 28, 2014 to Avoid Late Payment Charge of 1.5% per month.

Special Payment Arrangements

Monthly Plan Amount \$192.90
Other Amounts Due \$139.03
Total Plan Amount due \$331.93

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. For mailing address changes, visit Manage Your Account on dom.com

PLEASE PAY BY Feb 28, 2014 Account No. 1 5000 6052 8356

\$331.93

Plan Amount

Amount Enclosed

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GWENDOLYN C TANDY

1439 SULZER AVE

EUCLID OH 44132-2725

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, call us at 1-800-362-7557, or write us at P.O. Box 5759, Cleveland, OH 44101-0759.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

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GWENDOLYN C TANDY

Page 1

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 6052 8356 Date Prepared January 13, 2014 Next Meter Reading 02/10 - 02/13/2014

Cycle 04

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

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$264.04	\$0.00
Security Deposit Installment		27.00
Balance		\$27.00

Current Charges

General Sales Service Rate

(See last page for important message)

Standard Service Offer (SSO)

Basic Service Charge \$22.01

Gas Usage Charges

12.5 MCF @ \$4.7424 59.28

Gross Receipts Tax (4.6044%) 3.74

This bill includes \$55.23 for SSO gas cost at \$4.418 per thousand cubic feet (MCF).

Total Current Charges \$85.03**Total Account Balance \$112.03**

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

264.04
112.06
376.04
-27.00 Jan
\$ 349.04

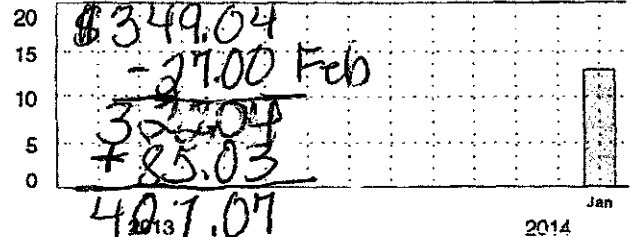


Dominion

Monthly Usage Comparison

Average Daily Temperature	2013	2014
For This Billing Period		26°F

Gas Use in MCF



Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Jan 10, 2014	Actual	384.5	
Dec 9, 2013	Actual	372.0	12
MCF Used in 32 Days			12

PLEASE PAY Account Balance of \$112.03 by Jan 29, 2014 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. For mailing address changes, visit Manage Your Account on dom.com

PLEASE PAY BY Jan 29, 2014 Account No. 1 5000 6052 8356

\$112.03

Account Balance

Amount Enclosed

Help Others Stay Warm

Through EnergyShare, you can help assure that people who can't afford to heat their homes don't have to endure such hardship. To contribute, add \$1, \$2, \$6, \$12, \$18 or \$36 to your gas payment. Overpayments made in those exact amounts will automatically benefit the program. Or, mail a check to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

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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

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 6052 8356
Date Prepared April 11, 2014

Next Meter Reading
05/08 - 05/13/2014

Page 3



Dominion



Cycle 04

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

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$804.82
Payment on Mar 28, 2014 - Deposit	27.00 CR
Payment on Mar 28, 2014 - Thank You	88.22 CR
Subtotal	689.60
Late Payment Charge	2.44
Gross Receipts Tax (4.6044%)	0.11
Balance	\$692.15

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$22.01
Usage-Based Charges	
9.9 MCF @ \$5.292	5.24
Gross Receipts Tax (4.6044%)	1.25
Total Dominion East Ohio Charges	\$28.50

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

Volunteer Energy Services Charges

Standard Choice Offer (SCO)

Gas Cost 9.9 McF @ \$5.455	\$54.00
Sales Tax	4.32
Total VOLUNTEER ENERGY SERVICES Charges	\$58.32

For questions about gas supply costs, contact VOLUNTEER ENERGY SERVICES at 1-800-977-8374 or 800 Cross Pointe Rd Gahanna, OH 43230 Suite D or www.veenergy.com.

Total Current Charges	\$86.82
Total Account Balance	\$778.97

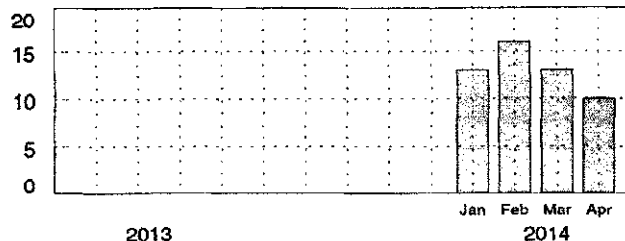
YOU ARE ON THE CURRENT PLUS (\$79.86) PAYMENT PLAN.



Monthly Usage Comparison

Average Daily Temperature	2013	2014
For This Billing Period		37°F

Gas Use in MCF



2013

2014

Avg Monthly Use: 12.8 MCF.
Total Annual Use: 51.1 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Apr 10, 2014	Actual	423.1	
Mar 12, 2014	Actual	413.2	9.9

MCF Used in 29 Days

\$377.72 Total Current
+ \$86.82 Owed April
\$464.54

GWENDOLYN C TANDY1439 SULZER AVE
EUCLID OH 44132-2725**Dominion**Account Number Date Prepared
1 5000 6052 8356 April 11, 2014Next Meter Reading
05/08 - 05/13/2014

Cycle 04

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

Summary of Payment Due

Past Due Plan Amount	162.34
Current Plan Amount	169.23
Total Payment Due by April 29, 2014	\$331.57

**** 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 \$162.34 in full by April 29, 2014, 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 \$77.00 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 Pulse, Star, NYCE or Accell logo or a Visa, Mastercard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$1.65 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$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 Development Services Agency 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 received 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. For mailing address changes, visit Manage Your Account on dom.com

PLEASE PAY BY Apr 29, 2014 Account No. 1 5000 6052 8356**\$331.57**

Plan Amount

Amount Enclosed

Save Time, Stamps

Enroll online in eBill through Manage Your Account at www.dom.com. Also, choose Automatic Bank for the ultimate in bill payment convenience.

04

000009758

I=1111



9758 2 AV 0.378

GWENDOLYN C TANDY

1439 SULZER AVE

EUCLID OH 44132-2725



DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

0115000605283560000000008682000000331577

The account was open May 2004
June I ~~pay~~ was request^{to pay} a \$159.00 deposit
which I paid. There was no usage until
September 14, 2006 \$25.91.

1. \$ paid \$159.00 June 00 deposit
2. Dominion tried to charge me another
deposit on August 23, 2006. but it had
to be reversed
3. It seem Dominion was determind to
get another payment of \$159.00,
because on September 14, 2006
The took an overpayment of mine
\$430.00 that I had paid, an instead of
giving me the credit they subtracted
another credit of \$271.00. which
they have a \$159.00, which
canceled out my \$159.00 deposit
Since both were credits \$430.00
I beleive I'm owed a $\begin{array}{r} 271.00 \\ \$701.00 \end{array}$ credit
\$701.00 refund. lgstly they took the
\$159.00 and added to 9/14/06 ^{bill} giving me
A total account balance of \$184.91
this make it twice they illegally tried
and was succesful at contracting my \$159.00

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2833 1312 Date Prepared May 15, 2006

\$159.00 Deposit

Dominion

For questions about Dominion East Ohio charges call 216-361-2345. Avoid estimate-enter a read between 06/13 & 5 p.m. on 06/15/2006 at www.dom.co

Credits And Charges Since Your Last Bill

Balance from last bill \$0.00
Deposit Charge *Deposit* \$159.00
Balance \$159.00

Current Charges Not Available *Because there*

Total Account Balance \$159.00

May 2006 \$159.00 deposit

#2 To pay by check

3 Shut off

*Nov 11 Nov 14, 2006
7mths to Refund \$159.*

*Because I didn't move in until June of
PIPP started Nov-2009 \$7200
Nov-2010 4300
Department of Development*

Please Pay **Account Balance of \$159.00 by May 31, 2006**

When To Call Us

Have a question? Dial the number listed on the top of the bill to talk to one of our employees. We can answer billing questions, schedule service and tell you about assistance programs. Our customer information lines are open from 7 a.m. to 7 p.m., Monday through Friday. Best times to call are before 9 a.m. or after 2 p.m.

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

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

May 2006 Account number 15000 2833 1312

June 20, 2006 \$159.00 security deposit recorded

July 0 Bal

*August 23, 2009 \$138.00 deposit charged; I called
and, produced my letter, that the deposit was paid & paid
and it was reversed September 14, 2006. I had a
\$430.00 credit; Dominion turned it into a Debit
271.00 Credit
\$701.00 Credit Dominion stole from me. And
Dominion never gave me an explanation.
& change my account number*



Dominion

Even though, this letter from Dominion has no date they received my \$159.00 it was sometime in June 2006.

June 20, 2006

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:

1500028331312

SERVICE ADDRESS:

1439 SULZER AVE
EUCLID OH 44132-2725

Subject: Security Deposit Receipt

Dominion East Ohio recently recorded a security deposit of \$159.00 for your account at the above service address. Please keep this letter as a record of your security deposit.

This deposit will be applied to your account if:

- You pay your account balance (budget or full balance) on time for 12 consecutive consecutive months.
- Currently not delinquent, and
- Service is shut off for non-payment and your account closed 10 days later, or
- Your service is turned off at your request and your account closed with a final reading.

If we hold your security deposit for six months or more, we will pay interest from the date the deposit was made until the date we apply the deposit to your account.

If you would like to contact us, please call (216)361-2345 Monday through Friday from 7:00 a.m. through 7:00 p.m.

Security Deposit not warranted I had a zero balance until August tried to assess a nother Security deposit of \$159.00 on 8-23-06; September \$159.00 charge the succeeded in adding \$159.00 to my account Acct 1500029457379; \$430. Final debit) That's A lie If I had \$271.00 Credit why was the \$159.00 Security Deposit warranted

Sincerely,

Customer Service Center
Dominion East Ohio

This means that the day I opened Dominion started stealing from And that discrimination cruel an unjust, Ragusus behavior.

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Copy of account #
New account #

Account Number: 15000 2945 7379 Date Prepared: August 23, 2006
For questions about Dominion East Ohio charges call 216-361-2345. Avoid an estimate-enter a read between 09/12 & 5 p.m. on 09/14/2006 at www.dom.com.

Should have been \$151.00



Credits And Charges Since Your Last Bill	
Balance from last bill	\$.00
Deposit Charge	138.00
Deposit Reversed	138.00 CR
Balance	\$.00
Current Charges Not Available	
Total Account Balance	
\$ 159.60	
\$ 138.60	
\$ 21.00	
\$ 159.60	

No Payment Due

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. Add \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared September 14, 2006 Next Meter Reading 10/10 - 10/13/2006

For questions about Dominion East Ohio charges call 216-361-2345. Avoid a estimate-enter a read between 10/11 & 5 p.m. on 10/13/2006 at www.dom.con

Page 2 of 2

Dominion

Credits And Charges Since Your Last Bill **\$409.00 CR**
Balance from last bill \$0.00
From Final - Debit **NO DATE** → 430.00
From Final - Credit 271.00 CR
Balance → **\$159.00**
Current Charges **Deposit**
General Sales Service Rate 2541 \$5.70
Monthly Service Charge 15.84
Gas Usage Charge 1.6 MCF @ \$12.6312 20.21
Total Current Charges **\$10.01 Actual** → **\$25.91**
Total Account Balance → **\$184.91**

This bill includes \$15.84 for gas cost recovery at \$9.901 per thousand cubic feet (MCF) and \$.78 for Gross Receipts Tax.

You may be able to save on the gas cost recovery portion of your bill by shopping for an alternative gas supplier.

Aug 23, 06 **\$138.00 credit**
271.00 Payment
409.00
± have \$46.91 Bal
Dominion \$184.91/Sept 27

Billing Period And Meter Readings
Date Read Type Reading Difference
Meter Number 13825215
Sep 12, 2006 Estimate 109.4
Sep 1, 2006 Actual 107.9
Aug 24, 2006 Actual 107.8 1.6
MCF Used in 19 Days 1.6
\$430.00
\$271.00
\$159.00
\$184.91
\$159.00 Credit
\$25.91
\$184.91
\$10.01
\$184.91
My deposit was paid in June 20, 06
what is gas cost recovery

Please Pay Account Balance of \$184.91 by October 2, 2006

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$159.00 by Oct 2, 2006, 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, a new security deposit and a reconnection fee before we can turn the gas back on. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier.

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 physician or local Board of Health physician must sign the form.

Dominion has been stealing from me since I open this account. And each time they also change my account number to make it more difficult to uncover the credit. Dominion has verituly stolen my payments by adding illegal charges to my account. And threats of disconnections



Dominion®

September 15, 2006

7 September 15, 2006

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:
1500029457379
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725

Subject: Deposit Warning Letter

We reviewed your account. For those accounts where payments are not made on time, we request a security deposit. Steps like this help us keep our rates as low as we can.

To avoid a deposit, we ask that you please make payments in full by the due date shown on each monthly bill.

If late payments continue or if a check for payment is not accepted by your bank, we may need to request a security deposit. It will be equal to 1.3 times your average usage.

If you would like to contact us, please call (216)361-2345 Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,

Customer Service Center
Dominion East Ohio

lca285

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725



Account Number 5000 2945 7379 Date Prepared November 13, 2006 Next Meter Reading 12/11 - 12/14/2006 For questions about Dominion East Ohio charges call 216-361-2345. Avoid an estimate-enter a read between 12/12 & 5 p.m. on 12/14/2006 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill \$22.12
Payment on Oct 20, 2006 - Thank You 22.12 CR
Balance \$0.00
Current Charges
General Sales Service Rate
Monthly Service Charge \$5.70
Gas Usage Charge
9.9 MCF @ \$8.1707 80.89
Total Current Charges \$86.59
Total Account Balance \$86.59

This bill includes \$55.85 for SSO gas cost at \$5.641 per thousand cubic feet (MCF) and \$2.73 for Gross Receipts Tax.

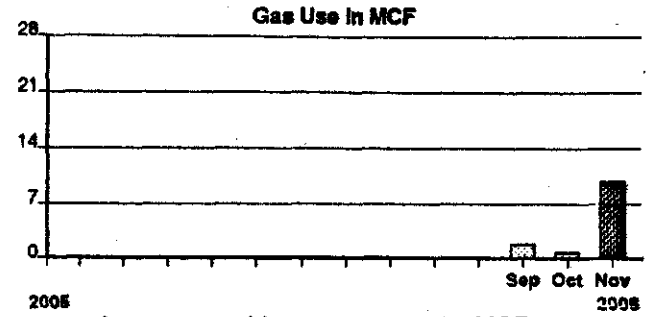
You may be able to save on the SSO gas cost portion of your bill by shopping for an alternative gas supplier.

86.59
- 55.85

30.74

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2006 45°F



Average monthly use: 4.3 MCF.
Total annual use: 12.8 MCF.

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Nov 9, 2006	13825215	Estimate	120.6	
Oct 10, 2006		Remote	110.7	9.9
MCF Used in 30 Days				9.9

Please Pay Account Balance of \$86.59 by November 29, 2006

Need to Locate an Authorized Payment Center?

Go to www.dom.com. Under 'Choose a Topic,' select 'Find a Payment Center.'

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

14
7
21

June 2006 0 Past Due Total Current Charges
July 06 0 " "
Aug 0 " "
Sept 14 0 " "
Oct 11, 06 22.12
Nov Paid \$401.84 86.59
Dec. - 242.84 108.22
Jan 2007 \$159.00 CR 242.84 owed

\$430.00 Debit Actual Credit
271.00 Credit 10-11-06 \$184.91
\$701.00 paid \$22.12 Oct 20, 06
\$184.91 Paid
22.12 Paid
207.03
86.59 Paid 11-27-06
108.22 Paid 1-22-06
\$401.84

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725Account Number
1 5000 2945 7379Date Prepared
December 12, 2006Next Meter Reading
02/13 - 02/16/2007

For questions about Dominion East Ohio charges call 216-361-2345. Avoid an estimate-enter a read between 07/16 & 5 p.m. on 01/18/2007 at www.dom.com



Dominion

Lost Deposit

\$159.00 CR

\$887.65 Credit 10.49

Credits And Charges Since Your Last Bill

Balance from last bill \$86.59
 Payment on Nov 27, 2006 - Thank You → 86.59 CR
 Balance \$0.00

Current Charges

General Sales Service Rate
 Monthly Service Charge \$5.70
 Gas Usage Charge
 9.1 MCF @ \$11.2659 102.52
 Total Current Charges Paid 1-27-07 → \$108.22
 Total Account Balance \$108.22

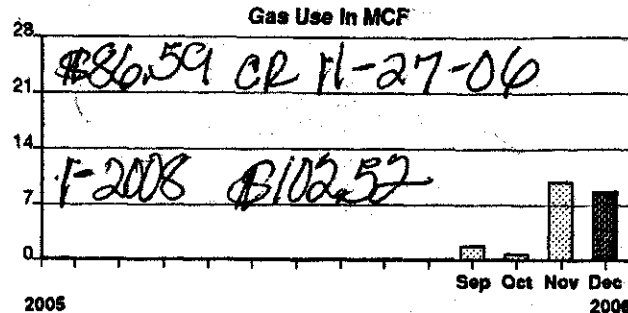
This bill includes \$78.20 for SSO gas cost at \$8.593 per thousand cubic feet (MCF) and \$3.83 for Gross Receipts Tax.

You may be able to save on the SSO gas cost portion of your bill by shopping for an alternative gas supplier.

\$108.22 Paid 1-22-06
 78.20 SSO
 \$30.02

Monthly Usage Comparison

Average Daily Temperature 2006
 For This Billing Period 40°F



Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Dec 11, 2006	Remote	129.7	
Nov 9, 2006	Estimate	120.6	9.1
MCF Used in 32 Days			9.1

Please Pay Account Balance of \$108.22 by December 28, 2006

It's Our Pleasure to Serve You

All of us at Dominion East Ohio thank you for your business. You could choose another form of energy, but you put your trust in us to deliver economical, clean-burning natural gas to your home or business. We're committed to doing everything we can to honor that trust.

If you have a question, please call the number listed on the top of this bill. Our customer information phone hours are 7 a.m. to 7 p.m., Monday through Friday. If you have an emergency, you can call us anytime, day or night. (It is an emergency when you smell gas or when all of your gas appliances are out.)

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

January 22, 2007 Paid \$108.22 - owed \$175.55

Feb 16, 07 owed \$181.69

91.69 3/31/07 paid

96.19 5-31-07

owed \$187.88

March 07 owed \$167.69 Sept 13, 07 24.28

April 07 11 91.33 Oct 15-07 5.70

May 17, 07 11 96.19 Nov 14 07 \$24.33

June 14, 07 11 80.67 Dec 26, 33

July 18, 07 154.30 CR 7/12/07 Dec 13, 07 I dispute \$80.25

Aug 14, 07 57.26 Nov 73.47

Dom. virtually stole my deposit \$153.72

Paid 175.55 2/13/07

11 187.88 3-31-07

11 55.18

11 129.38 8-22-07

11 113.46 9-7-07

Credit 24.28 9/7/07

Oct. 07

GWENDOLYN C TANDY

\$2006

1439 SULZER AVE
EUCLID OH 44132-2725

\$159.00 Deposit

Dominion

Account Number Date Prepared
1 5000 2833-1312 May 15, 2006

For questions about Dominion East Ohio charges call 216-361-2345. Avoid
estimate-enter a read between 06/13 & 5 p.m. on 06/15/2006 at www.dom.co

Credits And Charges Since Your Last Bill

Balance from last bill \$0.00
Deposit Charge *Deposit* \$159.00
Balance \$159.00

Current Charges Not Available Because there

Total Account Balance \$159.00

May 2006 \$159.00 Deposit

#2 To pay b/c check

3 Shut off

*11/11 Nov 14, 2006
7 mths to Refund \$159.*

*Because I didn't move in until June of
PIPP started Nov-2009 \$7200
Nov-2010 4300
Department of
Development*

Please Pay Account Balance of \$159.00 by May 31, 2006

When To Call Us

Have a question? Dial the number listed on the top of the bill to talk to one of our employees. We can answer
billing questions, schedule service and tell you about assistance programs. Our
customer information lines are open from 7 a.m. to 7 p.m., Monday through Friday. Best times to call are
before 9 a.m. or after 2 p.m.

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

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

May 2006 Account number 1500028331312

June 20, 2006 \$159.00 security deposit recorded

July 0 Bal

*August 23, 2009 \$138.00 deposit charged; I called
and, produced my letter, that the deposit was paid & by 9/14
and it was reversed September 14, 2006. I had A
\$430.00 credit; Dominion turned it into a Debit
271.00 credit
\$701.00 credit Dominion stole from me. And
Dominion never gave me an explanation.
change my account number*



Dominion

Even though this letter from Dominion
has no date they received my \$159.00 it was sometime
in June 2006.

June 20, 2006

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:

1500028331312

SERVICE ADDRESS:

1439 SULZER AVE
EUCLID OH 44132-2725

Subject: Security Deposit Receipt

Dominion East Ohio recently recorded a security deposit of \$159.00 for your account at the above service address. Please keep this letter as a record of your security deposit.

This deposit will be applied to your account if:

- You pay your account balance (budget or full balance) on time for 12 consecutive consecutive months.
- Currently not delinquent, and
- Service is shut off for non-payment and your account closed 10 days later, or
- Your service is turned off at your request and your account closed with a final reading.

If we hold your security deposit for six months or more, we will pay interest from the date the deposit was made until the date we apply the deposit to your account.

If you would like to contact us, please call (216)361-2345 Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,

Customer Service Center
Dominion East Ohio

lac001

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number
1 5000 2945 7379

Date Prepared
December 12, 2006

Next Meter Reading
02/13 - 02/16/2007

For questions about Dominion East Ohio charges call 216-361-2345. Avoid an estimate-enter a read between 07/16 & 5 p.m. on 01/18/2007 at www.dom.com



Dominion

LOST DEPOSIT

\$159.00 CR

\$887.65 Credit 10.49

Credits And Charges Since Your Last Bill

Balance from last bill \$86.59
Payment on Nov 27, 2006 - Thank You 86.59 CR
Balance \$0.00

Current Charges

General Sales Service Rate
Monthly Service Charge \$5.70
Gas Usage Charge
9.1 MCF @ \$11.2659 102.52
Total Current Charges Paid 1-27-06 \$108.22
Total Account Balance \$108.22

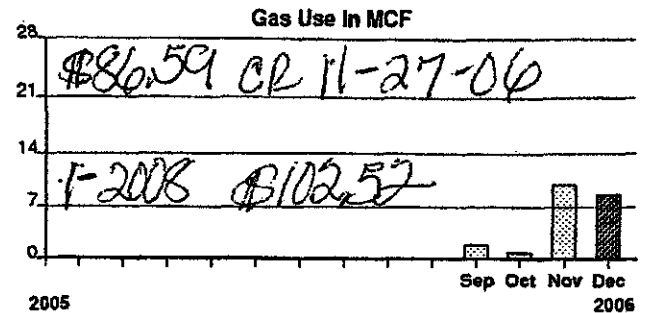
This bill includes \$78.20 for SSO gas cost at \$8.593 per thousand cubic feet (MCF) and \$3.83 for Gross Receipts Tax.

You may be able to save on the SSO gas cost portion of your bill by shopping for an alternative gas supplier.

\$108.22 Paid 1-22-06
78.20 SSO
30.02

Monthly Usage Comparison

Average Daily Temperature 2006
For This Billing Period 40°F



Average monthly use: 5.5 MCF.
Total annual use: 21.9 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Dec 11, 2006	Remote	129.7	
Nov 9, 2006	Estimate	120.6	9.1
MCF Used in 32 Days			9.1

Please Pay Account Balance of \$108.22 by December 28, 2006

It's Our Pleasure to Serve You

All of us at Dominion East Ohio thank you for your business. You could choose another form of energy, but you put your trust in us to deliver economical, clean-burning natural gas to your home or business. We're committed to doing everything we can to honor that trust.

If you have a question, please call the number listed on the top of this bill. Our customer information phone hours are 7 a.m. to 7 p.m., Monday through Friday. If you have an emergency, you can call us anytime, day or night. (It is an emergency when you smell gas or when all of your gas appliances are out.)

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

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379
Date Prepared December 12, 2006

Next Meter Reading 02/13 - 02/16/2007

For questions about Dominion East Ohio charges call 216-361-2345. Avoid estimate - enter a read between 01/16 & 5 p.m. on 01/18/2007 at www.dom.cor



Lost Deposit \$159.00 CR

\$887.65 Credit 10.48

Credits And Charges Since Your Last Bill

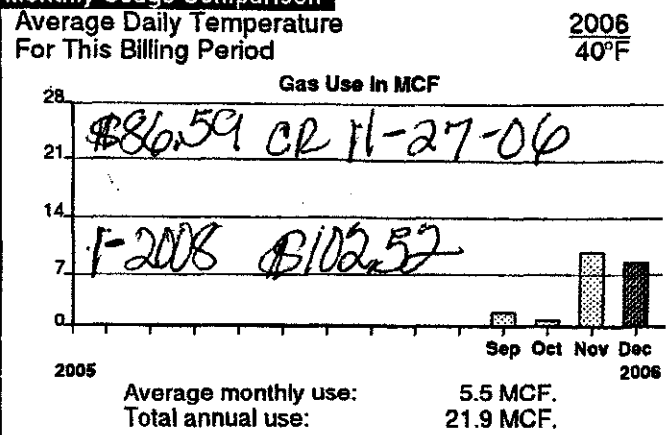
Balance from last bill \$86.59
Payment on Nov 27, 2006 - Thank You 86.59 CR
Balance \$0.00
Current Charges:
General Sales Service Rate
Monthly Service Charge \$5.70
Gas Usage Charge 9.1 MCF @ \$11.2659 102.52
Total Current Charges \$108.22
Total Account Balance \$108.22

This bill includes \$78.20 for SSO gas cost at \$8.593 per thousand cubic feet (MCF) and \$3.83 for Gross Receipts Tax.

You may be able to save on the SSO gas cost portion of your bill by shopping for an alternative gas supplier.

\$108.22 Paid 1-22-06
78.20 SSO
30.02

Monthly Usage Comparison



Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Dec 11, 2006	Remote	129.7	
Nov 9, 2006	Estimate	120.6	9.1
MCF Used in 32 Days			9.1

Please Pay Account Balance of \$108.22 by December 28, 2006

It's Our Pleasure to Serve You

All of us at Dominion East Ohio thank you for your business. You could choose another form of energy, but you put your trust in us to deliver economical, clean-burning natural gas to your home or business. We're committed to doing everything we can to honor that trust.

If you have a question, please call the number listed on the top of this bill. Our customer information phone hours are 7 a.m. to 7 p.m., Monday through Friday. If you have an emergency, you can call us anytime, day or night. (It is an emergency when you smell gas or when all of your gas appliances are out.)

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

January 22, 2007 Paid \$108.22 - owed \$175.55
Feb 16, 07 owed \$181.69
91.69 3/31/07 paid
90.19 5-31-07
owed \$187.88
March 07 owed \$147.69 Sept 13, 07 24.38
April 07 91.33 Oct 15-07 5.70
May 17, 07 90.19 Nov 14 07 \$24.33
June 14, 07 80.67 Dec 26, 33
July 18, 07 154.30 CR 7/12/07 Dec 13, 07 I dispute \$80.25
Aug 14, 07 57.26 Nov 73.47
Dom. virtual no stub no deposit \$153.72

GWENDOLYN C TANDY



1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 2945 7379 Date Prepared November 13, 2006 Next Meter Reading 12/11 - 12/14/2006 For questions about Dominion East Ohio charges call 216-361-2345. Avoid an estimate-enter a read between 12/12 & 5 p.m. on 12/14/2006 at www.dom.com

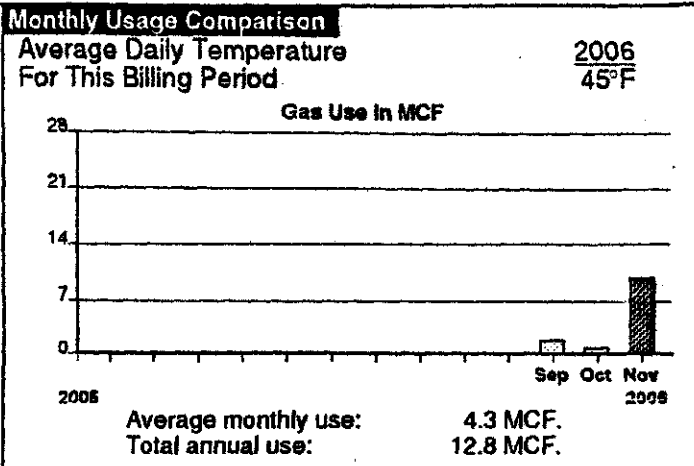
Credits And Charges Since Your Last Bill	
Balance from last bill	\$22.12
Payment on Oct 20, 2006 - Thank You	22.12 CR
Balance	\$0.00
Current Charges	
General Sales Service Rate	
Monthly Service Charge	\$5.70
Gas Usage Charge	
9.9 MCF @ \$8.1707	80.89
Total Current Charges	\$86.59
Total Account Balance	\$86.59

This bill includes \$55.85 for SSO gas cost at \$5.641 per thousand cubic feet (MCF) and \$2.73 for Gross Receipts Tax.

You may be able to save on the SSO gas cost portion of your bill by shopping for an alternative gas supplier.

86.59
- 55.85

30.74



Billing Period And Meter Readings			
Date	Read type	Reading	Difference
Meter Number	13825215		
Nov 9, 2006	Estimate	120.6	
Oct 10, 2006	Remote	110.7	9.9
MCF Used in 30 Days			9.9

Please Pay Account Balance of \$86.59 by November 29, 2006
Need to Locate an Authorized Payment Center?

Go to www.dom.com. Under 'Choose a Topic,' select 'Find a Payment Center.'

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

14
7
21

June 2006 0 Past Due Total Current Charges
July 06 0 " "
Aug 0 " "
Sept 14 0 " "
Oct 11, 06 22.12
Nov Paid \$401.84 86.59
Dec. - 242.84 108.22
Jan 2007 \$159.00 CR 242.84 owed

\$25.91 - \$430.00 Debit Actual Credit
271.00 Credit 10-11-06 \$184.91
\$701.00 paid \$22.12 Oct 20, 06
\$184.91 Paid
22.12 Paid
2 07.03
86.59 Paid 11-27-06
108.22 Paid 1-22-06
\$401.84



Public Utilities Commission

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

Gwendolyn Tandy

Customer Name (Please Print)

1439 Sulzer Ave

Customer Address

Euclid Ohio 44132

City

State Zip

Against

Account Number

Customer Service Address (if different from above)

Utility Company Name

City

State Zip

I wrote Dominion Jan 2014 about the following

Please describe your complaint. (Attach additional sheets if necessary)

I would like an explanation for A \$523.05 extra
on Feb 24, 2009. Oct 6, 09 I paid \$400.00, that
would have equal 6 \$72.00 PIPP Payments. then
on Aug 19, 09. Dominion added \$144.00, for 3 mths
March I paid another \$417.00 payment that
equal another 6 payments. On 3-10-11 Dominion
gave me another illegal
balance of \$708.00

Signature

Customer Telephone Number

And May 1, 2011 my service was disconnect, while
I had a credit of over \$3,204.33. All of
the evidence to substantiate my claims are attach.
And the Statements of Account support them also.

\$2009

On February 24, 2009
Dommon added A \$523.05 XT-UTG
for 6½ years I've been asking
for a definition of XT-UTG. I
was told that it meant A
transfer

Then I ask where did
the transfer come from. A ask
would you please, give me the
account number, address and
the time period. Because
I've been living at this address
since June 2006

List OF Credit owed to me!

1. \$701.00 2006
- 2 532.72 2009
3. 492.02 10
4. 475. 11
5. 12
- 6 \$317.00 13
- 7 Infraction of \$400.00 A month
from Dec 2006-April 2014

\$400.00	
X 14 years	
5600.00	
4000.00	
\$1600.00	
3110.00	
\$8710.00	
1000.00	harassment
2000.00	retaliation
\$10,710.00	Abacus behavior

For Incorrect
Previous balance and
incorrect total ac
Balance

\$10,710.00 Refund is my Solution
6 years from unanswered
complaints

I believe that since
I made my first complaint
to the PUCO, that these
infractions by Dominion are
discriminating in nature and
retaliation for making complaints

I believe I'm being
discriminated ^{against} because

1. I'm A homeowner
2. I'm Black
3. Women
4. And I educated

And The PUCO not making
any recommendation to solve
this problem and granting

the Dominion Gas Co 3
continuance, while they were
already out of compliance,
by not offering a solution
to this issues, when they
go back as far as 2006
Has diffenecly added and
contributed to Dominions
racus behavior

Card

	7 days	Paid or Credit	
January 10, 2013	\$88.66	89.28	
Feb 11, 2013	89.95	100.93	3-11-13
March	79.77	46.39	4-24-13

April 24, 13 service disconnect.

PLUS A \$75.00 ^{charge} ~~credit~~ for an illegal

disconnection. If Dominion was made to refund A \$75.00 Security

Deposit, doesn't that also mean

the April 24, 2013 disconnection

was unlawful. And then on ^{Sept 24, 13} April 24, 2013

my service was disconnected again, +
off for 5 month. ^{on April 11, 2014} ~~then disconnected~~

I received another disconnection
demanding A \$800.00 balance

2
\$27.00
x 3
\$81.00

Why was I assessed a security deposit \$27.00 when was I late for a payment. I dispute the \$479.18. Because I have A credit of over \$3,000 from June 2006 - Dec 2013, evidence is attached. And there've been 3 unlawful disconnect that cost me over \$900.00 one on May 1, 2011. And the last 4-15-13 one was Sept 24, 2013

Bal

\$547.61
- 113.91
434.64
+ 88.66
523.30

Jan 10, 2013

\$3000 12-12-12 Oweel
2061
2500
8161
2500 Security Reversed
10661
736 Not Late
113.91

\$2500
+ 881
2391

\$523.30
+ 89.95
613.25
- 3391

579.34 Feb

211

581.45 Bal

- 317.41

\$264.04

March \$37.12

12.88

17.12

\$67.12

+ 10.04 Not Late

77.16

Owed 79.27

Paid 77.16

211

April 23/ April 24, 13 disconnected Again

2 \$65.65 Sept 4, 13

1 75.00

4200

7000

3000

\$317.11

April 23, 2014

On Nov 29, 2013 Dominion E.OH GAS gave me a new account # 18000-6052 8356. I don't understand why they would change my account number, because I've lived at 1439 Sulzer Ave, Euclid Ohio 14 years. Since 2006 I've had atleast four different account numbers. It's very confusing to me and to anyone investigating my complaints. I said Dominion gave me a \$80.00 payment a month, to pay on my past due balance plus pay the total current, that would be over A hundred dollars A mth. And my last PIPP PLAN was \$29.00 A mth.

17 Gas was off Oct 20 11
(No October bill payment) 222.99 Nov 11
46.50 " 11
3.97

DOMINION EAST OHIO
Statement of Account

DETAILS	M. PIDD plan	change from	27-10-16 to 27-10-16	for 27-10-16
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[illegible][illegible][illegible][illegible][illegible][illegible]

12/09/2010	30 ACTUAL	193.2	9.4	3	771	\$87.97	\$ 0.00	12/28/2010	\$ 0.00	\$ 0.00	\$287.24
Total											

DATE	DESCRIPTION	AMOUNT	BALANCE	CHECK NO.	DATE	AMOUNT	BALANCE	CHECK NO.
09/14/2010	25 PCTUAL	176.9	\$311.31	104	09/14/2010	\$72.00	\$239.31	104
09/14/2010	25 PCTUAL	176.9	\$408.21	105	09/14/2010	\$72.00	\$166.21	105
09/14/2010	25 PCTUAL	176.9	\$585.11	106	09/14/2010	\$72.00	\$94.21	106
09/14/2010	25 PCTUAL	176.9	\$762.01	107	09/14/2010	\$72.00	\$22.21	107
09/14/2010	25 PCTUAL	176.9	\$938.91	108	09/14/2010	\$72.00	\$-50.29	108
09/14/2010	25 PCTUAL	176.9	\$1115.81	109	09/14/2010	\$72.00	\$-122.29	109
09/14/2010	25 PCTUAL	176.9	\$1292.71	110	09/14/2010	\$72.00	\$-194.29	110
09/14/2010	25 PCTUAL	176.9	\$1469.61	111	09/14/2010	\$72.00	\$-266.29	111
09/14/2010	25 PCTUAL	176.9	\$1646.51	112	09/14/2010	\$72.00	\$-338.29	112
09/14/2010	25 PCTUAL	176.9	\$1823.41	113	09/14/2010	\$72.00	\$-410.29	113
09/14/2010	25 PCTUAL	176.9	\$1999.31	114	09/14/2010	\$72.00	\$-482.29	114
09/14/2010	25 PCTUAL	176.9	\$2176.21	115	09/14/2010	\$72.00	\$-554.29	115
09/14/2010	25 PCTUAL	176.9	\$2353.11	116	09/14/2010	\$72.00	\$-626.29	116
09/14/2010	25 PCTUAL	176.9	\$2530.01	117	09/14/2010	\$72.00	\$-698.29	117
09/14/2010	25 PCTUAL	176.9	\$2706.91	118	09/14/2010	\$72.00	\$-770.29	118
09/14/2010	25 PCTUAL	176.9	\$2883.81	119	09/14/2010	\$72.00	\$-842.29	119
09/14/2010	25 PCTUAL	176.9	\$3060.71	120	09/14/2010	\$72.00	\$-914.29	120
09/14/2010	25 PCTUAL	176.9	\$3237.61	121	09/14/2010	\$72.00	\$-986.29	121
09/14/2010	25 PCTUAL	176.9	\$3414.51	122	09/14/2010	\$72.00	\$-1058.29	122
09/14/2010	25 PCTUAL	176.9	\$3591.41	123	09/14/2010	\$72.00	\$-1130.29	123
09/14/2010	25 PCTUAL	176.9	\$3768.31	124	09/14/2010	\$72.00	\$-1202.29	124
09/14/2010	25 PCTUAL	176.9	\$3945.21	125	09/14/2010	\$72.00	\$-1274.29	125
09/14/2010	25 PCTUAL	176.9	\$4122.11	126	09/14/2010	\$72.00	\$-1346.29	126
09/14/2010	25 PCTUAL	176.9	\$4299.01	127	09/14/2010	\$72.00	\$-1418.29	127
09/14/2010	25 PCTUAL	176.9	\$4475.91	128	09/14/2010	\$72.00	\$-1490.29	128
09/14/2010	25 PCTUAL	176.9	\$4652.81	129	09/14/2010	\$72.00	\$-1562.29	129
09/14/2010	25 PCTUAL	176.9	\$4829.71	130	09/14/2010	\$72.00	\$-1634.29	130
09/14/2010	25 PCTUAL	176.9	\$5006.61	131	09/14/2010	\$72.00	\$-1706.29	131
09/14/2010	25 PCTUAL	176.9	\$5183.51	132	09/14/2010	\$72.00	\$-1778.29	132
09/14/2010	25 PCTUAL	176.9	\$5360.41	133	09/14/2010	\$72.00	\$-1850.29	133
09/14/2010	25 PCTUAL	176.9	\$5537.31	134	09/14/2010	\$72.00	\$-1922.29	134
09/14/2010	25 PCTUAL	176.9	\$5714.21	135	09/14/2010	\$72.00	\$-1994.29	135
09/14/2010	25 PCTUAL	176.9	\$5891.11	136	09/14/2010	\$72.00	\$-2066.29	136
09/14/2010	25 PCTUAL	176.9	\$6068.01	137	09/14/2010	\$72.00	\$-2138.29	137
09/14/2010	25 PCTUAL	176.9	\$6244.91					

					P/P	
07/15/2010	31 SYSTEMS*	173.6	1.7	-1	\$21.58	\$0.00
09/04/2010					\$0.00	\$0.00
07/18/2010					\$144.00	\$115.58

72806

[illegible][illegible]

DATE	DESCRIPTION	AMOUNT	BALANCE
01/18/2010	36 SYSTEMS	140.95	140.95
01/18/2010	36 SYSTEMS	140.95	281.90
01/18/2010	36 SYSTEMS	140.95	422.85
01/18/2010	36 SYSTEMS	140.95	563.80
01/18/2010	36 SYSTEMS	140.95	704.75
01/18/2010	36 SYSTEMS	140.95	845.70
01/18/2010	36 SYSTEMS	140.95	986.65
01/18/2010	36 SYSTEMS	140.95	1127.60
01/18/2010	36 SYSTEMS	140.95	1268.55
01/18/2010	36 SYSTEMS	140.95	1409.50
01/18/2010	36 SYSTEMS	140.95	1550.45
01/18/2010	36 SYSTEMS	140.95	1691.40
01/18/2010	36 SYSTEMS	140.95	1832.35
01/18/2010	36 SYSTEMS	140.95	1973.30
01/18/2010	36 SYSTEMS	140.95	2114.25
01/18/2010	36 SYSTEMS	140.95	2255.20
01/18/2010	36 SYSTEMS	140.95	2396.15
01/18/2010	36 SYSTEMS	140.95	2537.10
01/18/2010	36 SYSTEMS	140.95	2678.05
01/18/2010	36 SYSTEMS	140.95	2819.00
01/18/2010	36 SYSTEMS	140.95	2959.95
01/18/2010	36 SYSTEMS	140.95	3100.90
01/18/2010	36 SYSTEMS	140.95	3241.85
01/18/2010	36 SYSTEMS	140.95	3382.80
01/18/2010	36 SYSTEMS	140.95	3523.75
01/18/2010	36 SYSTEMS	140.95	3664.70
01/18/2010	36 SYSTEMS	140.95	3805.65
01/18/2010	36 SYSTEMS	140.95	3946.60
01/18/2010	36 SYSTEMS	140.95	4087.55
01/18/2010	36 SYSTEMS	140.95	4228.50
01/18/2010	36 SYSTEMS	140.95	4369.45
01/18/2010	36 SYSTEMS	140.95	4510.40
01/18/2010	36 SYSTEMS	140.95	4651.35
01/18/2010	36 SYSTEMS	140.95	4792.30
01/18/2010	36 SYSTEMS	140.95	4933.25
01/18/2010	36 SYSTEMS	140.95	5074.20
01/18/2010	36 SYSTEMS	140.95	5215.15
01/18/2010	36 SYSTEMS	140.95	5356.10
01/18/2010	36 SYSTEMS	140.95	5497.05
01/18/2010	36 SYSTEMS	140.95	5638.00
01/18/2010	36 SYSTEMS	140.95	5778.95
01/18/2010	36 SYSTEMS	140.95	5919.90
01/18/2010	36 SYSTEMS	140.95	6060.85
01/18/2010	36 SYSTEMS	140.95	6201.80
01/18/2010	36 SYSTEMS	140.95	6342.75
01/18/2010	36 SYSTEMS	140.95	6483.70
01/18/2010	36 SYSTEMS	140.95	6624.65
01/18/2010	36 SYSTEMS	140.95	6765.60
01/18/2010	36 SYSTEMS	140.95	6906.55
01/18/2010	36 SYSTEMS	140.95	7047.50
01/18/2010	36 SYSTEMS	140.95	7188.45
01/18/2010	36 SYSTEMS	140.95	7329.40
01/18/2010	36 SYSTEMS	140.95	7470.35
01/18/2010	36 SYSTEMS	140.95	7611.30
01/18/2010	36 SYSTEMS	140.95	7752.25
01/18/2010	36 SYSTEMS	140.95	7893.20
01/18/2010	36 SYSTEMS	140.95	8034.15
01/18/2010	36 SYSTEMS	140.95	8175.10
01/18/2010	36 SYSTEMS	140.95	8316.05
01/18/2010	36 SYSTEMS	140.95	8457.00
01/18/2010	36 SYSTEMS	140.95	8597.95
01/18/2010	36 SYSTEMS	140.95	8738.90
01/18/2010	36 SYSTEMS	140.95	8879.85
01/18/2010	36 SYSTEMS	140.95	9020.80
01/18/2010	36 SYSTEMS	140.95	9161.75
01/18/2010	36 SYSTEMS	140.95	9302.70
01/18/2010	36 SYSTEMS	140.95	9443.65
01/18/2010	36 SYSTEMS	140.95	9584.60
01/18/2010	36 SYSTEMS	140.95	9725.55
01/18/2010	36 SYSTEMS	140.95	9866.

[illegible][illegible][illegible]

21/1/72
11/5/72
4/6/72
10/6/72
20/6/72
28/6/72

Copy added to inventory 7.10.10

Statement of Account

There is no expansion below for $xT=0$

Name	TANDY, GWENDOLYN C
Address	1438 SUNZER AVE

Account Number ~~1404~~
Meter Number 13825215

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

DETAILS

DETAILS																	
READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT DUE	ACCT BALANCE	TOTAL PLAN AMT DUE
11/09/2011	0			.0	.0	0	\$0.00	\$0.00	\$0.00	\$0.00			XT-JTG		\$0.00	\$0.00	\$0.00
TOTALS																	
				USAGE:		72.6	TAXES:	\$7.43	PAYMENTS:		\$586.10	LATE PAYMENT CHARGES:			\$83.61		
				DEGREE DAYS:		5616	BILL AMOUNTS:	\$689.28	ADJUSTMENTS:		\$438.28						

[illegible]

INT - INTEREST,

Transaction Nov 9, 2011 \$282.26

transaction Nov 9, 2011 \$282.24

2 Nov 9, 2011	4630
2 Nov 9, 2011	330

3 NOV 9 2015

11 Nov 9
9 Nov 9, 201

Dec 61	Apr 61
57.4	57.4
17.1	17.1

11-88-1

330

\$438.28 adj
 565.10 payments
\$1,003.38
 669.24
\$333.92 credit

zero bal
57.44 \$307.50 Bal
117.10
88.00
32.2

৬২

3

3417.00 March 17 10 29
 72.00 April 4
 72.00 May 12
 72.00 June 12
 144.00 July
 37.00
 72.00 Aug 18, 2010
 99.00 paid
 607.49 Dec 2010 owed
 291.51

417.00 - 72.00 = 345.00 HEPP CO
 72.00 4-10
 72.00 5-7
 72.00 5-7-10
 32.13
 30.99
 33.62
 31.51 10-12-2010
 607.49 owed
 59.59 Nov 9, 10
 87.97 Dec
 87.54 Brocker
 43

607.40
 158.20 Jan 11, 2011 owed
 -341.2 Paid 1-7-11
 512.30
 +57.40 Feb 9-11
 180.48
 141.00 2-7-11
 38.48
 108.64 owed 3-10-11
 4147.14
 -43.00
 104.14
 104.89 April 11 SUM
 860.3
 4300 April 11
 143.03
 +59.06 MAY Estimated
 202.09 GAS Cut Off
 4300
 4759.89 owed
 151.85 pay July 11
 4300
 488.44 owed
 11.00 Conts 2011 paid

6282.24
 76.50
 3.97
 6332.73 Credit
 33.00
 1.52
 6367.25
 51.44
 58.00
 476.69 Credit
 57.44 owed
 439.25
 117.10
 302.15
 88.00 Jan 6, 2012
 390.00

Nov 9-11
 Dec

Jan 2012 10, 215.07
* Active account

1454

DOMINION EAST OHIO
Statement of Account
New Account #
Account Number 1494
Meter Number 13825215

For Questions Call (800) 362-7557
Hearing Impaired Customers Call TDD (800) 633-8803

Name TANDY GWENDOLYN C
Address 1439 SULZER AVE

DETAILS

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE CHRG	PMT AMOUNT	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	12/28/2012	\$7.16	\$0.00	\$0.00	12/12/2012	\$0.00	\$0.00	\$0.00	\$597.81
12/06/2012	31	ACTUAL	319.8	9.7	2	728	\$30.15	1								\$597.81
0	0		.0	.0	0	\$0.00	\$2.11									\$0.00
11/05/2012	31	ACTUAL	313.1	4.1	1	471	\$26.85	3								\$515.92
0	0		.0	.0	0	\$0.00	\$1.16									\$0.00
11/06/2012	0		.0	.0	0	\$0.00	\$0.00									\$0.00
10/09/2012	29	ACTUAL	309.0	1.5	1	167	\$23.65	4								\$486.98
0	0		.0	.0	0	\$0.00	\$3.38									\$0.00
09/06/2012	30	ACTUAL	307.5	1.8	1	1	\$23.78	5								\$459.86
0	0		.0	.0	0	\$0.00	\$4.46									\$0.00
08/07/2012	29	ACTUAL	305.9	1.4	0	0	\$23.06	0								\$454.31
0	0		.0	.0	0	\$0.00	\$3.37									\$0.00
07/09/2012	32	ACTUAL	304.5	1.7	1	3	\$24.28	7								\$481.15
0	0		.0	.0	0	\$0.00	\$4.40									\$0.00
06/07/2012	30	ACTUAL	302.8	1.7	1	116	\$24.29	8								\$477.58
0	0		.0	.0	0	\$0.00	\$3.35									\$0.00
05/06/2012	29	ACTUAL	301.1	4.2	1	364	\$27.63	9								\$475.84
0	0		.0	.0	0	\$0.00	\$1.91									\$0.00
04/09/2012	32	ACTUAL	299.5	4.9	2	424	\$27.97	10								\$464.23
0	0		.0	.0	0	\$0.00	\$1.31									\$0.00
03/06/2012	29	ACTUAL	292.0	11.8	4	982	\$81.92	11								\$448.08
02/09/2012	30	ACTUAL	290.4	13.0	4	965	\$82.29									\$390.48
01/06/2012	34	ACTUAL	287.4	14.1	4	909	\$102.44									\$293.59
12/06/2011	27	ACTUAL	283.3	6.1	2	828	\$67.44									\$307.59
11/09/2011	0	ACTUAL	247.2	.0	.0	0	\$0.00									\$0.00
11/09/2011	0		.0	.0	0	\$0.00	\$0.00									\$0.00
11/09/2011	0		.0	.0	0	\$0.00	\$0.00									\$0.00
11/09/2011	0		.0	.0	0	\$0.00	\$0.00									\$0.00

Usage should go down in March 8, 2012 \$81.92 out of 12 months for mths over

\$3000

92.39

102.44

57.44

Feb

Sun

Dec 2011

81