

FILE



Public Utilities
Commission

RECEIVED

Oct 24, 2014

OCT 27 2014

Case Number

22

DOCKETING DIVISION
Public Utilities Commission of Ohio

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

14-795-GA-CSS

Formal Complaint Form

Gwendolyn Tandy

Customer Name (Please Print)

1439 Sulzer Ave.

Customer Address

Euclid, Ohio 44132

City State Zip

Against

1500060528354

Account Number

Customer Service Address (if different from above)

Dominion E. Oh. Gas

Utility Company Name

City

State Zip

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

Why is it that every time I have a dispute with Dominion E. Ohio Gas there solution is to change my account number I've had the same address, since I opened this account June 2006. Presently I'm disputing Feb 12, 2014 Final Debt of \$605.98

Customer Telephone Number

Gwendolyn Tandy

I'm also requesting my Gas Service not be disconnect until the PUCO has reviewed the evidence

I'm disputing the \$796.94 Bal
May - Nov - Disconnection
\$64.30 Credit

In 2013 I April 26, 2013 Service Disconnected
paid \$588.44 \$75.00 See Dep Credit
owed -383.70 46.00 4-24-13
\$204.74 CR. 121.00 paid

30.00 Paid May
70.00 paid June
42.76 " July

\$263.76

175.00 to reconnect paid 11-27-13
\$438.76 \$2200 S.D 3000 reconnect

owed \$81.00
1-13-14 \$112.03 27.00 2-18-14 \$54.00 CR
2-12-14 111.70 27.00 81.03
858.05 3-13-14 115.82 27.00 111.75 3/3/14
338.95 224 Not late 196.78
4-11-14 86.82 6.35 " " 27.00 See Dep
425.79 7.09 " " 88.22

5 service 43.93
5 off 37.07
828.10 7-11-14 35.44
\$72.51

350.00 CR 2 43.96
340.00 7/11/14 6.25 Not late
\$690.00 67.30 6-27-14
7.09 Not late
\$724.60
215.44
340.00

May 31, 2011
May 31, 14
Sept 24, 14

- Demand for \$613.00
to restore

\$65.65 Paid Sept. 4, 2013
Aplied for Fuel Fund Sept 1, 2013
Grant of \$300.00

Notinise letter unoccupied Sept 23, 13
At this time 1441 Sulzer Ave, is

and has been unoccupied
sence Feb 2013, there was

no legal reason for the Department
of Development to Block my

Fuel Fund Grant of \$300.00. Since
then 65.65 9-4-13
175.00 Oct 21, 13

Add 2013
Aug - Sept 2014

2

→ April
4-11-14 bal \$162.13
28.50 GAS usage
\$58.32 - Volunteer (Eng)
Broker ?)

\$2700 Credit
8832 Credit paid
115.22

\$277.35
- 115.22
162.13
- 2.44 Not Late

total account Balance > \$159.69

May 12, 2014 \$159.69
Constellation
- 2 cell usage
1703
43.93

159.69
+ 43.93
203.62
- 53.92 Paid 62.14
\$149.70
+ 37.07
\$186.77

June \$37.07

July \$35.44

Aug
Sept
Oct 2014

186.77
- 67.30
69.47 Bal
35.44 7-11-14
\$34.03 Total Ac Bal.

1

New account number Jan 13, 2014
15000 60528 356

On Dec 11, 2013 the balance

~~\$135.17~~ from May 2013 was ~~\$135.27~~. Dom has
~~\$858.05~~ - impossible March 2014

~~\$112.03~~ January 13, 2014
~~247.20~~ L-B-14 ~~\$112.03~~
~~1244~~

Bal.
\$135.17
27.00 Sec. Dep. Charge
~~27.00~~ " " "

→ Feb 12, 2014
2-12-14

135.17 Final Debit
~~27.00~~
~~162.17~~
~~27.00~~
\$189.17

~~\$111.70~~
~~247.20~~
~~358.90~~
~~196.73~~
~~162.17~~

The \$605.98 Final Debit = Theft + Fraud
189.17

2-18-14 \$54.00 Credit
2-18-14 31.03
~~111.70~~
\$196.73

New Balance Feb 18, 2014 = \$162.17

I believe Dominion Bal of \$858.05
is, because the PUCD never sanction
them for the other theft amounts.

And its retaliation for my PUCD complaints

GWENDOLYN C TANDY

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

Due \$35.89 \$736 Net late fee
\$64.30 Page 3 of 4

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 0.99 5.00 CR
Payment on Jan 7, 2013 - Thank You 26.65 CR
Gross Receipts Tax Credit (4.6044%) 0.01 CR
AMR Rider Refund 31 CR
Subtotal 490.64 200
Late Payment Charge No Date Not late 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

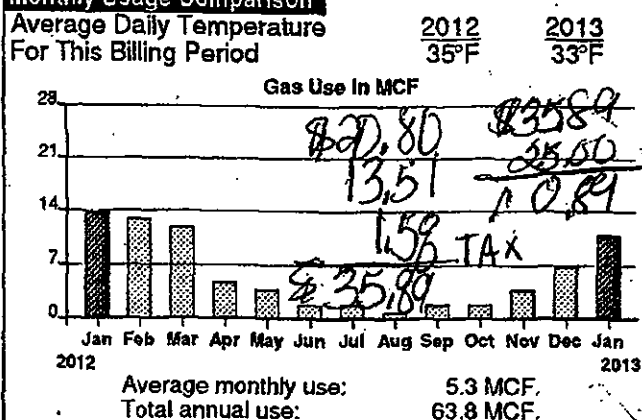
Standard Choice Offer (SCO) Theft & Fraud Dispute
Gas Cost 11.4 MCF @ \$4.296 \$48.97 300
Sales Tax 3.80
Total HESS CORPORATION Charges \$52.77 200

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 \$612.00 200

HESS \$52.77 Dispute
\$1,000 worth of Infrastructure
Bal \$546.51

Monthly Usage Comparison



Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Jan 9, 2013	13825215	Actual	331.2	
Dec 6, 2012		Actual	319.8	11.4

MCF Used in 34 Days

1.99 Refund
\$56.65
82
\$56.97
25.00 Dispute
7.36 Dispute
\$89.33 Credit \$25.00

HESS \$52.77
\$64.30 2-1-13
\$7.12 3-1-13
25.00
156.42
-88.66

\$25.00 Depos + CL
5.00 late
26.65 00
\$56.65 Credit Back
- 35.89 Total Dom.
20.76
+ 1.99

\$35.89
\$20.80 1-1-13
7.36 Not
\$34.01
25.00
59.01

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

\$22.75 Credit as of January
Dom. add an additional \$25.00 Security Deposit
on Jan 10, 2013 and a 736 late fee
payment was received Jan 7, 2013

ENDOLYN C TANDY

439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 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.

3-11-13 \$67.12 Paid

\$67.12 3/11/2013 Paid

Credits And Charges Since Your Last Bill

\$107.93 Paid

Balance from last bill \$612.00
Late Payment Charge 8.81
Security Deposit Installment 25.00
Gross Receipts Tax (4.6044%) .41
Balance \$646.22

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

Sales Tax

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

Dominion

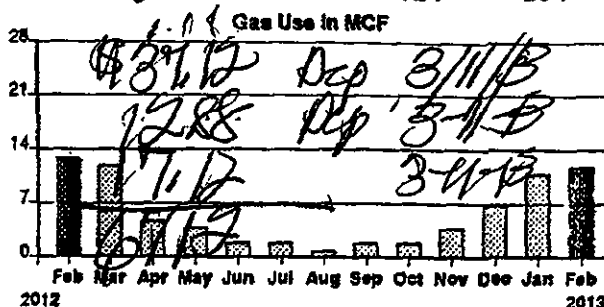
Page 2 of 3

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	Read type	Reading	Difference
Meter Number	13825215		
Feb 8, 2013	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

\$67.12 Paid

25.00 Unwarranted

881 Not late

101.12

GW ENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

March 14, 2013 \$37.12 3/11/13

12.88

17.12

\$67.12

4/24/13 \$46.39 paid
GWENDOLYN C TANDY \$36.00

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 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.



Dominion

Page 3 of 4

Noting

Credits And Charges Since Your Last Bill

Balance from last bill \$736.17
Payment on Mar 11, 2013 - Deposit \$67.12 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 \$77.18 CR 10.04
Gross Receipts Tax (4.6044%) .46
Balance \$679.55

Current Charges

Dominion East Ohio Distribution Charges

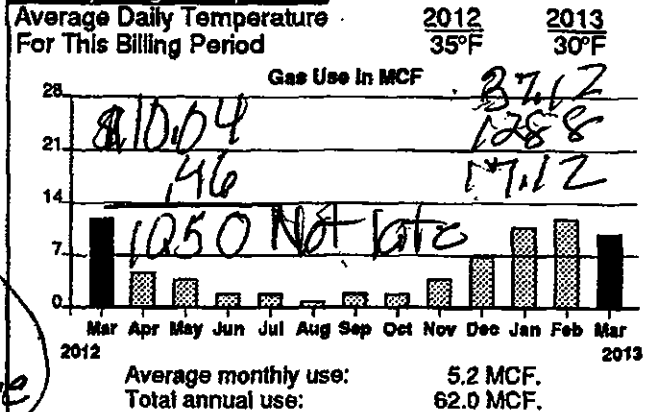
Basic Service Charge \$20.80
Usage-Based Charges 14.00
10.4 MCF @ \$1.3461 1.60
Gross Receipts Tax (4.6044%) \$36.40 due
Total Dominion East Ohio Charges
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

Hess Corporation Charges - usage

Standard Choice Offer (SCO) \$39.79
Gas Cost 10.4 MCF @ \$3.826 3.08
Sales Tax \$42.87
Total HESS CORPORATION Charges Dispute \$79.27
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 \$758.82
Total Account Balance

Dom wants \$98.17 by 4/19/13
= 46.39
32.88

Monthly Usage Comparison



Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Mar 11, 2013	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 Dom inflated my balance to get a larger amount from Dept of Develop
Doesn't anyone at the PUCO 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

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



Dominion

Page 2 of 3

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

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

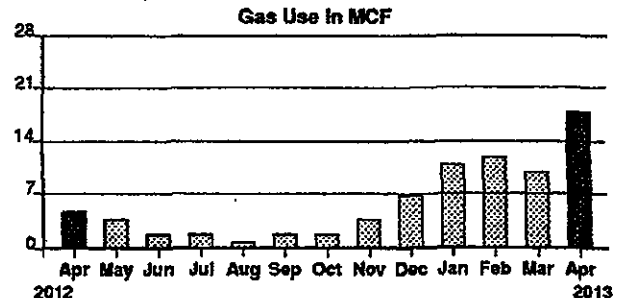
For questions about gas supply costs, contact
CONSTELLATION ENERGY GAS CHOICE, INC at
1-888-898-4323 or 100 South 4th Street Martins Ferry,
Ohio 43935 Ohio Commercial Marketing or
www.mxenergy.com.

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
---	--------------	--------------



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	.6
MCF Used in 4 Days			.6

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

01150004953140480000000000000000000079862

GWENDOLYN C TANDY

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 *\$350.00 Credit* \$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 *\$85.00 paid 2-18-14* \$85.03

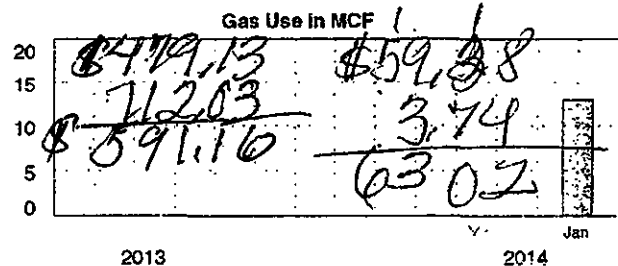
Total Account Balance *where did this* \$112.03

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

unwarranted \$27.00 Sec Dep
22.01
49.01
59.28
108.29

Monthly Usage Comparison

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



Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Jan 10, 2014	Actual	384.5	
Dec 9, 2013	Actual	372.0	12.5
MCF Used in 32 Days		12.5	

479. \$27.00
27.00
\$85.03
\$112.03

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

04

000014080

I=1011



14080 1 AV 0.357

GWENDOLYN C TANDY

1439 SULZER AVE

EUCLID OH 44132-2725

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.



DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

0115000605283560000000008503000000112032

Jan \$27.00
 Feb 27.00
 \$154.00
27.00
 March 81.00

\$54.00 CR 2/18/14
31.03
85.03
 111.70 2/3/14
196.73
 27.00

\$54.28 Jan
 84.77 Feb
 30.11 March
\$174.16
 26.82 April
4393 May

196.73
174.16
 \$22.57 Credit
 27.00
88.28
 137.35
 21.55 Net late 4/11/14
 1.28
1.22
 43.96
23.675
 \$194.11

\$174.16
 370.7 June
6682
 3544 July
20226

4.97 6-11-14
 43.96 6/2/14
6930 6-27-14
 \$31004
192.26
 \$117.78 Credit

\$318.64
202.26
 107.78

New ACCOUNT # 12-13-13 8479.18
WENDOLYN C TANDY

439 SULZER AVE
EUCALID OH 44132-2725

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

Page 1

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 -190.73 2/18/14
Gross Receipts Tax (4.6044%) 0.06
Balance 382.40 \$746.35

Current Charges

General Sales Service Rate 27.00
See last page for important message
Standard Service Offer (SSO) 355.45
Basic Service Charge 85.00 \$22.01
Gas Usage Charges 31.03
15.9 MCF @ \$5.3314 85.03
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 3-3-11 84.77 Paid
Total Account Balance This is plan theft \$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.

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

04

000010187

I=1011

10187 1 AV 0.378

WENDOLYN C TANDY
1439 SULZER AVE
EUCALID 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

0115000605283560000000011170000000331939

WENDOLYN C TANDY

439 SULZER AVE

UCLID OH 44132-2725

Account Number Date Prepared

5000 6052 8356 March 13, 2014

Next Meter Reading

04/09 - 04/14/2014

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	\$858.05
Payment on Feb 18, 2014 - Deposit	54.00 CR
Payment on Feb 18, 2014 - Thank You	31.03 CR
Payment on Mar 3, 2014 - Thank You	→ 111.70 CR
Subtotal	661.32
Late Payment Charge	1.22
Security Deposit Installment	27.00
Gross Receipts Tax (4.6044%)	0.06
Balance	\$689.60

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$22.01
Usage-Based Charges	
12.8 MCF @ \$5.289 - 53¢	→ 6.77
Gross Receipts Tax (4.6044%)	1.33
Total Dominion East Ohio Charges	\$30.11

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

Volunteer Energy Services Charges

(See last page for important message)

Standard Choice Offer (SCO)

Gas Cost 12.8 McF @ \$6.157

Sales Tax

Total VOLUNTEER ENERGY SERVICES Charges

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

\$115.22

Total Account Balance

\$804.82

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

April \$173.64 Last 4 digits Acc# 8356

I still don't have an explanation for A \$532.72 XFUTG 2009

March 28, 2014 \$88.22 Paid 3-28-14

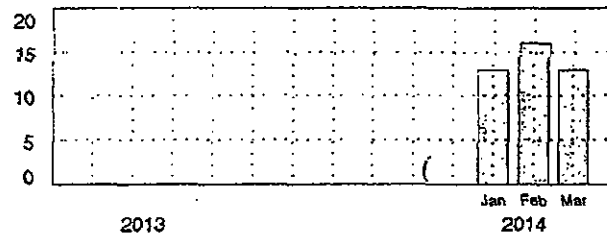
27.00
\$115.22

\$30.11 usage
85.11
115.22

Monthly Usage Comparison

Average Daily Temperature	2013	2014
For This Billing Period		25°F

Gas Use in MCF



Avg Monthly Use: 13.7 MCF.
Total Annual Use: 41.2 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Mar 12, 2014	Actual	413.2	
Feb 11, 2014	Actual	400.4	12.8
MCF Used in 29 Days			12.8

\$44.00 Supply

11.03

19.67

30.70

203.73

54.00
31.03
85.03

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 6052 8356
Date Prepared April 11, 2014
Cycle 04

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

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.	

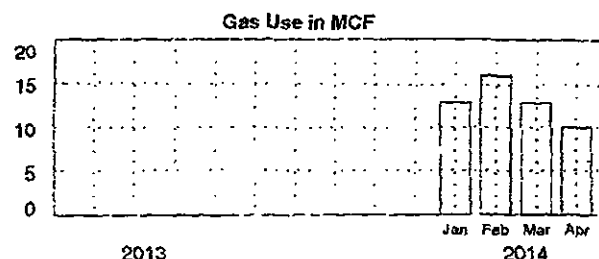
\$



Dominion

Monthly Usage Comparison

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



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			9.9

Handwritten calculations:
 \$377.72 Total Current
 + \$86.82 owed April
 \$464.54
 28.50
 58.32
 86.82

Handwritten note:
 How can the transportation be more than the usage
 Dominion Basic Service and usage \$28.50
 Volunteer Energy Service transport 58.32
 \$86.82

Credits and Charges Since Your Last Bill

Balance from Last Bill **\$43.96 6/2/14** \$778.97
 Late Payment Charge 4.97
 Gross Receipts Tax (4.6044%) 0.23
Balance \$784.17

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge \$23.58
 Usage-Based Charges
 3.5 MCF @ \$.5285 1.85
 Gross Receipts Tax (4.6044%) 1.17
Total Dominion East Ohio Charges \$26.60

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

Constellation Gov Agg, Euclid Charges

Gas Cost 3.5 McF @ \$4.585 \$16.05
 Sales Tax 1.28
Total CONSTELLATION GOV AGG, EUCLID \$17.33

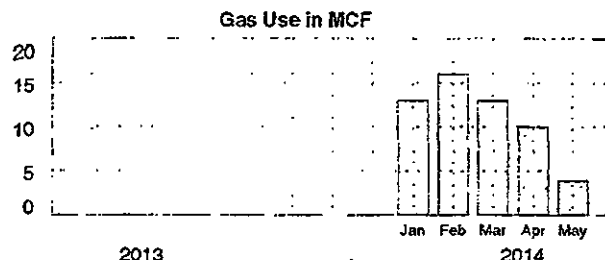
For questions about gas supply costs, contact CONSTELLATION GOV AGG, EUCLID at 1-888-898-4323.

Total Current Charges \$43.93 6/2/14
Total Account Balance \$828.10

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

Monthly Usage Comparison

Average Daily Temperature **2013** **2014**
 For This Billing Period 53°F



Avg Monthly Use: 10.9 MCF.
 Total Annual Use: 54.6 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
May 9, 2014	Actual	426.6	
Apr 10, 2014	Actual	423.1	3.5
MCF Used in 29 Days			3.5

LEASE PAY Plan Amount of \$460.56 by May 28, 2014 to Avoid Late Payment Charge of 1.5% per month.

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$331.57 by May 28, 2014, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call the number listed at the top this bill. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial

\$4.97
43.96
48.93 paid

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 6052 8356
Date Prepared June 11, 2014
Cycle 04

Next Meter Reading
07/09 - 07/14/2014

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



Dominion®

Page 3



Credits and Charges Since Your Last Bill

Balance from Last Bill	\$828.10
Payment on Jun 2, 2014 - Thank You	43.96 CR
Subtotal	784.14
Late Payment Charge	6.25
Gross Receipts Tax (4.6044%)	0.29
Balance	\$790.68

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$23.58
Usage-Based Charges	
2.3 MCF @ \$4.217	0.97
Gross Receipts Tax (4.6044%)	1.13
Total Dominion East Ohio Charges	\$25.68

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

Constellation Gov Agg, Euclid Charges

Gas Cost 2.3 McF @ \$4.585	\$10.55
Sales Tax	0.84
Total CONSTELLATION GOV AGG, EUCLID Charges	\$11.39

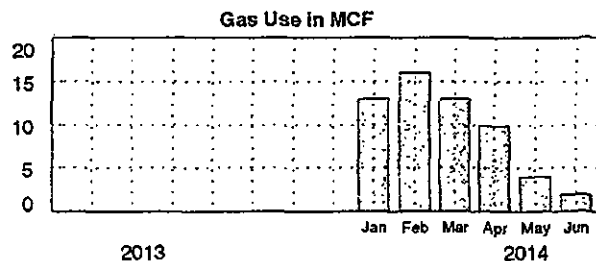
For questions about gas supply costs, contact CONSTELLATION GOV AGG, EUCLID at 1-888-898-4323.

Total Current Charges	\$37.07
Total Account Balance	\$827.75

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

Monthly Usage Comparison

Average Daily Temperature	2013	2014
For This Billing Period		63°F



Avg Monthly Use: 9.5 MCF.
Total Annual Use: 56.9 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Differen
Meter Number	13825215		
Jun 10, 2014	Actual	428.9	
May 9, 2014	Actual	426.6	
MCF Used in 32 Days			

June 27, 2014 \$67.36 Credit

WENDOLYN C TANDY *Owe*

\$35.44

\$107.78
35.44
\$72.33

439 SULZER AVE
EUCALID OH. 44132-2725

Account Number Date Prepared Next Meter Reading
5000 6052 8356 July 11, 2014 08/07 - 08/12/2014

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

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$827.75
Payment on Jun 27, 2014 - Thank You	67.30 CR
Subtotal	760.45
Late Payment Charge	7.09
Gross Receipts Tax (4.6044%)	0.33
Balance	\$767.87

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$23.58
Usage-Based Charges	
2.0 MCF @ \$4.200	0.84
Gross Receipts Tax (4.6044%)	1.12
Total Dominion East Ohio Charges	\$25.54

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

Constellation Gov Agg, Euclid Charges

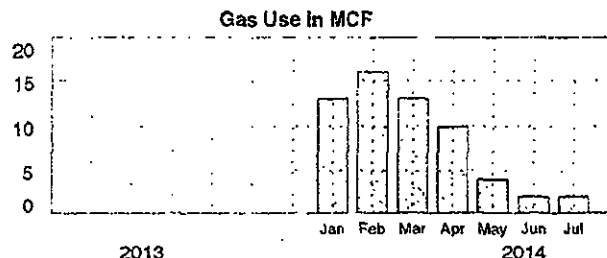
Gas Cost 2.0 McF @ \$4.585	\$9.17
Sales Tax	0.73
Total CONSTELLATION GOV AGG, EUCLID	\$9.90

For questions about gas supply costs, contact CONSTELLATION GOV AGG, EUCLID at 1-888-898-4323.

Total Current Charges	\$35.44
Total Account Balance	\$803.31

Monthly Usage Comparison

Average Daily Temperature	2013	2014
For This Billing Period		71°F



Avg Monthly Use: 8.4 MCF.
Total Annual Use: 58.9 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Jul 10, 2014	Actual	430.9	
Jun 10, 2014	Actual	428.9	2.0
MCF Used in 30 Days			2.0

\$30.32 Credit

THIS IS A SHUT OFF NOTICE

Your gas service could be shut-off at anytime for not paying the \$349.30 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$411.15 and your gas service can be shut off if this additional amount is not paid on or before Jul 29, 2014.

Finally, you owe \$42.86 in current charges since your last bill, which is due by Jul 29, 2014. 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

Account Number Date Prepared

1 5000 6052 8356 July 11, 2014

Next Meter Reading

08/07 - 08/12/2014

Cycle 04

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



Dominion

Page 1



Summary of Payment Due

Balance From Last Bill	760.45
Disconnect Amount Due Immediately	349.30
Disconnect Amount Due by Jul 29, 2014	411.15
Current Gas Amount	42.86
Total Payment Due	\$803.31

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

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE.

Your gas service could be shut off anytime for not paying \$349.30 disconnection amount as noticed on your last bill.

You owe an additional past due amount of \$411.15 and your gas service can be shut off if this additional amount is not paid on or before July 29, 2014.

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 \$74.00 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

Total Payment Due \$803.31 **Account No.** 1 5000 6052 8356

\$349.30	\$454.01	
Due Immediately	Account Balance Due Jul 29, 2014	Amount Enclosed

04

Bank Draft Saves You Time & Money

Our Bank Draft program saves you the time and expense of buying postage, writing a check, getting a money order, or standing in line. Visit www.dom.com, or call, us for an application.

000011542

I=0011



11542 1 AV 0.378
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

0115000605283560000000003544000000803313

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number Date Prepared Next Meter Reading
1 5000 6052 8356 August 11, 2014 09/08 - 09/11/2014

Cycle 04

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

Summary of Payment Due

Balance From Last Bill	803.31
Disconnect Amount Due Immediately	760.45
Disconnect Amount Due by Aug 27, 2014	42.86
Current Gas Amount	49.73
Total Payment Due	\$853.04

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

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE.

Your gas service could be shut off anytime for not paying \$760.45 disconnection amount as noticed on your last bill.

You owe an additional past due amount of \$42.86 and your gas service can be shut off if this additional amount is not paid on or before August 27, 2014.

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 \$76.00 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. It will be denied if you fail to pay the amount of a returned check, plus any fees. You can get a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. You can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your medical information to us.

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

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

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

Total Payment Due	\$853.04	Account No. 1 5000 6052 8356
\$760.45	\$92.59	
Due Immediately	Account Balance Due Aug 27, 2014	Amount Enclosed

UEX & PIPP Riders Change
Effective for bills rendered on or after July 14, 2014, the Uncollectible Expense (UEX) Rider will decrease from \$0.1683 to \$0.1113 per thousand cubic feet (MCF). The Percentage of Income Payment Plan (PIPP) Rider will increase from -\$0.2276 to \$0.0948 per MCF. For July, the average residential bill will increase by \$0.50. The Public Utilities Commission of Ohio approved these changes.

000015314

I=0111



15314 2 AV 0.378
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

0115000605283560000000003713000000853041

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number Date Prepared Next Meter Reading
1 5000 6052 8356 September 10, 2014 10/07 - 10/10/2014
Cycle 04



Dominion

Page 1

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

Summary of Payment Due

Balance From Last Bill	853.04
Disconnect Amount Due Immediately	803.31
Disconnect Amount Due by Sep 26, 2014	49.73
Current Gas Amount	50.66
Total Payment Due	\$903.70

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

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE.

Your gas service could be shut off anytime for not paying \$803.31 disconnection amount as noticed on your last bill.

You owe an additional past due amount of \$49.73 and your gas service can be shut off if this additional amount is not paid on or before September 26, 2014.

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 \$76.00 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. It will be denied if you fail to pay the amount of a returned check, plus any fees. You can get a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. You can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your medical information to us.

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

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

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

Total Payment Due **\$903.70** Account No. 1 5000 6052 8356

\$803.31

Due Immediately

\$100.39

Account Balance Due
Sep 26, 2014

Amount Enclosed

04

000015150

I=0111



15150 2 AV 0.378
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

0115000605283560000000003727000000903704