

FILE Date Feb 12, 2015

CC. State Representative
Mr. Kent Smith

15-0396-GA-CSS
Case Number



Public Utilities Commission

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

Formal Complaint Form

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician AN

Date Processed FEB 23 2015

Gwendolyn Landy
Customer Name (Please Print)

1439 Sulzer Ave
Customer Address

Euclid, Ohio 44132
City State Zip

Against

1500060528356
Account Number

Same As Above
Customer Service Address (if different from above)

Dominion East Ohio
Utility Company Name

City State Zip

I'm saying the disconnection would be illegal (Not to allow until 1
Please describe your complaint. (Attach additional sheets if necessary) PUCO offers A solution as)

Jan 12, 2015 shut off is illegal + harassment they are required
Balance from Dec 2014 \$1003.19 - Disputed its less than
A credit that consist of the following

Sept 14, 2006 - Accompany A Shut OFF Notice = Harassment
From Final-Debit \$430.00 This is A credit
Credit 273.00 " " " "

703.00
159.00 Fraud on theft
\$862.00 Credit

March 20, 2004
Sept 16, 2010

532.72 XF-UTC = Credit

688.01 Credit

282.26 XF-UTC = Credit

1-9-11 Total \$48200 credit

May 2011 Disconnection Violated my PIPP PLUS payment agreement
that states I have until my Anniversary Date 9-15-11 to make up any
PIPP PLUS payments.

Nov 9, 2011 I had A \$597.64 Credit

Dec 2011 \$117.00 Paid \$2,364.99 Credit

RECEIVED-DOCKETING DIV
2015 FEB 23 PM 3:38
PUCO



Public Utilities
Commission

Feb 18, 2015

Complaint for 2011 illegal Disconnection

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

150006052 8356

Account Number

Customer Service Address (if different from above)

Dominion East Ohio

Utility Company Name

City

State Zip

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

I'm request. That Dominion E. Ohio
not be allowed to disconnect my service
until The PUCO resolves this dispute
as they are required to do. And I'm
disputing the entire total balance of \$6205.23

Gwendolyn Tandy

Signature

(216) 322-2910

Customer Telephone Number

Excedence will follow

In the Mail 2/18/15

Jan 29, 2015

PUCO

180

Columbus OH

Dear Sir

This is A complaint
against Dominion East Ohio Gas Co,

For violating my PIPP account
E for example -

I applied for PIPP, because Even-
though, I paid my total current amounts
in full, Dominion and on time, Dom

would randomly add illegal charges for
I tried It was ~~very difficult~~
impossible

to keep my account current. Be-

cause, Dominion would randomly,

or when I had A zero balance

or A credit, they would ignore

the credit or seemed they would

turn it into A charge, with no

explanation; acct#, time period or address I

Example
Example

Sept
Oct + Dec 06

Ac # 15000-28331312 May 15, 2004

this account began

5-15-06
6-20-06 paid

\$159.00 deposit chr
159.00 paid 6-20-06

July - No usage

Aug no usage

New → Sept. 1500-29457379 \$25.91 tot current
\$430.00 Credit; No address
271.00 Credit on account #
\$701.00 Actual Credit

Sept 14, 06 \$159.00 This action stole
my \$159.00 deposit

And the \$701.00 Credit / 184.91 Paid 9-29-06
+ 159.00 / \$25.91 owed

\$860.00 Cr \$159.00 Credit

Oct 22.12 - Paid 10-20-06

\$736.88 Credit

Nov 86.59 - Paid 8/12/2006

Dec \$860.00 Credit

Dominion May 2006 - Dec 2006

5-16-06 Ac# 1500028331312

8-23-06 New account # 1500029457379

1 Account open 5-16-06 and a request for A deposit of \$159.00

2 letter confirming that the \$159.00 received

June 0 bal. no usage

July 0 bal. no usage

measured # Aug \$138.00 deposit requested (reversed)

Sept 14, 0 balance (past due)

From Final Debit - \$430.00 were?

From Final Credit 271.00 ac#3 address

this was the 3rd attempt - \$159.00 to steal \$159.00

If one can subtract A credit from a debit, would they both be credits

\$430. + 271.00 = \$701.00 credit plus A

159.00 refund

Sept \$259.91 - 9-29-06 \$184.91 paid

Oct 11, 2006 22.12 - 10-20-06 22.12

Nov 06 86.59 - Paid 11-27-06

Dec 06 108.22 \$184.91

\$271.50 \$242.84 86.59 429.50

159.00 Dep unwarranted

\$2430.50

- 242.84

\$197.16 Credit as of

\$271.50 - Paid 22.12

= 249.38

429.50 701.06

\$701.06.00 \$150.62

\$1,150.62 Jan 2007

The evidence is attached.

Dominion
207 E. 55th St
Cleveland, OH

1-26-15

Mr. Scott Miller

Dominion

This is A formal complaint
about your illegal behavior
that amounts to Fraud and theft!

First of All my application
for PIPP (percentage of income)

was approved on Aug³⁰ 2009

giving me A \$72.00 monthly PIPP
payment. I set up an automatic

payment, from my checking account

and All¹² the PIPP payment were

on time. And all the total current

amount fell below the \$72.00, except
Dec 2009, Jan, Feb + March of 2010
which left me with A credit

Need to complete
start Nov 2010
semi - May 2011
Disconnection - Violated PIPP Plus guidelines

What happen next on Nov 2010

amounts to theft and fraud

For example - PIPP plan Ended 8-30-10

1. No plan exist Sept or Oct 2010

2. Nov 1, 2010 PIPP (Percentage of Income

Convert to PIPP PLUS - I'm notified

by Dominion, I called The Department of Development, And said, "I thought

there department was the only

agency that decided PIPP & PIPP PLUS

payment, And I was told that was

correct

Oct 13, 2010 \$10817 balance illegal.

Because I have A credit of over \$2000.00

Oct 13, 2010 Accompanies A Shut of Notice

and A Demand of \$288.00 by 10-29-10

Number
OF PIPPS

PIPP (Percentage of Income) Started
Aug 30, 2009 / mth PIPP \$72.00 Set by the
Department of Development

		Owed	Paid	Credits	Paid
1.	8-18-09	\$23.03	- \$72.00 =	\$48.93	\$400.00
2.	9-18-09	29.03	- 72.00 =	42.00	72.00
3.	10-15-09	31.23	- 72.00 =	40.77	328.00
4.	11-1-09	47.25	- 72.00 =	24.75	72.00
5.	12-16-09	99.52	- 72.00 =	(27.52)	2560.0
6.	1-20-10	149.11	- 72.00 =	77.11	72.00
7.	2-16-10	128.51	- 72.00 =	56.51	184.00
8.	3-19-10	109.77	- 72.00 =	37.77	345.00
9.	4-16-10	47.52	- 72.00 =	24.48	\$529.00
10.	5-17-10	46.74	- 72.00 =	25.20	credit
11.	6-15-10	32.13	- 72.00 =	39.87	\$844.46 CR
12 th PIPP	7-19-10	31.93	- 72.00 =	40.07	PIPP Ends
Payment	8-12-10	30.99	- 72.00 =	41.01	No Plan Exist
	9-10	33.82	- 72.00 =	38.18	11 11 11
	10-10	31.51	- 72.00 =	40.49	11 11 11
1	11-1-10	60.32	- 43.00	17.32	Plan converts to PIPP
2	12-10				PLUS
3	1-11	158.20	- 43.00 =	115.20	CR
4	2-11	144.94	- 43.00 =	101.94	141.00
3-7-11	3-11	108.66	- 43.00 =	65.66	
3-7-11	4-11	81.89	- 43.00	38.89	Service Shut off And
4-7-11	5-11				All my credit disappear
5-5-11	6-11				that's theft and
9-20-11	7-11				4300 Fraud

10 The April 24, 2011 disconnect
11 Violated PIPP PLUS guidelines, That
12 State I have to my until my
Aniversary date of 9-15-11, to
make up any missed PIPP PLUS
monthly payment

last PIPP payment
end 8-30-10

Credit 1/2010 \$1,947.86

12 Aug No monthly payment plan
Sept 1, 2010 End PIPP Percentage of Income
Oct
Due \$43.00
43.00 1 Nov 1, 2010 PIPP converted to
PIPP PLUS \$43.00 mth payment
2 Dec 9, 2010 87.97
3 Jan 11, 2011 158.20 34.12
4 Feb 57.40 141.00
Mar 108.66 43.00
April 81.59 43.00
Service Shut off 43.00 5-5-11
151.55 7
Nov-9-11 \$282.26 XF-UTG 43.00 9-20-11
46.50 XF-UTG
3.97 Not late
\$ 332.73

Dec 6, 2011 57.44 - \$117.10-12-1-11

The April 2011 disconnection was
a violation of PIPP PLUS guidelines
that state I have until my
anniversary date of Nov 1, 2011
to make up any missed payments
This also deferred from my credit

WENDOLYN C TANDY

COPY 3

HE302

439 SULZER AVE
EUCLID OH 44132-2725

Account Number Date Prepared Next Meter Reading
I 5000 6052 8356 January 12, 2015 02/09 - 02/12/2015

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	\$1,003.19
Payment on Jan 12, 2015 - Thank You	50.00 CR
Subtotal	953.19
Late Payment Charge	14.30
Gross Receipts Tax (4.6044%)	0.66
Balance	\$968.15

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$23.58
Usage-Based Charges	
14.3 MCF @ \$5.398	7.72
Gross Receipts Tax (4.6044%)	1.44
Total Dominion East Ohio Charges	\$32.74

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

Constellation Gov Agg, Euclid Charges

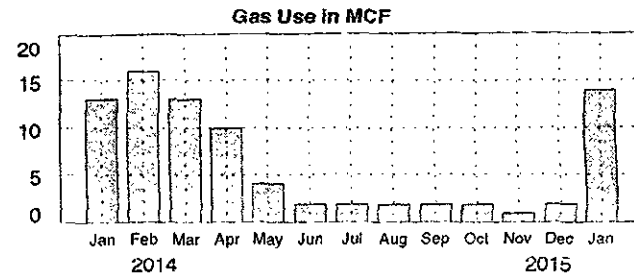
Gas Cost 14.3 McF @ \$4.55	\$65.07
Sales Tax	5.21
Total CONSTELLATION GOV AGG, EUCLID	\$70.28

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

Total Current Charges	\$103.02
Total Account Balance	\$1,071.17

Monthly Usage Comparison

Average Daily Temperature	2014	2015
For This Billing Period	26°F	32°F



Avg Monthly Use: 5.9 MCF.
Total Annual Use: 70.9 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Jan 9, 2015	Actual	455.4	
Dec 8, 2014	Actual	441.1	14.3
MCF Used in 32 Days			14.3

THIS IS A SHUT OFF NOTICE

Your gas service could be shut-off at anytime for not paying the \$900.99 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$52.20 and your gas service can be shut off if this additional amount is not paid on or before Jan 28, 2015.

Finally, you owe \$117.98 in current charges since your last bill, which is due by Jan 28, 2015. 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.

Summary of Payment Due

Balance From Last Bill	1,071.17
Disconnect Amount Due Immediately	953.19
Disconnect Amount Due by Feb 27, 2015	117.98
Current Gas Amount	134.06
Total Payment Due	\$1,205.23

**** 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 \$953.19 disconnection amount as noticed on your last bill.****You owe an additional past due amount of \$117.98 and your gas service can be shut off if this additional amount is not paid on or before February 27, 2015.**

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. 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	\$1,205.23	Account No.	1 5000 6052 8356
\$953.19	\$252.04		
Due Immediately	Account Balance Due Feb 27, 2015	Amount Enclosed	

04

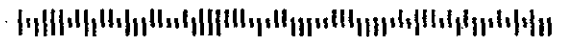
000010635 I=0011



10635 1 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 or write us at P.O. Box 5759, Cleveland, OH 44101-0759.



DOMINION EAST OHIO
 PO BOX 26785
 RICHMOND VA 23261-6785

0115000605283560000000011725000001205237

02B/001 024763/2888095 0010635 0022100 I=0011

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$1,071.17
Late Payment Charge	16.07
Gross Receipts Tax (4.6044%)	0.74
Balance	\$1,087.98

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$23.58
Usage-Based Charges	
16.9 MCF @ \$5.390	9.11
Gross Receipts Tax (4.6044%)	1.51
Total Dominion East Ohio Charges	\$34.20

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

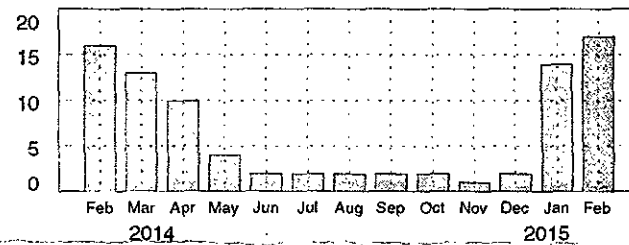
Constellation Gov Agg, Euclid Charges

Gas Cost 16.9 McF @ \$4.55	\$76.90
Sales Tax	6.15
Total CONSTELLATION GOV AGG, EUCLID	\$83.05
For questions about gas supply costs, contact CONSTELLATION GOV AGG, EUCLID at 1-888-898-4323.	
Total Current Charges	\$117.25
Total Account Balance	\$1,205.23

Monthly Usage Comparison

Average Daily Temperature	2014	2015
For This Billing Period	22°F	22°F

Gas Use in MCF



Avg Monthly Use: 6.0 MCF.
Total Annual Use: 71.9 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Feb 10, 2015	Actual	472.3	
Jan 9, 2015	Actual	455.4	16.9
MCF Used in 32 Days			16.9

THIS IS A SHUT OFF NOTICE

Your gas service could be shut-off at anytime for not paying the \$953.19 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$117.98 and your gas service can be shut off if this additional amount is not paid on or before Feb 27, 2015.

Finally, you owe \$134.06 in current charges since your last bill, which is due by Feb 27, 2015. 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.

Also Dominion has
created other illegal actions
besides stealing my payments
and credit. For example on
\$159.27 July 11, 2012 they had the
CBE group, A collection agency
contact me for \$159.27 (evidence

attach).

695.00 June 2013 CBE collect on my Credit Rep.
42.76 Sept 9, 2013 CBE group \$42.76
Nov 29, 2013 - Demand for and addition
April \$80.00 A month



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

07/11/12

Dear GWENDOLYN TANDY :

Here is your opportunity for a fresh start. Our client, DOMINION GAS, indicates that your balance of \$159.27 is past due. We can help you resolve your account through one of the easy payment options listed below.

- Option 1:** Include payment in the enclosed envelope with the remit portion below.
Option 2: Pay securely and confidentially online by check or credit card at www.paycbe.com. Your user ID is 01017046976 and your password is o7Ma%6Rm 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.
Option 3: Call us at (888)887-5430 to discuss paying with check by phone, credit/debit card or via convenient Western Union.

You now have the opportunity to pay this account in full or we may report the debt to one or more of the three national credit bureaus after the fortieth (40th) day from the date of this letter.

Unless you notify this office within thirty (30) days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within thirty (30) days after receiving this notice, that you dispute the validity of this debt or any portion thereof, this office will obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request this office in writing within thirty (30) days after receiving this notice, this office will provide you with the name and address of the original creditor if different from the current creditor. 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.

PLEASE DETACH AND RETURN LOWER PORTION WITH ENCLOSED ENVELOPE

29CDCBEG010050

017046976-28-001102
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"/> VISA	<input type="checkbox"/> MasterCard
ACCOUNT #: 1500050113532-01	DATE: 07/11/12	<input type="checkbox"/> American Express	<input type="checkbox"/> Discover
PLEASE PAY THIS AMOUNT: \$159.27		AMOUNT ENCLOSED:	

07/11/12 Reference Number: 0050 CS Number: 01-017046976

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.

01-017046976 - 0050 827196603



TANDY, GWENDOLYN C
1441 Sulzer Ave
Euclid OH 44132-2725

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

01 01704697628001102 0000000015927 071112 050 3



CALL: (888)887-5430

Debt, \$654.18

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

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.

PLEASE DETACH AND RETURN LOWER PORTION WITH ENCLOSED ENVELOPE

29CDCBEG010009

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"/> VISA <input type="checkbox"/> MasterCard
ACCOUNT #: 1500049531404-01	DATE: 09/08/13	<input type="checkbox"/> American Express <input type="checkbox"/> Discover
PLEASE PAY THIS AMOUNT: \$654.18	AMOUNT 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



TANDY, 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



Page 6 of 16

0097109597

Total Current plus \$80.00 is unreasonable

Dominion



November 29, 2013

000000886

I=0000



886 1 AT 0.381

GWENDOLYN C TANDY

1439 SULZER AVE

EUCLID OH 44132-2725

ACCOUNT NO:

1500049531404

New account number

SERVICE ADDRESS:

1439 SULZER AVE

EUCLID OH 44132-2725

Subject: Plan Agreement - Final Bill

Plan unwarranted \$80.00 + total current

Thank you for making a monthly payment arrangement for your closed account. To help you pay off your past-due balance, the plan amount will appear in the "Please Pay" section of your bill. You must pay the required amount in full by the due date.

By enrolling in the plan, you agree each month to pay Dominion East Ohio \$79.86 toward your past-due balance. If you want to enroll in a different payment plan, just call us.

If you do not make the required payment in full each month by the due date, Dominion East Ohio will turn the account over to a collection agency. Such action may affect your credit score.

If you would like to contact us about your agreement, please call (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,

Customer Service Center
Dominion East Ohio

Dec. pay \$80.00 +

00102 0058432739778 0000886 0000982 I=0000

Complaint for 2011 illegal Disconnection



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)

Gwendolyn Tandy

Against

1439 Sulzer Ave.

Customer Address

Euclid Ohio 44123

City

State

Zip

2009 Acct# 150002945-1379 / Nov 1, 2011

Account Number

Customer Service Address (if different from above)

Dominion East OH Gas Co.

Utility Company Name

City

State

Zip

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

Dominion East Ohio enrolled into PIPP PLUS monthly payment plan Nov 1, 2010. Then on Nov 10, 2010 they informed me that I owed \$199.27 or pay \$341.00. They never mention that I had a credit of over A \$5000.00. And that they violated PIPP PLUS Guidelines. when they shut my service off around April 15, 2011. And prevented me from receiving my 2nd year of PIPP PLUS at which time all my arrears or total account balance would be eliminated. The April 24, 2013 disconnection was also unwarranted. Because I had A credit evidence.

~~May~~
~~I~~ PIPP payment plan

(PIPP = Percentage of Income Plan)

Started 8-18-09. The monthly

payment was \$72.00 A month 10%
of my income at the time.

Ended July 19, 2010. The

payment history is attach!

Second there was no

payment Plan 8-12-10, 9-12-10

or Oct 10, 2010. On ^{Oct 10, 2010,} ~~that~~ I was

notified ^{by Dominion} that my PIPP payment

Plan, would convert to PIPP PLUS

^{Third}

I did not fill out and

application for PIPP PLUS. ^{Fourth} I did not

visit my local HBPP Office, and ^{five}

I did not reverify my income.

\$532.72 March 20, 09
400.00 Sept & Oct Paid
\$932.72

which all of the above are
required to stay in A PIPP and
PIPP PLUS monthly payment plan.

6th

The mere fact that they would
enroll me in a program that
I did not apply for is also illegal.

Also on March 20, 2009 Dominion
added A \$532.72 XF-UTG

transfer Debit. And since I've

been asking for a explanation
of XF-UTG for 5 years, to no avail

It must be A credit. And when

you add that to the \$400.00 payment
made ^{Oct 6,}

~~As of Aug 18, 2009~~ I had A \$932.72.

I owed ^{1yr} 864.00 Sept-July
Therefore by Sept 18, 2009 I had

already had more the 12 PIPP Plus payments

Even though I didn't apply for PIPP PLUS one of the benefits required is, that, each time you pay your PIPP PLUS payment on time the rest of that month's total current charges are forgiven. And after two years of on-time payments all of my total account balance would be eliminated.

However Dominion didn't calculate my credit and prevented me from reaching the 2 year plan, by ^{illegally} disconnecting my service April 24, 2011, even though all of the PIPP PLUS payments were made on-time.

total
current
~~fixed~~

Sept 16, 2010 \$33.62 Dominion
threaten to turn my service off
and demanded I pay \$216.00

Oct 13, 2010 total current was \$31.51

Dominion continual to state that
the \$47.00
I was still on PIPP, which ended

July 18, 2009 and demanded I pay
\$288.00
\$77.00

Nov 1, 2010 PIPP converted to
PIPP PLUS and Dominion total current
was \$59.59. They demanded I pay
A Graduate PIPP PLUS Plan amount
of \$341.00 by Nov 29, 2010. That
outrages. The ^{PIPP PLUS} plan just started Nov 1, 2010
And I had A credit of over \$1,000.00
I guess all these illegal threats was

supposed to make me forget that

However every claim I have made can be verified by the monthly statements and the Statement of accounts!

Lastly who in there right mind who apply for A program that can ^{more than} quadruple your total account balance,

April 15, 2011 was an illegal shut off because
 it had until Nov 2011 to make up PIPP PLUS
 payments.

8-18-09 PIPP percentage of Income
 10% of Income → Started Payment \$72.00 mth

	Owed	Paid	
8-18-09	\$23.03	Sept 25, 09	\$200.00 - 72.00
9-18-09	29.03	Oct 6, 09	200.00 - 72.00
10-15-09	31.23	Nov 17, 09	72.00 72.00
11-17-09	47.25		
12-16-09	99.52		
1-20-10	149.11		72.00
2-16-10	128.81		72.00
3-19-10	109.77	I didn't owe this Dept of Devel. Paid to Dominion	\$345.00 HEAP CR
4-18-10	47.52		72.00
5-17-10	46.74		72.00
6-15-10	32.13	No credits calculated	72.00
7-14-10	31.43		72.00
8-12-10	30.94	8-10 Anniversary	72.00

→ Aug 6, 2010 PIPP percentage of Income Ended
 No Plan Exist / Sept 12, 2010 \$38.82 - 72.00 = \$41.03
 Oct 31.51

Nov 1, 2010 PIPP Converted to PIPP PLUS
 \$43.00 PIPP PLUS monthly payment

Nov 9, 2010	\$59.59 - \$43.00 = \$16.59
Dec 9, 2010	\$7.97 - 43.00 = 41.97
Jan 12, 2011	158.20 34.12 + 14.00 = 475.12
Feb 10, 2011	144.94 - 43.00
March 1, 2011	108.66 43.00

April 15, 2011 Service Shut OFF. This
 prevented me from reaching my PIPP PLUS
 24 payments, to receive total plus
 Due For given

Aug 18, 2009		Dominion PIPP 2009 & 2010			
PIPP PLUS \$72.00		Percentage of Income		Owed	Paid
1-20-09	127.38	225.83	1-20-10	\$149.11	\$72.00 1-7-10
2-15-09	204.32	225.83	2-16-10	128.81	72.00 3-17-10
		I don't owe >		\$345.00 HEAP	
3-20-09	127.38	273.13	3-19-10	109.77	72.00 4-16-10
		555.56	4-16-10	47.51	72.00 5-17-10
		727.96	5-18-10	46.74	72.00 6-15-10
Trans for Debit		\$532.72?	6-15-10	32.13	72.00 6-17-10
			7-19-10	31.93	72.00 7-16-10
4-20-09	82.15	59.40	8-13-10	20.99	72.00 8-18-10
			Time for reverify Income		
5-20-09	34.18	127.38	8-30-10	I did not reverify!	
			Aug I have a \$133.49 CR		
June	28.10		9-18-10	\$33.62	
			10-13-10	31.51	
July 31	29.37		10-13-10 Shut OFF Notice		
Percentage OF Income			And Demand For \$288.00		
Aug 18	23.03	\$72.00	Nov 10	\$59.39	
			Nov 10, 2010 PIPP is		
Sept	29.03	200.00	9/25	converted to PIPP PLUS	
		72.00			
		128.00	I did not reverify		
Oct 15	34.27	72.00	Dec	87.97	
		56.00	Dec 10, 2010 \$1,063.42		
		200.00	1-2-11	\$158.20	\$294.00
		236.00	2 HEAP I don't owe	144.94	141.00
Nov 17	47.25	+72.00	3-11-11	108.66	43.00
		328.00	4-11-11	86.69	43.00
Dec 15	99.52	72.00	Dec \$222.42-Credit		
		\$250.00	Disconnection illegal because I was not given until my Nov 1, 2011		

$$\begin{array}{r} 14505 \\ 4500 \\ \hline 19005 \end{array}$$

$$\begin{array}{r} 37088 \\ 790.05 \\ \hline 18083 \end{array}$$

Anniversary to catch up any missed
payments

GWENDOLYN C TANDY

On March 20, 2009 Dom added \$532.72

Page 2 of 2

1439 SULZER AVE
EUCLID OH 44132-2725

to my account!

Dominion

Account Number 1 5000 2945 7379
Date Prepared January 21, 2009

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

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 02/17 & 5 p.m. on 02/19/2009 at www.dom.com

\$230.78 - 145.05 =

Credits and Charges Since Your Last Bill

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

Current Charges: 85-11 Bal
General Sales Service Rate
Basic Monthly Charge \$39.72 (\$12.50)
Gas Usage Charges 16.0 MCF @ \$11.7006 187.21
Gross Receipts Tax 9.20
This bill includes \$147.49 for SSO gas cost at \$9.218 per thousand cubic feet (MCF).
Total Current Gas Charges \$208.91

Dominion Products & Services Credits and Charges

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

Current Charges:

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

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

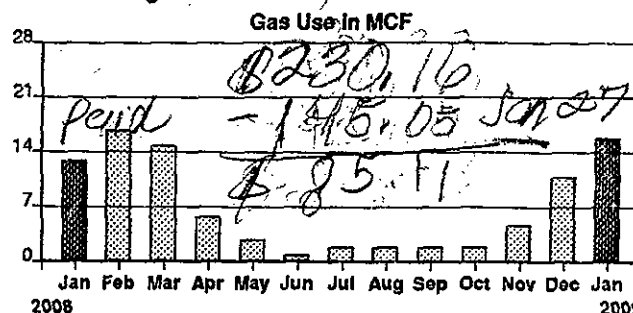
Total Current Charges \$998.97
Total Account Balance \$213.86 \$439.69

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

\$230.76 \$449.02
+ 213.86 - 145.05 1-6-09
449.02 203.97 Jan 27
Every Total Ac. Bal was increase for ten months
\$200.00 2000 In fact

Monthly Usage Comparison

Average Daily Temperature 2008 34°F 2009 27°F
For This Billing Period



Average monthly use: 6.8 MCF
Total annual use: 81.4 MCF

Billing Period And Meter Readings

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

MCF Used in 35 Days 16.0

Basic Monthly Change \$12.50
\$187.21 \$2173.13
- 147.49 To \$213.86
39.72 9.85
798.97
203.97
73.14

State ment

December 15, 2008 Total account balance \$375.00
Paid Jan 6, 2009 - 145.00
\$230.00
208.91
\$438.91

statement Jan 21, 2009
Owed \$208 - Paid 145.05 Jan-6-09
Feb 204.32 145.05 Jan-21-09
March 122.00 225.00 Feb 4-09
\$320.32 273.00 March 16-09

\$788.10 Paid
- 320.32 owed
\$467.78 Credit and instead of Dominion addit
recognizing my Credit, they \$532.72
Transfer Debit

2009

To add^{an} addition^{\$532.72} legal, what amounts to theft an fraud \$532.72 Transfer debit with no explanation / March 20, 2009

Name; Gwendolyn Tandy

Address; 1439 Sulzer Ave, Euclid, Ohio 44132

Acct# 15000 2945 7379

I request an explanation June 2009 - Its now Nov 13 2013. And I still don't have an answer. The request should have been acknowledge with-in 30 days and A solution made within 60 days

Also dominion cut of my Gas and 5-30-13

Add

Paid	Oct 6, 2009	\$400.00
	March 17, 2010	417.00
	April	72.00
	May	72.00
	June 7	72.00
	July 14	141.00
	Aug 8, 10.	72.00
		<hr/>
		\$ 916.00

Paid as of Aug 8, 2010

14

\$1,132.72

MCF Used in 29 Days

60.10 Infracrion Theft & Fraud
60.10 Theft
60.10 Infracrion
60.10

actually I had A \$745.27 credit. Just like
all my other credits. they turned it
to A charge.

Therefore the Feb 12, 2014 Subtotal of
\$605.98 represent theft and fraud
from last bill

Dec 11, 2013 Balance of \$796.94 is illegal I had A \$745.27
the total account balance of \$479.16 12-11-13
also represents theft and fraud

My account has more the \$2,000.00 worth of credit
And more than \$8,000.00 worth of infractions

The threat to disconnect my service
for Feb 2015 should be stopped until PUCO
can resolve this dispute as they are required
to do.

lastly how does one get compensated for
2 illegal disconnect and actual theft of
my payments! And the threat of another
in 2015

illegal
charges

Dominion East Ohio

HESS is not A

Acct# 15000 4953 1404

illegitimate (SCO) source

1439 Sulzer Ave, Euclid OH 44132

\$547.61 Bal. from last Bill is Disputed

HESS
\$52.77

Statement total Cur
1-10-13 \$35.89¹⁴

Paid & Date received
\$30.00 12-12-12

52.83

2-11-13

37.12

26.65 1-7-13
25.00 illegal Sec Dep

42.87

3-12-13

36.40

7.35 not late
89.00

75.50

4-11-13

46.39

-35.89
53.11 Credit

213.97

4-26-13

22.76

67.12 3-11-13

Constellation

2.96

10.04 not late

12-11-13

\$134.13 owed

130.27

May 13, 13 No Service

-37.12

June

No Service

93.15 CE

July

No Service

46.39

46.39 4/24

Aug

No Service

139.54 CE

Sept

No Service

75.00

Dep Credit 4/24

Oct

No Service

\$214.54 (Jan-April)

Nov

No Service

213.97 illegal HESS)

428.51 Paid & Credits

30.00

5-9-13

70.00

6-24-13

42.76

9-4-13

570.27

Nov 27, 2013

175.00 Reconnect

Paid

\$745.21 Fee & Deposit

Owed

134.13 Jan-April 2013

Credit

\$611.14

How does one get compensated for 2

illegal Shuts OFFs and the threat of another
in 2015!

Aug 2009 PIPP payment Plan of \$72.00 Amth
 Aug 2010

Owed Paid

\$6022.26 Credit
 752.53 8-9-11 +

1-20-10	\$149.11	\$72.00	17-09	
2-16-10	129.51	72.00	3-7	
3-19-10	109.77	345.00	HEAP	- I didnt owe anything I
4-16-10	47.51	72.00	4-18	had A \$6022.26 Credit / 24.49
5-	46.74	72.00	5-17	= 25.26 25.26 "
6-15-10	32.13	72.00	6-7	= 39.87 39.87 "
7-19-10	31.93	600	6/17	Aug & Sept 40.07 End PIPP
8-12-10	30.99	72.00	7-16	4201 No PIPP PLACD
9-16-10	33.62	72.00	8-18	No Plan exist 38.68 No PIPP Plan
10-12-10	31.51	PIPP PLUS	11-11	\$180.83 No PIPP Plan
11-PIPP PLUS	34.59	4300	\$180.83	PIPP credit \$180.83 cr.
12-	87.97	4300	bal	\$87.97 owed → 86.00
158.20	owed	→ \$86.00	\$129.00	\$94.83 cr
\$124.95	12-2010	I owed	\$86.00	PIPP PLUS payment

	Owed	Paid & Date	bal
1-1-11	\$158.20	\$34.12 1-7-11	\$124.95 credit 129.00
owed	34.25	141.00 HEAP	in not owed 158.20
2-10-11	\$57.40 Dom	106.75 credit	106.75 287.25
	87.54 DTE (SCO)	4300 3-7-11	101.94 cr 175.12
3-11-11	108.64	4300 4-7-11	65.60 cr \$101.4 bal
4-11-11	81.89	43.00	230.89 65.65 forgive
5-1-11	\$269.78 credit	5-1-11	\$269.78 Plus 1/4 of total account balance
5-1-11	Service illegal disconnected	PIPP	(269.78)
Nov 2011	New Ac #	Credits disappear	117.10
Dec 9, 2011	Dom	Illegal added	\$386.80 credit
	\$332.73	Final Debit	365.73
	33.00	Fee to reconnect	\$752.53
stolen credit	\$365.73	theft & fraud	
	\$86.80	Credit similar	

	Total Current	Owed	Paid	
1-11-01				\$175.12
Jan 11-11	\$158.20	34.12	1-7-11	-158.20
Feb	57.40	141.06	2-7-11	16.92 CR
Mar	108.66	\$175.12		14.40 CR
April 8, 2011	81.89	43.00	3-7-11	65.66 CR
Disconnected May 11	\$406.15	43.00	4-7-11	38.98 CR
		151.85	7-5-11	\$135.96 For-
		11-9-11	282.76	XF-UTG given
The May 2011		724.83 + 135.96		= 860.79 paid
disconnect Violated my PIPP PLUS payment agreement.				-406.15 owed
				\$454.64 CR
				43.00 9/10
				597.64

Nov 9, 2011 \$597.64 Credit

From Jan - Aug 30, 2012 All \$29.00

PIPP PLUS Payment were made. And

at this time any and All total

Account Balance, would be forgiven

according to PIPP PLUS payment Agreement

How ever I did not have A

balance only A credit

VEN Payments Based From Jan-Sept
Statement \$307.59 Represents Theft & fraud

1 Nov 2011 - New Ac #

Dec 9, 2011 Owed \$57.44 Paid \$117.10 12-1-11

\$117.10
365.06
\$482.00 credit 33.00 Reconnect Fee
332.00 Final Debit

2 Jan 12, 2012 12-13-11 29.00 Jan's Payment
1-12-12 \$482.00 credit 12-28-11 29.00 Feb's payment
1-6-12 30.00 March

On-time PIPPLUS CR 2844

Jan 12-12 \$307. bal dis puted Forgiven

4	Jan	\$102.44 - 29.00 =	1-10-13 \$88.66	12-13-11
5	Feb	92.29 - 29.00 =	89.95	12-08-11
6	March	57.94 - 30.00 =	29.27	1-6-12
7	April	27.97 - 30.00 =	26.72	3-7-12
8	May	27.62 - 30.00 =		4-4-12
9	June	24.28 - 30.00 =		5-8-12
10	July	23.65 - 30.00 =		6-12-12
11	Aug	23.65 - 30.00 =		7-12-12
12	Sept	23.70 - 30.00 =		8-7-12
13	Oct	23.65 - 30.00 =		8-9-12
14	Nov	26.65 - 30.00 + 30.00 =	30.00	9-7-12
15	Dec	30.15 - 30.00 =	0.15	10-10-12

Jan + Feb 2013

balance - Dis puted \$547.61
Jan \$192.7 March's
Feb 25.72 April
March
April 24, Disconnection \$34.61
May 50.00 Dep. Credit
17.12
67.12
April 24 41.39
15.00 Sec. Dep. Cr.
121.39

7.36 Not late
\$34.61
50.00 Dep. Credit
17.12

April 24

41.39
15.00 Sec. Dep. Cr.
121.39

1ms is travel and theft I naant miss a
GWENDOLYN C TANDY payment why am I receiving shut off

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion®

Notice

Account Number: 1 5000 2945 7379 Date Prepared: September 16, 2010 Next Meter Reading: 10/12 - 10/15/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 10/13 & 5 p.m. on 10/15/2010 at www.dom.com

No payment plan exist

Summary of Payment Due

Current PIPP Plan Amount 72.00
Past Due PIPP Plan Amount 144.00
Total Payment Due by October 4, 2010 \$216.00

In fraction

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

YOU ARE ON THE PERCENTAGE OF INCOME PAYMENT PLAN.

No plan

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$144.00 in full by October 4, 2010, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you arrange one of the following payment plans with us in advance, if eligible:

Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount. Plan subject to review periodically so that you only pay for the gas you use.

Current Plus - You pay your current charges, and make one of up to six equal payments of the past-due amount, each month.

Percentage of Income Payment Plan (PIPP) - Income-eligible residential customers pay 10% of their monthly gross household income. Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

One-Third Winter Heating Plan - Pay one-third of the account balance if charges include gas used between November 1 and April 15.

If the company shuts off your gas service for nonpayment, you must pay your past-due plan arrears. You will be billed a reconnection fee of \$33.00.

Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. 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 \$0.88 for each transaction.

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

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

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

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

GWENDOLYN C TANDY1439 SULZER AVE
EUCLID OH 44132-2725**Dominion®**

Account Number 1 5000 2945 7379 Date Prepared September 16, 2010 Next Meter Reading 10/12 - 10/15/2010

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Summary of Payment Due

Current PIPP Plan Amount	72.00
Past Due PIPP Plan Amount	144.00
Total Payment Due by October 4, 2010	\$216.00

Your PIPP Plus anniversary is 09/15/2011.

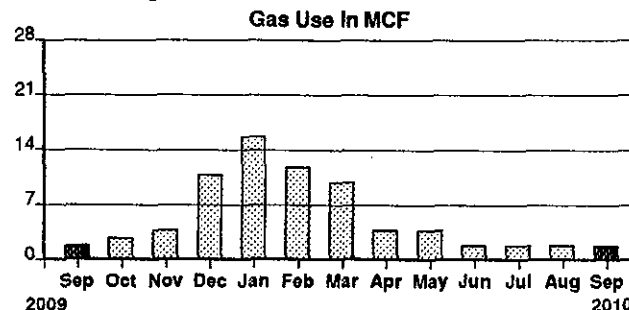
This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

You must re-verify your income by 08/30/2011 to stay on PIPP Plus.

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

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2009 69°F	2010 71°F
---	--------------	--------------



Average monthly use:	5.8 MCF.
Total annual use:	69.7 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Sep 14, 2010	Estimate	176.9	
Aug 12, 2010	Remote	175.1	1.8
MCF Used in 33 Days			1.8

Please Pay PIPP Plan Amount of \$216.00 by October 4, 2010**Important Notice About Your Shut-Off Notice and PIPP**

Disconnection of your gas service could impact your participation in the Percentage of Income Payment Plan (PIPP) if you fail to make up missed payments. This is important because this November, a new program, PIPP Plus, will begin. PIPP Plus will make your monthly payments more affordable on a year-round basis. If you make your monthly payment on time and in full, the rest of that month's bill and part of your old debt will be credited to your account. By your Anniversary Date, you must make up any PIPP Plus payments you missed over the past 12 months. Your Anniversary Date is listed on this bill. So, to take advantage of all the benefits of the new PIPP Plus program, please be sure to pay all missed PIPP payments now. For questions about your plan payments, call us at 1-800-950-7989. For general PIPP Plus questions, call the Public Utilities Commission of Ohio at 1-800-686-7826.

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

My PIPP PLAN Ended 8/30/10 No Plan exist in Oct 13, 2010
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725
\$72.00 Paid 8/18/10
Page 1 of 4



Dominion®

Account Number 1 5000 2945 7379
Date Prepared October 13, 2010

Next Meter Reading 12/10 - 12/15/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 11/11 & 5 p.m. on 11/15/2010 at www.dom.com.

Summary of Payment Due

Current PIPP Plan Amount 72.00
Past Due PIPP Plan Amount 216.00
Total Payment Due by October 29, 2010 \$288.00

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

YOU ARE ON THE PERCENTAGE OF INCOME PAYMENT PLAN.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$216.00 in full by October 29, 2010, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you arrange one of the following payment plans with us in advance, if eligible:

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If the company shuts off your gas service for nonpayment, you must pay your past-due plan arrears. You will be billed a reconnection fee of \$33.00.

Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. 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 \$0.88 for each transaction.

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

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

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

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

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

PLEASE PAY BY Oct 29, 2010 Account No. 1 5000 2945 7379

\$288.00

PIPP Plan Amount

Amount Enclosed

05

20,122

*****AUTO**5-DIGIT 44132
020122 02 AV 0.457 T#000077

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



View a Summary of Your Account

Your account information is always at your fingertips. Visit us at www.dom.com and sign in to view your current billing information, current payment information and account balance online. You can even get a "printer friendly" version for your records. Try it today.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



0115000294573790000000003151000000288009

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared October 13, 2010

Next Meter Reading 12/10 - 12/15/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 11/11 & 5 p.m. on 11/15/2010 at www.dom.com.

Summary of Payment Due

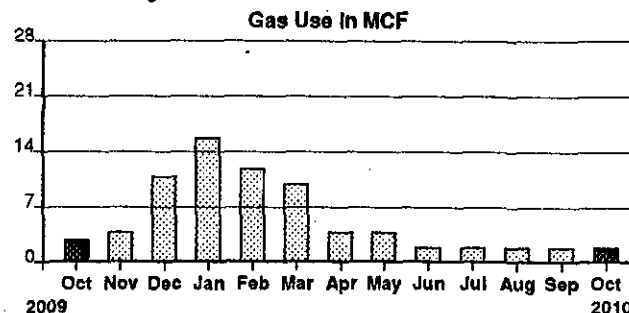
Current PIPP Plan Amount 72.00
Past Due PIPP Plan Amount 216.00
Total Payment Due by October 29, 2010 \$288.00

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

You must re-verify your income by 08/30/2011 to stay on PIPP Plus. If you have questions about your household income reverification, call the Ohio Department of Development at 1-800-282-0880.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2009 58°F 2010 61°F



Average monthly use: 5.7 MCF.
Total annual use: 68.9 MCF.

Billing Period And Meter Readings

Date	Head type	Reading	Difference
Meter Number	13825215		
Oct 12, 2010	Remote	178.7	
Sep 14, 2010	Estimate	176.9	1.8
MCF Used in 28 Days			1.8

Please Pay PIPP Plan Amount of \$288.00 by October 29, 2010

Important Notice About Your Shut-Off Notice and PIPP

Disconnection of your gas service could impact your participation in the Percentage of Income Payment Plan (PIPP) if you fail to make up missed payments. This is important because this November, a new program, PIPP Plus, will begin. PIPP Plus will make your monthly payments more affordable on a year-round basis. If you make your monthly payment on time and in full, the rest of that month's bill and part of your old debt will be credited to your account. By your Anniversary Date, you must make up any PIPP Plus payments you missed over the past 12 months. Your Anniversary Date is listed on this bill. So, to take advantage of all the benefits of the new PIPP Plus program, please be sure to pay all missed PIPP payments now. For questions about your plan payments, call us at 1-800-950-7989. For general PIPP Plus questions, call the Public Utilities Commission of Ohio at 1-800-686-7826.

Handwritten calculations and notes:

- July \$115.00
- Aug 2010 - 176.00
- Sept 72.00
- Oct 72.00
- \$144.00
- 144
- 43
- \$187.00
- due 11/2010
- June 72.00
- June 176.00
- \$144.00
- July 72.00
- \$216.00
- Nov 2010 - \$43.00 PIPP Plus starts Nov-2010
- Bill doesn't reflect gas usage

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

~~\$108.00 Paid~~ ~~\$96.00~~
GWENDOLYN C TANDY ~~I wasn't on any~~
~~assistance program~~
 1439 SULZER AVE
 EUCLID OH 44132-2725

Owed \$31.51
 108.17
 +31.51
 139.68
 Dominion
 Page 3 of 4

Account Number 1 5000 2945 7379 Date Prepared October 13, 2010 Next Meter Reading 12/10 - 12/15/2010
 For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 11/11 & 5 p.m. on 11/15/2010 at www.dom.com
~~\$80.04 Credit~~ ~~\$80.04 - 31.51 = \$48.53 Credit~~

Credits And Charges Since Your Last Bill
 Balance from last bill \$108.17 200
 Balance \$108.17 200
Current Charges
 General Sales Service Rate
 Standard Service Offer (SSO)
 Basic Monthly Charge \$16.59
 Gas Usage Charges
 1.8 MCF @ \$7.5166 13.53
 Gross Receipts Tax (4.6044%) 1.39
 This bill includes \$8.73 for SSO gas cost at \$4.851 per thousand cubic feet (MCF).
 Total Current Charges \$31.51
 Total Account Balance \$139.68

\$108.17 172.00 Oct
 +31.51 793.00 Nov
 139.68 4300 Dec
 \$158.00
~~\$80.04 200~~
~~31.51~~
~~4333 Credit~~

YOU ARE ON THE PERCENTAGE OF INCOME (\$72.00) PIPP Ended 8/30/10 \$139.68
PAYMENT PLAN.


Exclude \$8.73 SSO \$139.68
 @ \$5.00 Per MCF
 6
 31/29
 12

\$70.00
 \$72.00

8900 Free

Nov \$139.74
 Dec 59.59
 \$199.33

\$199.87

GWENDOLYN C TANDY
 1439 SULZER AVE
 EUCLID OH 44132-2725


$$\begin{array}{r} 158.20 \text{ Jan} \\ -43.00 \\ \hline 115.20 \end{array}$$

\$115.20

Credit Jan
Feb
March
April 7 11

$$\begin{array}{r} 115.20 \\ 101.94 \\ 65.66 \\ 38.89 \\ \hline \end{array}$$

10
15
3

$$\begin{array}{r} 57.40 \text{ Dom Usage} \\ 87.54 \text{ DTE SCO Trans} \\ \hline 144.94 \text{ Feb} \\ -43.00 \\ \hline 101.94 \end{array}$$

\$321.59 Credits

$$\begin{array}{r} 108.66 \text{ March} \\ 43.00 \\ \hline 65.66 \end{array}$$

$$\begin{array}{r} 781.89 \\ 43.00 \\ \hline 38.89 \end{array} \quad \begin{array}{r} 58.66 \text{ April} \\ 39.44 \\ \hline 98.10 \end{array}$$

$$\begin{array}{r} 16 \\ 4 \\ \hline 20 \\ 14 \\ \hline 34 \\ 26 \\ \hline \end{array}$$

$$\begin{array}{r} 0122 \\ 1001 \\ \hline 2122 \\ 2121 \\ \hline 0009 \\ 88.89 \\ \hline \end{array}$$

3-11-88

Oct, Nov & Dec 2010 - I owed \$199.27
 GWENDOLYN C TANDY \$199.10
 1439 SULZER AVE
 EUCLID OH 44132-2725
 Account Number 5000 2945 7379 Date Prepared November 10, 2010 Next Meter Reading 12/09 - 12/14/2010
 For questions about Dominion East Ohio charges call 1-800-362-7557
 Dec. 10, 2011 \$139.58 Bell

Summary of Payment Due 4300
 Current Gas Amount
 Past Due Gas Amount
 Total Payment Due by November 29, 2010
 or
 To join GRADUATE PIPP Plus Plan, pay
 You are not currently on a payment plan.

59.59 current
 139.68
 \$199.27 Past
 \$341.00
 **** THIS IS A SHUT-OFF NOTICE ****
 Oct \$31.51 DEC \$87.97
 Nov \$59.59
 \$91.10 \$489.09

OUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$288.00 in full by November 29, 2010, 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 \$84.00 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 \$0.88 for each transaction.

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

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

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

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

Where did Dominion get \$288.00 Paid by Nov 29, 10
 My balance from October was \$139.51
 59.59
 My PIPP = Oct \$72.00 Nov + Dec \$43.00 etc \$199.10 Total/Current

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

EASE PAY BY Nov 29, 2010 Account No. 1 5000 2945 7379

\$199.27 OR \$341.00
 Account Balance Plan Amount Amount Enclosed

Change in Rate Design
 With this bill, customers on General Sales Service - Residential will see an increase in the Basic Monthly Charge to \$17.58, plus applicable riders, and the elimination of the volumetric base transportation rate, as approved in Case No. 09-654-GA-UNC by the Public Utilities Commission of Ohio.

GWENDOLYN C TANDY
 1439 SULZER AVE
 EUCLID OH 44132-2725

DOMINION EAST OHIO
 PO BOX 26785
 RICHMOND VA 23261-6785

What mth did the PIPP Plus start?

0115000294573790000000005959000000199276

I need Oct 2009 - Dec 2009

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 2945 7379 Date Prepared November 10, 2010 Next Meter Reading 12/09 - 12/14/2010

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

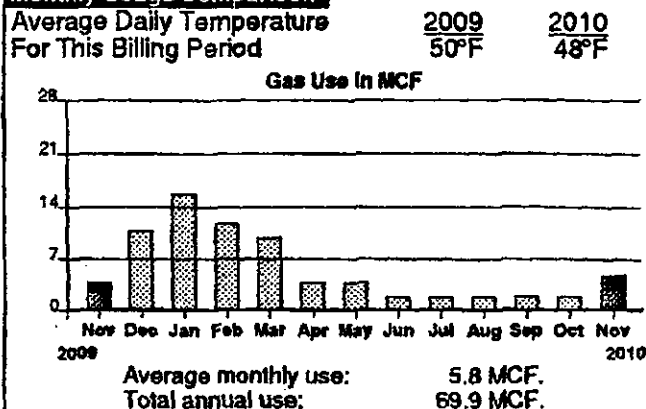


Dominion

Credits And Charges Since Your Last Bill

Balance from last bill \$139.68
Balance *1100 7125* \$139.68
Current Charges
General Sales Service Rate
Standard Service Offer (SSO)
Basic Monthly Charge \$19.63
Gas Usage Charges
5.1 MCF @ \$7.3215 37.34
Gross Receipts Tax (4.6044%) 2.62
This bill includes \$25.69 for SSO gas cost at \$5.037 per thousand cubic feet (MCF).
Total Current Charges \$59.59
Total Account Balance \$199.27

Monthly Usage Comparison



Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Nov 9, 2010	Remote	183.8	
Oct 12, 2010	Remote	178.7	5.1
MCF Used in 28 Days			5.1

\$139.68 Past Due
59.59 Nov Total Current
199.27
\$19.63
37.34
\$56.97
2.62
\$59.59

\$139.68
59.59
Pay \$199.27

1 owe \$24.72
434
Includes \$25.69 SSO @ \$5.037
141 1.50 SSO @ 5.00 per MCF

67.36
2124.72
12
4
4
7
12

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Oct. 10th + Dec 2010 - *I owed \$199.27*
 GWENDOLYN C TANDY *\$199.10* *Nov → \$59.59* Page 1 of 4
 1439 SULZER AVE *need Oct + Dec 2010*
 EUCLID OH 44132-2725 *Dominion*

Account Number 5000 2945 7379 Date Prepared November 10, 2010 Next Meter Reading 12/09 - 12/14/2010
 For questions about Dominion East Ohio charges call 1-800-362-7557
Dec. 10, 2011 \$139.58

Summary of Payment Due *4300*
 Current Gas Amount
 Past Due Gas Amount
 Total Payment Due by November 29, 2010
 or
 To join GRADUATE PIPP Plus Plan, pay
 You are not currently on a payment plan.

59.59 current
 139.68
 \$199.27 *past* **THIS IS A SHUT-OFF NOTICE**
Oct \$31.51 Dec \$87.97
Nov \$59.59
\$91.10 *\$489.09*
\$341.00

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$288.00 in full by November 29, 2010, 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 \$84.00 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 \$0.88 for each transaction.

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

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

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.
 If you have made your payment, please accept our thanks and disregard this notice.

I owed \$43.00
where did Dominion get \$288.00 Paid by Nov 29, 10
My balance from October was \$139.51
My PIPP = Oct \$72.00 Nov + Dec \$43.00 = \$115.00
59.59
\$199.10 Total current
4300 PIPP

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

EASE PAY BY Nov 29, 2010 **Account No.** 1 5000 2945 7379

\$199.27	OR	\$341.00	
Account Balance		Plan Amount	Amount Enclosed

Change in Rate Design
 With this bill, customers on General Sales Service - Residential will see an increase in the Basic Monthly Charge to \$17.58, plus applicable riders, and the elimination of the volumetric base transportation rate, as approved in Case No. 09-654-GA-UNC by the Public Utilities Commission of Ohio.

\$72.00
\$86.00
\$158.00 PIPP Plus
 GWENDOLYN C TANDY
 1439 SULZER AVE
 EUCLID OH 44132-2725

DOMINION EAST OHIO
 PO BOX 26785
 RICHMOND VA 23261-6785

where with did the PIPP Plus start?
 0115000294573790000000005959000000199276
I need Oct 2009 - Dec 2009

This harrassment

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379
Date Prepared January 12, 2011

Next Meter Reading
02/09 - 02/14/2011



Dominion

Page 1 of 3

Summary of Payment Due

Current Gas Amount 162.17
Past Due Gas Amount 253.12
Total Payment Due by January 28, 2011 ~~415.29~~ *fraud & theft*

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$253.12 in full by January 28, 2011, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

If the company shuts off your gas service for nonpayment, you must pay your past-due 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 \$88.00 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 \$0.88 for each transaction.

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

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

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

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

176 Bove Wood Jan 11 CT 158.20
ST# 1692-1388
\$216.17 owe

Emergency Fund / soc 11-11-11

atarrus

P.O. BOX 20000
Richmond, VA 23261-6666

45.17



New Payment
73 79
45.17 Toward
Past Due

February 12, 2011

*****AUTO**3-DIGIT 441
005439 01 AT 0.354 T#000015
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Jan 2011 I had A \$570.00 Credit

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



Subject: Current Plus Plan Agreement

I'm disputing the total past due amount!

Thank you for making a monthly payment arrangement. The Current Plus Plan will help you maintain gas service while you pay off your past-due balance and keep your new bills current.

The plan amount will appear in the "Please Pay" section of your bill. You must pay this amount in full by the due date.

By enrolling in the plan, you agree each month to pay Dominion East Ohio the Current Plus plan amount, as well as \$45.71 toward your past-due balance. Your agreement will start on 02/10/2011 with a total of 6 installments. If you want to enroll in a different payment plan, just call us.

If you do not make the required payment in full each month by the due date, you will be assessed a Late Payment Charge (LPC) of 1.5%, and Dominion East Ohio can shut off your gas service. Should you lose gas service, you will have 10 days to pay the past-due plan amount. After 10 days, this payment agreement will end and you will need to pay the full account balance before we can restore service. Once we restore service, we will bill you a \$33.00 reconnection fee and we may bill you a security deposit in three equal, monthly installments or you will need to have a creditworthy guarantor.

If you would like to contact us about your agreement, please call 1-800-950-7989 Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,
Dominion East Ohio
Customer Service Center

lca051

Pay current + PIPP PLUS plus \$45.71/Hell No
4300

WENDOLYN C TANDY

39 SULZER AVE
JCLID OH 44132-2725count Number 000 4953 1404
Date Prepared January 10, 2013

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

\$200.00 CR

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

HESS \$52.77 Dispute \$1,625.38

Edits And Charges Since Your Last Bill

\$200.00

Balance from last bill \$547.61

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

MR Rider Refund .31 CR

Subtotal 490.64

Late Payment Charge No Date Not late 7.36

Security Deposit Installment 25.00

Gross Receipts Tax (4.6044%) 34

Balance \$171.36

Current Charges \$523.34

Dominion East Ohio Distribution Charges \$20.80

Basic Service Charge 11.4 MCF @ \$1.1850 13.51

Usage-Based Charges 31.11

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) \$48.97

Gas Cost 11.4 McF @ \$4.296 3.80

Sales Tax \$52.77

Total HESS CORPORATION Charges Dispute

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

December 11, 2013 \$4,000.00 Credit

HESS is not a legitimate source of \$600

\$547.61

200.00

\$747.61

25.00

200.00

\$972.61

252.77

\$1,225.38

\$25.00 Depos + CL

5.00 late

26.65

\$561.65 Credit Back

- 35.89

20.76

+ 1.99

\$22.75 Credit as of January

This time Dom, add an additional \$2500 Security Deposit

+ installment on Jan 10, 2013 and a 736 late fee

Jan 7 2013

Monthly Usage Comparison

Average Daily Temperature

2012

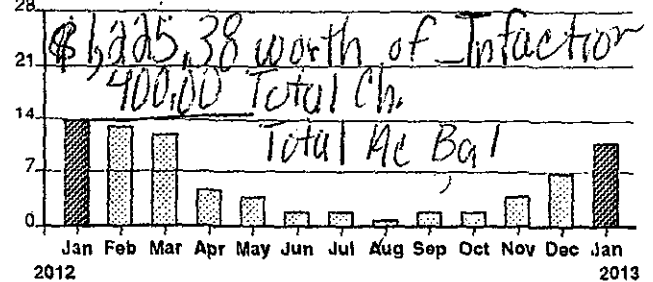
2013

For This Billing Period

35°F

33°F

Gas Use in MCF



Average monthly use:

5.3 MCF

Total annual use:

63.8 MCF

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				11.4

1.99 Refund

22.5, 38, 88.66

1,400.00 30.00

32.1, 1,025.38 58.66

256.97

25.00 Dispute

7.36 Dispute

\$99.33 Credit

\$35.89

22.5

Dec \$945.31

1,625.38

\$2,570.69

GWENDOLYN C TANDY
1289 SULZER AVE
JCLID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

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 *Disputed* \$612.00 *200*
Late Payment Charge *8.81* *50.93*
Security Deposit Installment *Not Warranted* 25.00
Gross Receipts Tax (4.6044%) .41
Balance \$646.22 *200*

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge

Usage-Based Charges

12.4 MCF @ \$1.1846

Gross Receipts Tax (4.6044%)

Total Dominion East Ohio Charges

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

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

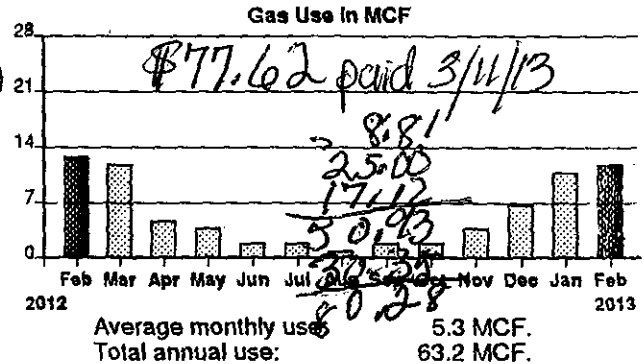
\$20.80
14.69
1.63
\$37.12

\$49.03 *200*
3.80
\$52.83

\$89.95
\$736.17 *200*

Monthly Usage Comparison

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



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		89.95	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.

Not Late
\$612.00 Previous balance. The total amount due!
8.81 is being disputed
25.00 Security deposit unwarranted
\$645.81 disputed
52.83 HESS-Broker Fees disputed
\$698.64 disputed

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 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 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 ***

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 \$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 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 \$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 also allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. You can get a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. You can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your medical information to us.

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

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

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

Total Payment Due **\$758.82** Account No. 1 5000 4953 1404

\$569.88	\$188.94	
Due Immediately	Account Balance Due Mar 28, 2013	Amount Enclosed

04

*****AUTO**5-DIGIT 44132
042053 02 AV 0.357 T#000170

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



15314040000000007927000000758824

GWENDOLYN C TANDY

1439 SULZER AVE
EUGLID 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 Not Late
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

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

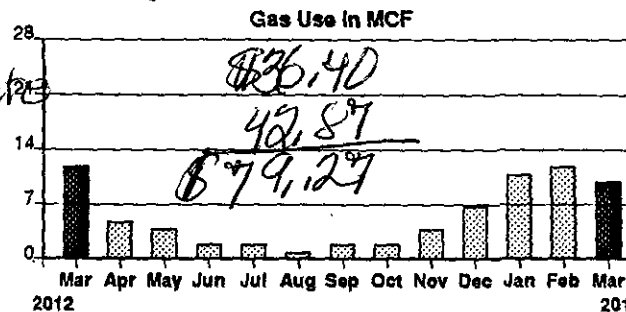
For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

Total Current Charges

Total Account Balance

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2012 35°F 2013 30°F



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

MCF Used in 31 Days 10

Dom wants \$98.17 by \$669.05
- 540.90 credit
\$128.15
57.49

36.40
42.87 HESS Dispute
\$37.12
12.88
\$50.00
17.12
\$77.12
\$79.27
10.04
\$89.31

\$37.12
12.88
17.12
+ 669.05
10.04
46
\$776.2

\$77.62
I have Dom inflated my balance
\$126.49 credits
- 36.40 amount
\$94.09
New
79.27
10.04
89.31

GWENDOLYN C TANDY
1439 SULZER AVE
EUGLID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404
Date Prepared April 11, 2013

Next Meter Reading
05/09 - 05/14/2013

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

Cycle 04

Summary of Payment Due

Balance From Last Bill 758.82
Disconnect Amount Due Immediately 669.05
Disconnect Amount Due by Apr 29, 2013 89.77
Current Gas Amount ~~\$25.72~~
Total Payment Due ~~\$86.82 or \$133.79~~ **\$892.61**

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE.

Your gas service could be shut off anytime for not paying \$669.05 disconnection amount as noticed on your last bill.

You owe an additional past due amount of \$89.77 and your gas service can be shut off if this additional amount is not paid on or before April 29, 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 \$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 (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 \$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.

Dominion has me owing \$892.61
I have them owing me A \$837.73 Refund

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

Total Payment Due \$892.61 Account No. 1 5000 4953 1404

\$669.05	\$223.56	
Due Immediately	Account Balance Due Apr 29, 2013	Amount Enclosed

04

*****AUTO**5-DIGIT 44132
026988 02 AV 0.357 T#000124

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



Stay Granted for Interim AMR Charge

In Case No. 2012-2117, the Ohio Supreme Court permitted Dominion East Ohio to reinstate an Automated Meter Reading Cost Recovery Charge of \$0.57/month, pending appeal and subject to refund. The increased rate will be reflected in the applicable Basic Service Charge on bills issued on or after March 18, 2013, until further notice.

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 4953 1404
Date Prepared April 11, 2013

Next Meter Reading 05/09 - 05/14/2013

For questions about Dominion East Ohio charges call 1-800-362-755

This statement is Prove of Fraud & theft

Credits And Charges Since Your Last Bill

Balance from last bill \$758.82
Late Payment Charge 11.38
Gross Receipts Tax (4.6044%) .52
Balance \$770.72

Current Charges

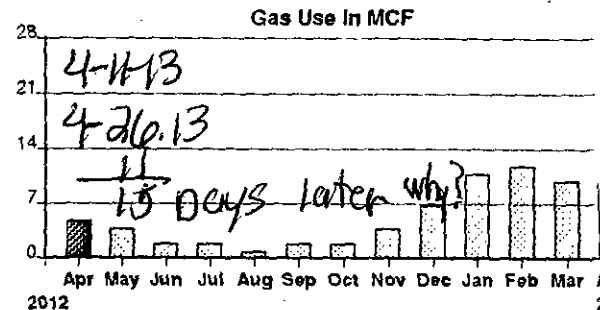
Dominion East Ohio Distribution Charges
Basic Service Charge \$20.95
Usage-Based Charges 23.40
17.4 MCF @ \$1.3448 2.04
Gross Receipts Tax (4.6044%) 2.04
Total Dominion East Ohio Charges Paid 4/24/13 \$46.39
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

Hess Corporation Charges

Standard Choice Offer (SCO) \$75.00 Deposit
Gas Cost 17.4 McF @ \$4.027 \$70.07
Sales Tax 5.43
Total HESS CORPORATION Charges \$75.50
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 \$121.89
Total Account Balance \$892.61

Monthly Usage Comparison

Average Daily Temperature 2012 52°F 201 37°F
For This Billing Period



Average monthly use: 6.2 MCF.
Total annual use: 74.5 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Apr 11, 2013	Actual	371.4	
Mar 11, 2013	Actual	354.0	17.4
MCF Used in 31 Days			17.4

THIS IS A SHUT OFF NOTICE

Your gas service could be shut-off at anytime for not paying the \$669.05 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$89.77 and your gas service can be shut off if this additional amount is not paid on or before Apr 29, 2013.

Finally, you owe \$133.79 in current charges since your last bill, which is due by Apr 29, 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.

Gas was turned off May 13 2013. And it's still off as of Nov 2, 2013. I'm disputing the Balance from last bill.

Handwritten calculations:
\$46.50 + \$75.00 = \$121.50
\$892.61 - \$121.50 = \$771.11

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

May 9, 2013

\$25.72

Page 2 of 3

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 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.

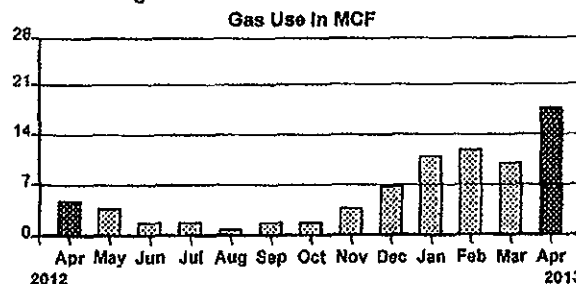
Total Current Charges
Total Account Balance

\$25.72
\$796.94

This is your Final Bill.

Monthly Usage Comparison

Average Daily Temperature	2012	2013
For This Billing Period	52°F	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

Disputed

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

P.O. Box 26666
Richmond, VA 23261-6666

Dominion demands \$766.94 May 25, 2013
Service is shut off April ~~25~~ 2013. All payments
are made on time. While I have a
credit of \$798.44



Dominion

May 25, 2013

*****AUTO**5-DIGIT 44132
002572 01 AV 0.357 T#000013
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:

1500049531404

SERVICE ADDRESS:

1439 SULZER AVE

EUCLID OH 44132-2725

Balance Due: \$766.94

Due Date of Final Bill: 05-14-2013



Subject: Final Bill Collection Warning

This is to advise you that we have not received payment of \$766.94 which represents your outstanding balance for gas service used at the above service address. In the event that payment has been mailed, please disregard this letter.

If payment has not been made, please remit payment immediately to avoid referral of this account to a collection agency. Referral to a collection agency may be more expensive to you in terms of time and money, since you may be required to pay attorney fees in addition to the balance shown above.

To avoid further collection action, use one of the following payment methods:

- **Credit/Debit Card or Electronic Check.** Fees apply. Visit www.dom.com any time day or night.
- **Authorized Payment Centers.** If you wish to make a payment in person, visit an authorized payment agent. Visit www.dom.com or call (800)362-7557 to find an agent in your area. Fees may apply.
- **By Mail.** Kindly remit payment in full today to the address listed on the form.

If you would like to contact us, please call (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,
Dominion East Ohio
Customer Credit Services

102313

May

1439 SULZER AVE
EUGLID OH 44132-2725

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

For questions about Dominion East Ohio charges call

10-362-7557

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$ 745.27 CR	\$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
This is a Final Account.

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

\$ 796.94

317.73

811.15
\$479.21 Dec 2013

85.08 Jan 14

84.74 Feb 14

5648.98

I never sign up for A PIPP PLUS Plan
I'm disputing my entire balance

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

FINAL ACCOUNT

\$79.86

Plan Amount

Amount Enclosed

04

000014980

I=0001

•••••

14980 1 AT D.381

GWENDOLYN C TANDY

1439 SULZER AVE

EUCLID OH 44132-2725

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.

[illegible]

DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

011500049531404000000000000000000000000000079862

9-8-13

April 23, 2014

^{Dominion}

This illegal charge of \$654.18
^{on 9-8-13}

sent to CBE, to collect, is

beyond racist behavior, it

fraud and ~~theft~~ ^{theft} and discrimination. And
this is not the first time I complained about this to the
PUCO It also ended up on

my credit report. Who ever

is responsible for this is a

breaking the law. And this is

cruel and unjust, And racist, abusive
behavior.

Gwendolyn Landy

Jan 2014

On May 2011 Dominion illegally disconnected my service

May 2013 also

How does one get compensated for illegal disconnection, extortion harassment. Every bill in 2009, 2010, 2011, 2012 & 2013 accompanied A disconnect notice thats harassment!

On my December 11, 2013 Statement, there are A list of payments that I made, even after my service was disconnected

May 9, 13	\$30.00
June 24	70.00
Sept 5	42.76
	<hr/>
	142.76

175.00 payment to restore
\$317.76 after an illegal
disconnection

I all ready had \$1,724.07 dispute

317.76
<hr/>
\$2,038.83

Jan 2014

On May 2011 Dominion illegally disconnected my service.

May 2013 also

How does one get compensated for illegal disconnection, extortion and harassment. Every bill in 2009, 2010, 2011, 2012 & 2013 accompanied a disconnect notice that's harassment!

On my December 11, 2013 Statement, there are a list of payments that I made, even

after my service was disconnected
May 9, 13 \$30.00 before service was disconnect
June 24 70.00
Sept 5 42.76

142.76
175.00 payment to restore
\$317.76 after an illegal
disconnection

I all ready had \$1,724.07 dispute
317.76
\$2,038.83

Summary of Payment Due

Balance From Last Bill	1,071.17
Disconnect Amount Due Immediately	953.19
Disconnect Amount Due by Feb 27, 2015	117.98
Current Gas Amount	134.06
Total Payment Due	\$1,205.23

**** 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 \$953.19 disconnection amount as noticed on your last bill.****You owe an additional past due amount of \$117.98 and your gas service can be shut off if this additional amount is not paid on or before February 27, 2015.**

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. 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	\$1,205.23	Account No. 1 5000 6052 8356
\$953.19	\$252.04	
Due Immediately	Account Balance Due Feb 27, 2015	Amount Enclosed

04

000010635

I=0011



10635 1 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 or write us at P.O. Box 5759, Cleveland, OH 44101-0759.



DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

0115000605283560000000011725000001205237

02B/001 024763/2888095 0010635 0022100 I=0011

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 6052 8356 Date Prepared January 12, 2015 Next Meter Reading 02/09 - 02/12/2015

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 \$1,003.19
Payment on Jan 12, 2015 - Thank You 50.00 CR
Subtotal 953.19
Late Payment Charge 14.30
Gross Receipts Tax (4.6044%) 0.66
Balance \$968.15

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge \$23.58
Usage-Based Charges
14.3 MCF @ \$5.398 7.72
Gross Receipts Tax (4.6044%) 1.44
Total Dominion East Ohio Charges \$32.74
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

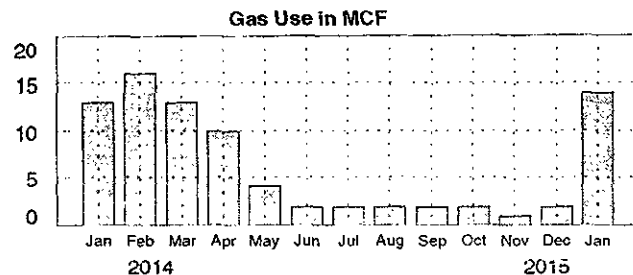
Constellation Gov Agg, Euclid Charges

Gas Cost 14.3 McF @ \$4.55 \$65.07
Sales Tax 5.21
Total CONSTELLATION GOV AGG, EUCLID \$70.28
For questions about gas supply costs, contact CONSTELLATION GOV AGG,
EUCLID at 1-888-898-4323.

Total Current Charges \$103.02
Total Account Balance \$1,071.17

Monthly Usage Comparison

Average Daily Temperature 2014 2015
For This Billing Period 26°F 32°F



Avg Monthly Use: 5.9 MCF.
Total Annual Use: 70.9 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Jan 9, 2015	Actual	455.4	
Dec 8, 2014	Actual	441.1	14.3
MCF Used in 32 Days			14.3

THIS IS A SHUT OFF NOTICE

This is harassment

Your gas service could be shut-off at anytime for not paying the \$900.99 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$52.20 and your gas service can be shut off if this additional amount is not paid on or before Jan 28, 2015.

Finally, you owe \$117.98 in current charges since your last bill, which is due by Jan 28, 2015. 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.

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$1,071.17
Late Payment Charge	16.07
Gross Receipts Tax (4.6044%)	0.74
Balance	\$1,087.98

Current Charges**Dominion East Ohio Distribution Charges**

Basic Service Charge	\$23.58
Usage-Based Charges	
16.9 MCF @ \$5.390	9.11
Gross Receipts Tax (4.6044%)	1.51
Total Dominion East Ohio Charges	\$34.20

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

Constellation Gov Agg, Euclid Charges

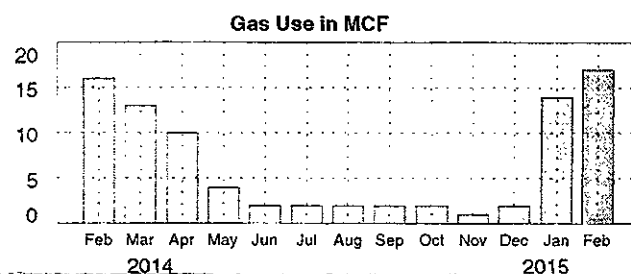
Gas Cost 16.9 McF @ \$4.55	\$76.90
Sales Tax	6.15
Total CONSTELLATION GOV AGG, EUCLID	\$83.05

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

Total Current Charges	\$117.25
Total Account Balance	\$1,205.23

Monthly Usage Comparison

Average Daily Temperature	2014	2015
For This Billing Period	22°F	22°F



Avg Monthly Use: 6.0 MCF.
Total Annual Use: 71.9 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Feb 10, 2015	Actual	472.3	
Jan 9, 2015	Actual	455.4	16.9
MCF Used in 32 Days			16.9

THIS IS A SHUT OFF NOTICE

Your gas service could be shut-off at anytime for not paying the \$953.19 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$117.98 and your gas service can be shut off if this additional amount is not paid on or before Feb 27, 2015.

Finally, you owe \$134.06 in current charges since your last bill, which is due by Feb 27, 2015. 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.

I. Phone call response from PUCD

A. Dominion was contacted

B. Dom. responded. that I have
an account (1500060528356)

(which they just gave me
Jan 13, 2014) evidence attached

II. My old account # was 1500049531404)
which Dominion gave me Nov 11, 2011

III. I'm saying Dominion shut my
service of May 1, 2013. And it
was an illegal disconnection. I
believe in retaliation for making
A complaint to the PUCD. And it's a
racus behavior

IV. I said that Dominion gave
me a \$80.00 a month plan that
I declined! (letter attached)
Because my average monthly
bill is around \$300 A month. And
eighty dollars a month is unreasonable!
Plus the last PIPP PLUS amount I had was
was for \$29.00. Dom. wants \$80.00 plus
the total current.

theft and fraud, and cruel and
unjust behavior. I've been
disputing my total account
balance since Sept. 2006
that's 7½ years. ^{And I've also} Dominion submitted
all the evidence to the PUCO and
there failure to offer any suggestion
to solve this problems. Aide Dominion
rascal behavior. And the PUCO
dismissed my case in 2013. And
^{ignored} allowed my request for an appeal.

However they allowed Dominion
3 continuance. This is also discriminatory!

	Statement	Due Owed	& Credit Paid & Date
189.53	1-10-13	\$35.89	\$30.12-12-13 30.00
88.66	HESS	52.77 HESS	26.65 1-7-13 26.65
<u>187 credit</u>		88.66	.32 32
	\$89.53 Paid	not late	1.38 756
	88.66	illegal	→ 25.00 6453
	.87		\$89.53 25.00
	\$136.64 credit		89.53
\$130.97	2-11-13 \$88.95	\$37.12 added - \$25.00	70.93 30.81
89.95	HESS 46.79	52.83 Not late	881 12.88 50.00
<u>41.02 cr</u>		89.95	33.81 17.12 83.81
	3-11-13 deposit credit	3-11-13 37.12	10.04 52.83
\$46.79 cr			130.97 130.00
\$46.79 cr	March 12, 13	36.40 (Dom the deposit should have been	Credit +
.87	HESS	42.87 HESS	\$50.00)
<u>47.66 cr</u>		79.27 total current	
+ 42.87 Dispute 3-12-13			
4.79 cr	April 16/13	Shut OFF Notice	
	April 26/13	\$25.72 - This singeling me out	
	May 6, 13	Service Shut OFF for 5mth	\$30.00 5/
		Then it was disconnected	70.00 6
			42.18 9
		And I was denied the \$175.00	142.78
		option to have my service reconnected.	
		I was told I had to pay \$696.00	

This was sent to a credit collector and it ended up on my credit, this is evil & illegal statement
Due immediately

		Balance	Disconnect	Current
P1	April 11, 2013	\$758.82	\$669.05	\$133.79
	total Payment	892.61		

P2	Dispute	770.72		
	Not late	11.38		
		46.39		
		75.50		
		121.89		121.89

P3	April 26, 2013	\$25.00	Current Gas
	total payment due	892.61	Amount

This statement has different
each
amounts on ~~them~~ page. This proves
that someone at Dominion is
singling me out, to discriminate
against me, and steal from me.

By adding illegal charges, This ^{is} beyond
theft and fraud it's racist, cruel and
unjustified! May first service shut off!
For 5 months And denied the \$175.00

Dec 12, 2012 I was given A \$2500
5.00
security deposit credit 26.65
7.36
Jan 10, 2013 Dom. took the \$25.00
credit back!

And my total Dom. E. Ohio
Distribution charge was \$35.89
Who is ^{the} HESS corporation (1-888-209-2625)
\$52.77 HESS. I've been asking
Dominion E. Ohio for four years
for an ^{written} explanation. To no avail!

The fact that Dominion singled
me out and took my \$25.00 Sec. Deposit
back is racist. And discriminatory,

wed

\$35.89

Jan 10, 2013

\$30.00 12-12-12

25.00 Security Dep. Credit

26.65 1-7-13

81.65

7.36 Not Late

25.00 "an illegal Security Deposit

\$114.01
- 35.89

\$78.12 Credit

Disputed
'35.89

52.77 HESS ? is 3 times more than
distribution charges

Feb 11, 2013 illegal Sec. Dep. \$25.00

\$37.12

HESS \$52.83 3 1/2 times more 52.83

\$36.40
109.41

March 11, 2013 \$37.12 Dep. Credit

March 12,

owed 3-13-13

12.83
17.12
\$67.12 credit

Deposit Credit should have been \$50.00
unwarranted Late fees

HESS charges

Not warranted
Late fees
\$ 7.36

8.81

10.04

\$26.21

HESS
\$52.77

52.83

148.47

148.47

8.81

33.81

52.83

\$50.00
26.21

\$76.21

148.47

\$224.68

Payments Dec 2013 Statements are as ...
- listed

I continual to pay on
my bill, as listed below on the
December 11, 2013

1. A payment was received on
\$30.00 May 9, 2013 that was before
the May 11, 2013 statement came
out and the service was
disconnect after that, Dec 27, 2013

there is A plan amount due of

\$80.00

175.86
\$242.76
\$437.76

70.00 → June 24, 2013 Paid
42.76 September 5, 13 → Paid 9-9-2013
\$112.76 Paid

30.00
2, 12.76
175.00 to reconnect unlawful and
Discriminating, A

reconnect payments.

Even though my service
was shut off for ^{seven} four months
and ^{not} allowed the \$175.00 reconnect,
And I felt like I was being
bullied ^{by Gangsters}, And that Dominion
was trying to extort money
from me ^{that I didn't owe} By sending a shut off
notice with every bill, demand ^{ing} an
illegal amount of over \$800.00,
sending \$800.00 to a collection agency
And Report ^{ing} illegal information to
All three credit Bureaus. This is
racus behavior

Gwendolyn Tandy
1439 Sulzer Ave
Euclid, Ohio 44132
Ac# 150002833 1912-Dominion 1439 May 13, 2006
Ac# 150002945 7379

Feb 9, 2014

PUCO

Subject: This^{is} the reason why
I'm still disputing my
balance of \$766.94 with

Dominion E. Ohio. They have been stealing
from me since day 1, 2006, September

0 balance from last bill - Sept, 14, 06
\$430.00 From final Debit,

271.00 From Final Credit

\$159.00 looks like they charge me for a deposit.

I'd only had this account

since ^{May} June 2006 and there was

no usage until 9-14-06 for \$25.91

I paid A security deposit
of \$159.00 In June of 2006, June

July, Aug there was no usage until Sept 14, 2006
of \$25.91, August 23, I was charged another

Security Deposit of \$138.00, which had to
be reversed. Now there different

account number. First one May 2006 Last 4 digits
1912, Second one 15002945 7379. Add 3

Letter Deposit paid

Added
Statement Dominion

The other reason I'm disagreeing with the balance, and payment plan of \$80.00 ^{A Month} is the PUCO is continuing to allow Dominion E. OH. Gas Co. to commit theft and fraud. For example I made a complaint to Dominion about 1439 Sulzer Ave, Euclid Ohio Address Account Number 1500 2945 7379

9-14-06 Previous from last bill \$1.00 9-14-06
Final-Debit \$430.00

Final-Credit

I believe it does Dominion subtract

rather than add it, And if you can subtract from a dollar amount, being \$430.00 had to be a credit also

which would create a \$701.00 credit Since The PUCO did nothing Dominion is continuing to steal and overcharge me.

3-20-09 Previous Bill \$268.13 - I paid \$273.18 3-16-9
I had A credit of \$5.05 Owed 268.13
A \$5.05 credit

Then Dominion added A \$532.72 Transfer Debit, which we have already establish is An amount you can subtract from, Then Dominion Added to my total Ac bal.

②

When I reported the illegal disconnection
~~on the~~ May 13, 2011, to the PUCO
 they agree with Dom. And said the
 disconnection was lawful!

HESS is not a legitimate (SCO) source

1-10-13	\$52.77	HESS	4-11-13	\$75.50
2-11-13	52.83	HESS		+148.47
3-12-13	42.87	HESS		\$223.97

\$148.47 Refund owed

	Owed	Paid	Theft & Fraud
1-10-13	\$35.89	\$89.01	11.00
2-11-13	52.83	95.85	17.8
3-12-13	42.87	46.39	
4-24-13	25.72	75.00	
	\$157.31	\$288.25	

Disconnect (unwarranted)	30.00	5-9-13
I paid \$286.25	70.00	6-24-13
I owed -157.31	42.76	9-5-13
\$128.94 CR	175.00	11-13
	594.01	

May 13	No Service	\$28.94	
June	No Service	\$622.95	
July	No Service	223.97	illegal disconnect
Aug	No Service	845.92	" "
Sept	No Service	155.31	" "
Oct	No Service	688.11	" "
Nov	No Service		" "

\$85.03 Jan 2014 I have A \$688.11 credit
 1-13-14 \$2 Deposit Unwarranted + 27.00 Dep S.
 2-12-14 \$111.70 + 27.00 unwarranted
 Final Debit 605.98
 \$1,348.09 Refundowed

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 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.

Credits And Charges Since Your Last Bill

Balance from last bill \$547.61 200
Payment on Dec 12, 2012 - Deposit 25.00 CR 200
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 No Date Until late 27.36
Security Deposit Installment 25.00 200
Gross Receipts Tax (4.6044%) .34 200
Balance \$119.01 \$119.81 \$523.34

Current Charges

Dominion East Ohio Distribution Charges 303.5
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 \$48.97 200
Gas Cost 11.4 McF @ \$4.296 3.80
Sales Tax \$52.77 200
Total HESS CORPORATION Charges \$88.66
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 infractur

Need Out Nov + Dec 2012

\$119.01 1-10-13

\$25.00 deposit + cl
5.00 late

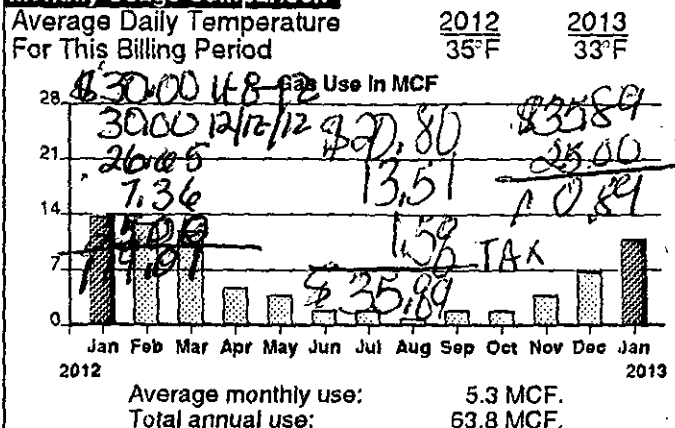
\$35.89
22.

26.65
\$56.65 Credit Back
- 35.89
20.76
+ 1.99
\$22.75 Credit as of January

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

This time Dom. add an additional \$25.00 Security Deposit
installment on Jan 10, 2013 and a 736 late fee
Because payment was received Jan 7, 2013

Monthly Usage Comparison



Billing Period And Meter Readings

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

MCF Used in 34 Days 11.4

1.99 Refund Jan 7, 2013 \$26.65
35.89
- 26.65
9.24
56.65
32
24.97
25.00 dispute
7.36 dispute
\$99.33 Credit

GWENDOLYN C TANDY1439 SULZER AVE
EUCLID OH 44132-2725

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 \$4.00 \$20.80
Usage-Based Charges 12.4 MCF @ \$1.1846 1.18 14.69
Gross Receipts Tax (4.6044%) 2 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

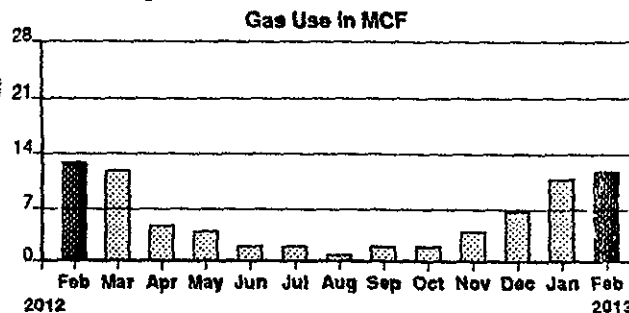
Standard Choice Offer (SCO)
Gas Cost 12.4 McF @ \$3.954 \$49.03 *200*
Sales Tax 3.80
Total HESS CORPORATION Charges \$52.83

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 *215*

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.

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

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.

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 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
Total Dominion East Ohio Charges \$42.87
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

Hess Corporation Charges - usage
Standard Choice Offer (SCO) pay due
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 \$79.27
Total Account Balance \$758.82

Don wants \$98.17 by 3/21/13
\$79.27
- 46.39
32.88

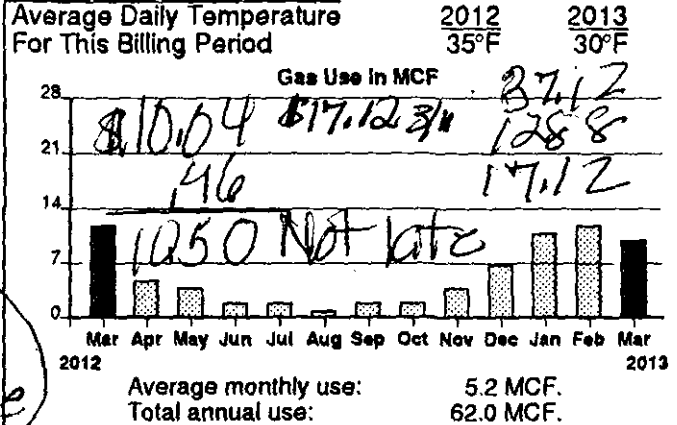


Dominion

\$77.18 18 10.50
\$10.50
Not 14

Page 3 of

Monthly Usage Comparison



Billing Period And Meter Readings

Date	Read Type	Reading	Difference
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
10.50 Not Late

I believe I am entitled to a refund balance
to get a better amount from Dept of Develop
Doesn't anyone at the PUCD see that
reversing my Security Deposit And then disconnect
ing my service is unwarranted

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Gas has been off since May 1-2013

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared April 11, 2013

Next Meter Reading 05/09 - 05/14/2013

For questions about Dominion East Ohio charges call 1-800-362-7555



Dominion

Pag

121.89

this is theft & fraud

\$25.72 actual owed

Credits And Charges Since Your Last Bill

Balance from last bill \$758.82
Late Payment Charge 11.38
Gross Receipts Tax (4.6044%) 52
Balance \$770.72

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge

Usage-Based Charges

17.4 MCF @ \$1.3448

Gross Receipts Tax (4.6044%)

Total Dominion East Ohio Charges

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

Hess Corporation Charges

Standard Choice Offer (SCO)

Gas Cost 17.4 MCF @ \$4.027

Sales Tax

Total HESS CORPORATION Charges

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 *Paid 4/24/13* \$892.61

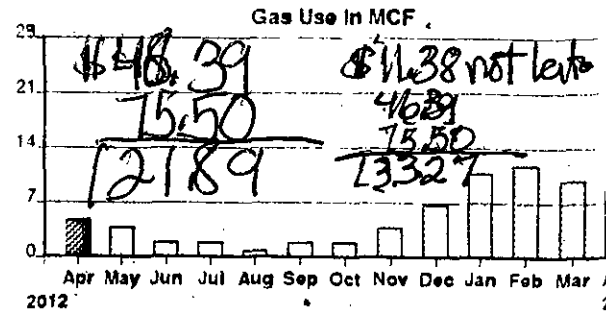
\$20.95
23.40
2.04
\$46.39

\$70.07
5.43
\$75.50

\$121.89
\$892.61

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2012 52°F 201 37



Average monthly use: 6.2 MCF
Total annual use: 74.5 MCF

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Apr 11, 2013	13825215	Actual	371.4	
Mar 11, 2013		Actual	354.0	1

MCF Used in 31 Days 1

THIS IS A SHUT OFF NOTICE

Your gas service could be shut-off at anytime for not paying the \$669.05 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$89.77 and your gas service can be shut off if this additional amount is not paid on or before Apr 29, 2013.

Finally, you owe \$133.79 in current charges since your last bill, which is due by Apr 29, 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.

Gas was turned off May 1, 2013. And it's still off as of Nov 2, 2013. I'm disputing the Balance from last bill

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

May 13, 2014 Bal \$778.97-Disputed
3/13/14 85.11 Volunteer charged
disputed 85.11

April 11, 14 58.32 \$ 58.32
143.43

that's more than the Deposit Credit.
And why would they pick a supplier that
charges more than the previous-Retaliation
Discriminatory

~~April~~
~~that~~
June \$784.14 Subtotal Impossible
25.68 June 27, 2014 \$67.30-6/27/13
DOM 7.09
Consulation 11.39 Late fee
\$37.07

July
DOM \$25.54
9.90
\$803.91 Total Ac ba disputed

Aug \$49.73-No Electric No Gas
Sept \$50.66
Oct \$100.39- Aug & Sept
Nov

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

\$715.00 Dep CP
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 *Incorrect* \$892.61
Payment on Apr 24, 2013 - Thank You *\$3000* 46.39 CR
Security Deposit Credit *70.00* 75.00 CR
Balance *46.78* \$771.22
Current Charges *46.78* *\$46.78*
Dominion East Ohio Distribution Charges *42.78*
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
Total Account Balance

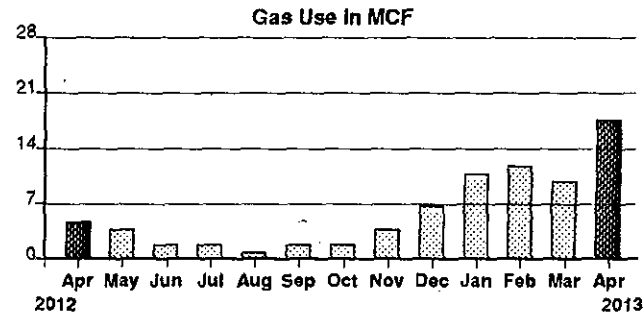
\$25.72
\$796.94

This is your Final Bill.

May 2013 Disconnection unwarranted
June off Oct off
July off Nov
Aug off
Sept off

Monthly Usage Comparison

Average Daily Temperature 2012 2013
For This Billing Period 52°F 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

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

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

Dec 7, 2012 Paid \$60.00 11/8/12 \$25.00 Deposit
31.84 6.84 Not late
 91.84 31.84

Jan 10, 2013 88.66 \$30.00 25.00 unwarranted
 89.22 26.65 7.35 Not late
 56.65 32 Credit
32.57
56.65
 89.22

Feb 11, 2013 25.90 Deposit
8.81
 33.89

March 12, 2013 \$19.27
-67.12
 \$12.15
-10.16
 \$1.99

37.12 Credit
12.88 Credit
50.00
17.12
 \$67.12
+10.04 Not late
77.16

April 20, 2013 \$75.00 \$132.67
121.39 \$91.28
 46.39 payment
 75.00 Deposit
11.38 Credit/late
132.67

May 15, 2013 Disconnected
 May 9, 2013 \$30.00
 June 24, 2013 70.00
 100.00
42.76
 \$142.76
 \$175.00
\$317.76

27.00 1-12-14
 27.00 7-12-14
128
 55.28 3-12-14
54.00 \$140.26
31.23 11-12-14
 \$140.26 251.96

January 12, 2014 \$27.00 Dep Unwarranted

Vici

1. The first step is to identify the problem or question that needs to be addressed. This involves understanding the context and the specific requirements of the task.



Dominion®

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

Cycle 04

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

Total Account Balance	\$479.18
------------------------------	-----------------

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

As of Jan 2013 I had a CC
Credit of \$1781.93 Dominion
turned it into a Balance from
last bill, That's theft &
fraud.

fraud.
 \$30.00 CE
 70.00 CE
 42.76

 \$142.73

30.00
 70.00
 2 42.76
 175.00

 317.76

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

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.

000014980

I=0001

•••••

14980 1 AT 0.381

GWENDOLYN C TANDY

1439 SULZER AVE

EUCLID OH 44132-2725

1. 2. 3. 4. 5. 6. 7. 8. 9. 10. 11. 12. 13. 14. 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. 30. 31. 32. 33. 34. 35. 36. 37. 38. 39. 40. 41. 42. 43. 44. 45. 46. 47. 48. 49. 50. 51. 52. 53. 54. 55. 56. 57. 58. 59. 60. 61. 62. 63. 64. 65. 66. 67. 68. 69. 70. 71. 72. 73. 74. 75. 76. 77. 78. 79. 80. 81. 82. 83. 84. 85. 86. 87. 88. 89. 90. 91. 92. 93. 94. 95. 96. 97. 98. 99. 100. 101. 102. 103. 104. 105. 106. 107. 108. 109. 110. 111. 112. 113. 114. 115. 116. 117. 118. 119. 120. 121. 122. 123. 124. 125. 126. 127. 128. 129. 130. 131. 132. 133. 134. 135. 136. 137. 138. 139. 140. 141. 142. 143. 144. 145. 146. 147. 148. 149. 150. 151. 152. 153. 154. 155. 156. 157. 158. 159. 160. 161. 162. 163. 164. 165. 166. 167. 168. 169. 170. 171. 172. 173. 174. 175. 176. 177. 178. 179. 180. 181. 182. 183. 184. 185. 186. 187. 188. 189. 190. 191. 192. 193. 194. 195. 196. 197. 198. 199. 200. 201. 202. 203. 204. 205. 206. 207. 208. 209. 210. 211. 212. 213. 214. 215. 216. 217. 218. 219. 220. 221. 222. 223. 224. 225. 226. 227. 228. 229. 230. 231. 232. 233. 234. 235. 236. 237. 238. 239. 240. 241. 242. 243. 244. 245. 246. 247. 248. 249. 250. 251. 252. 253. 254. 255. 256. 257. 258. 259. 260. 261. 262. 263. 264. 265. 266. 267. 268. 269. 270. 271. 272. 273. 274. 275. 276. 277. 278. 279. 280. 281. 282. 283. 284. 285. 286. 287. 288. 289. 290. 291. 292. 293. 294. 295. 296. 297. 298. 299. 300. 301. 302. 303. 304. 305. 306. 307. 308. 309. 310. 311. 312. 313. 314. 315. 316. 317. 318. 319. 320. 321. 322. 323. 324. 325. 326. 327. 328. 329. 330. 331. 332. 333. 334. 335. 336. 337. 338. 339. 340. 341. 342. 343. 344. 345. 346. 347. 348. 349. 350. 351. 352. 353. 354. 355. 356. 357. 358. 359. 360. 361. 362. 363. 364. 365. 366. 367. 368. 369. 370. 371. 372. 373. 374. 375. 376. 377. 378. 379. 380. 381. 382. 383. 384. 385. 386. 387. 388. 389. 390. 391. 392. 393. 394. 395. 396. 397. 398. 399. 400. 401. 402. 403. 404. 405. 406. 407. 408. 409. 410. 411. 412. 413. 414. 415. 416. 417. 418. 419. 420. 421. 422. 423. 424. 425. 426. 427. 428. 429. 430. 431. 432. 433. 434. 435. 436. 437. 438. 439. 440. 441. 442. 443. 444. 445. 446. 447. 448. 449. 450. 451. 452. 453. 454. 455. 456. 457. 458. 459. 460. 461. 462. 463. 464. 465. 466. 467. 468. 469. 470. 471. 472. 473. 474. 475. 476. 477. 478. 479. 480. 481. 482. 483. 484. 485. 486. 487. 488. 489. 490. 491. 492. 493. 494. 495. 496. 497. 498. 499. 500. 501. 502. 503. 504. 505. 506. 507. 508. 509. 510. 511. 512. 513. 514. 515. 516. 517. 518. 519. 520. 521. 522. 523. 524. 525. 526. 527. 528. 529. 530. 531. 532. 533. 534. 535. 536. 537. 538. 539. 540. 541. 542. 543. 544. 545. 546. 547. 548. 549. 550. 551. 552. 553. 554. 555. 556. 557. 558. 559. 560. 561. 562. 563. 564. 565. 566. 567. 568. 569. 570. 571. 572. 573. 574. 575. 576. 577. 578. 579. 580. 581. 582. 583. 584. 585. 586. 587. 588. 589. 590. 591. 592. 593. 594. 595. 596. 597. 598. 599. 600. 601. 602. 603. 604. 605. 606. 607. 608. 609. 610. 611. 612. 613. 614. 615. 616. 617. 618. 619. 620. 621. 622. 623. 624. 625. 626. 627. 628. 629. 630. 631. 632. 633. 634. 635. 636. 637. 638. 639. 640. 641. 642. 643. 644. 645. 646. 647. 648. 649. 650. 651. 652. 653. 654. 655. 656. 657. 658. 659. 660. 661. 662. 663. 664. 665. 666. 667. 668. 669. 670. 671. 672. 673. 674. 675. 676. 677. 678. 679. 680. 681. 682. 683. 684. 685. 686. 687. 688. 689. 690. 691. 692. 693. 694. 695. 696. 697. 698. 699. 700. 701. 702. 703. 704. 705. 706. 707. 708. 709. 710. 711. 712. 713. 714. 715. 716. 717. 718. 719. 720. 721. 722. 723. 724. 725. 726. 727. 728. 729. 730. 731. 732. 733. 734. 735. 736. 737. 738. 739. 740. 741. 742. 743. 744. 745. 746. 747. 748. 749. 750. 751. 752. 753. 754. 755. 756. 757. 758. 759. 760. 761. 762. 763. 764. 765. 766. 767. 768. 769. 770. 771. 772. 773. 774. 775. 776. 777. 778. 779. 780. 781. 782. 783. 784. 785. 786. 787. 788. 789. 790. 791. 792. 793. 794. 795. 796. 797. 798. 799. 800. 801. 802. 803. 804. 805. 806. 807. 808. 809. 810. 811. 812. 813. 814. 815. 816. 817. 818. 819. 820. 821. 822. 823. 824. 825. 826. 827. 828. 829. 830. 831. 832. 833. 834. 835. 836. 837. 838. 839. 840.

DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

011500049531404000000000000000000000000000079862

[illegible]

Cycle 04

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

Dominion®

I decline the \$80.00 Amth Plan
Because my

As of Jan 2013 I had a CR
Credit of \$781.93 Dominion
turned it into ^ABalance from
last bill, That's theft &
fraud.

Fraud.
 \$30.00 CE
 70.00 CL
 42.76

 \$142.73

\$79.86

Amount Enclosed

04

I=0001

[illegible]

14980 1 AT 0.381

GWENDOLYN C TANDY

1439 SULZER AVE

EUCLID OH 44132-2725

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.

[illegible]

DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

01150004953140400000000000000000000079862

DOMINION East Ohio
gas was cut off May 2013
Im disputing the Total Ac. Balance of Dominion
May 25, 2013 Last 4 ac# 1404

*****AUTO**5-DIGIT 44132
002572 01 AV 0.357 T#000013
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Demand \$766.94

ACCOUNT NO:

1500049531404

SERVICE ADDRESS:

1439 SULZER AVE
EUCLID OH 44132-2725

Balance Due: \$766.94

Due Date of Final Bill: 05-14-2013

May 14, 2013

Demand \$766.94

Dom Demands \$800.00

Dominion committed, Fraud, theft
extortion

Subject: Final Bill Collection Warning

This is to advise you that we have not received payment of \$766.94 which represents your outstanding balance for gas service used at the above service address. In the event that payment has been mailed, please disregard this letter.

If payment has not been made, please remit payment immediately to avoid referral of this account to a collection agency. Referral to a collection agency may be more expensive to you in terms of time and money, since you may be required to pay attorney fees in addition to the balance shown above.

To avoid further collection action, use one of the following payment methods:

- **Credit/Debit Card or Electronic Check.** Fees apply. Visit www.dom.com any time day or night.
- **Authorized Payment Centers.** If you wish to make a payment in person, visit an authorized payment agent. Visit www.dom.com or call (800)362-7557 to find an agent in your area. Fees may apply.
- **By Mail.** Kindly remit payment in full today to the address listed on the form.

If you would like to contact us, please call (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,
Dominion East Ohio
Customer Credit Services

Cut gas of May 3, 2013
This is beyond theft, fraud, extortion + Racis! Harrassment
And my service was shut off illegally, that's cruel and
abusive. 2006

May, June, July, Aug + Sept I had a zero balances
Sept Bal from last bill zero

From Final Debit

From Final Credit

\$430.00 Credit

271.00 Credit

\$701.00 Stollen from my ac

150.00

\$850.00 Plus + additional charge
Refund 2006

Year 2013 & 2014

Feb 11, 2015

Gwendolyn Tandy
1439 Salzer Ave.
Euclid Ohio 44132

December 11, 2013 Ac# 1500049531404

January 13, 2014 New Ac# 1500060528356

Dominion

Jan 10, 2013 - May 1, 2013 / then ^{illegal} shut off
monthly

total Cur Payment & Dates Received

| | | | |
|-------------------------|--------------------|----------|------------------------|
| \$35.89 | 1-10-13 | \$3000 | 12-12-12 |
| Dom | \$35.89 | 26.65 | |
| The HESS Corp. | | 32 | |
| is not a legitimate | | 7.36 | not late |
| supplier of (SCO) | | 25.00 | Sec. Dep. Pre-fund |
| HESS \$ 52.77 | → | 52.77 | |
| | | \$142.10 | total cr 1-10-13 |
| | | 52.83 | |
| | Feb 11, 2013 | ✓ 94.93 | |
| | \$37.12 | 8.81 | not late |
| 37.12 | HESS Corp. → 52.83 | 25.00 | Sec. Dep. Unwarranted |
| | | 17.12 | 3-12-13 |
| 36.40 | March | 36.46 | |
| | not legitimate | 42.87 | |
| | source (SCO) | 50.00 | Security Dep. Pre-fund |
| 25.72 | April 26, 2011 | 75.00 | 4-25-13 |
| | | 46.39 | |
| | 22.79 | 30.00 | 5-9-13 |
| Constellation | 2.96 | 70.00 | 6-4-13 |
| | | 42.76 | |
| Dominion / illegal char | | 175.00 | 11-27-13 |

May 25, 2013 I
received A letter date 5-25-13
from Dom. demanding \$766.13
immediately. It also consisted
of threat to report an illegal
Balance to the credit reporting agencies
that's extortion & harassment. And
I believe ~~for~~ retaliation for
making complaints to the PRCO.

1. Jan 10, 2013 - No balance exist,
2. Since all 12 of the previous Monthly PIPP PLUS payments were made on time, And according to PIPP PLUS guidelines after 2 years of ontime payment, the customers total account balance will be eliminated

My PIPP PLUS account started Nov 13 2010 - That violated my PIPP account which state the Anniversary date of ~~9-15~~ of each year states the same And the Beverly date of 8-30 is the same each year

2-12-14 From Final Debit \$1605.96 Represents
~~theft~~ and fraud A should be credit
 to my account

\$85.03 Jan 13, 2014 I have A \$688.11 CR
 unwarranted 27.00 Sec Dep

Dominion has zero balance from
 last bill. When actually I have A
 credit of \$700.00 and more.

84.70 Feb 12, 2014 unwarranted 27.00 Sec Dep
 March 2-18-14 54.00 CR
 Dom, \$30.11 2-18-14 31.03 CR
 Volun, 85.11 3-3-14 111.70 Paid
 \$175.22 27.00

April 11, 2014
 Dom \$28.50 CR 27.00 Sec Dep
 86.82 Volun 58.32 244 not late
 88.22 Paid
 May 12, 2014 497 not late
 Dom \$26.60 6-2-14 43.96
 Const, 17.33 6-25 not late
 \$43.93 6-27-14 67.30 Paid
 7.09 not late

June 11, 2014
 Dom \$25.68
 Const, 11.39
 37.07

~~Aug 11, 2014~~

Jan 2011
 $\$158.20 - 43.00 = \115.20
 $144.94 - 43.00 = 101.94$
 $108.66 - 43.00 = 65.66$
 $81.89 - 43.00 = 38.89$
 $\$513.69$
 $\$321.69$ - May 2011

158.20 Jan
 43.00
 115.20

144.94 Feb
 43.00
 101.94

108.66 March
 43.00
 65.66

81.89 Apr
 43.00
 38.89

2012 As of January 1st 2012 past due balance
 of $\$307.59$ represents theft & fraud
 because As of Dec 15 2011 I had A $\$940.34$
 Credit From Jan 2011 - April 2011 I had
 A $\$321.69$ Credit. Then Dominion
 shut my Gas off. I paid an additional
 $\$194.65$ from May - Sept 2011 -
 Dept. of Development paid $\$141.00$ 2/10/11
 Dominion stole my 117.10 12-1-11
 Credit & gave me $\$258.16$
 A $\$332.73$ / 321.69 cr
 33.00 / $\$579.79$
 $\$365.73$ bal 29.00 12/13/2011
 The Dept. of Devel gave me $\$29.00$ 12-28-2011
 me A $\$29.00$ 12-28-2011
 PLEPPUS Payment

of SCO¹ therefore I'm owed A refund
for HESS charges from May 11, 2012, which
amount to approximately \$100.00

Oct 2013

Dominion

I would like an explanation
for the following charges:

| | | | |
|---------------------|----------------|--------------------|-------------------|
| SCO | April 12, 2012 | \$18.20 | Pay to Kratos Gas |
| | May 11, 2012 | 12.63 | " HESS CORP |
| | June 12, 2012 | 4.83 | " HESS CORP |
| | July 12, 2012 | 5.55 | " HESS CORP |
| | Aug 12, 2012 | 5.09 | " HESS CORP |
| | Sept 11, 2012 | 6.23 | " HESS CORP |
| | Oct 8, 2012 | 5.23 | " HESS |
| | Nov | 16.00 | " HESS |
| | Dec 7, 2012 | 29.39 | " HESS |
| | | <hr/> 103.10 | |
| From Jan-April 2013 | | 146.79 | |
| | | <hr/> \$ 249.89 | |

Dominion never acknowledge my request
for a written explanation

Dominion Also threaten me by saying they would turning my account over to A collection Agency. And that would effect my Credit Score Dominion already committed fraud and theft by turning over false information to All 3 Credit Bureaus
Evidence Attached

My Current Amount Due for Jan 2012 - Dec 2012 Are as followed

| Owed | I Paid | Date | Nov 9, 11 Zero Owed |
|--------------|----------|----------|---------------------|
| Jan \$102.44 | \$117.10 | 12-1-11 | |
| Feb 92.29 | 88.00 | 1-6-12 | |
| March 81.92 | 30.00 | 3-7-12 | |
| April 27.97 | 30.00 | 4-9-12 | |
| May 27.63 | 30.00 | 5-8-12 | |
| June 24.28 | 30.00 | 6-7-12 | |
| July 24.28 | 30.00 | 7-9-12 | |
| Aug 23.65 | 60.00 | 8-9-12 | |
| Sept 23.76 | 30.00 | 9-7-12 | |
| Oct 23.65 | 30.00 | 10-10-12 | |
| Nov 26.65 | 60.00 | 11-8-12 | |
| Dec 30.15 | 30.00 | 12-12-12 | |

With practically 95% of my total current Due are under \$30.00. Why would I request \$79.86. And why does Dominion think that can threaten me Into paying it.

7

2006

2007

2008

2009

2010

2011

I was given A new Account #
15000 49531404 Nov

Old ac # 15000 29457379

July 2012 Deposit Warning

2-29-12 Subject: inquiry Received
\$70.00 4 14-12 Subject: Current PLUS PLAN
Pay \$70.00 on disputed Past Due
Plus total current
7-13-12 Deposit Warning
11-7-12 Subject: Deposit of \$75.00 required
12-13-12 Dominion took \$25.00 from my payment

February 24, 2011

*****AUTO**3-DIGIT 441
004606 01 AT 0.354 T#000013
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Anniversary Sept 15, 2011

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

Starting Sept 15, 2011 \$43.00



Subject: PIPP Plus Enrollment

This letter confirms your enrollment in PIPP Plus, which replaced the Percentage of Income Payment Plan (PIPP), with Dominion East Ohio. Your PIPP Plus payment is \$43.00.

Each time you pay your monthly payment in full by the due date, you no longer owe the rest of that month's charges. You also receive a 1/24th credit toward any account arrears. Your current arrearage balance with Dominion East Ohio is \$0.00. If you make your PIPP Plus payment in full and by the due date each month for 24 straight months, your account should be current. If at any point you fail to make your PIPP Plus payment in full by the due date, your account will be subject to normal credit actions, but the company will not cancel any credits you have already recieved. Please keep in mind that while on PIPP Plus, you are still legally responsible for your entire utility bill. However, the company cannot shut off your service if you make all the PIPP Plus payments in full by the due date.

As a PIPP Plus customer, there are two important dates that you need to know.

* Your re-verification date is 02/23/2012 - *This is 5 mth later it violates PIPP Plus Guidelines*

The re-verification date is the actual date on which you complete documentation of your household income. Re-verification must occur no more than 12 months from the previous re-verification date. To remain on PIPP Plus you must visit your local community action agency prior to your re-verification date to document your income. (You are required to report any change in household size and income, so your re-verification date may change from year to year.)

* Your anniversary date is 09/15/2011

The anniversary date is the calendar date when your arrearage credits will be calculated. You must be current on any missed PIPP Plus payments by this date. If you fail to bring your account current, you will be removed from PIPP Plus and your entire balance, including arrearages, will become due. Your anniversary date is the same every year.

Please read the enclosed fact sheet for additional information about the responsibilities and benefits of PIPP Plus. If you have any questions, please contact Dominion East Ohio at (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m.. You may also contact the Public Utilities Commission of Ohio (PUCO) at (800)-686-7826.

Sincerely,
Customer Service Center
Dominion East Ohio

continued next page

lca112

13

New service ~~was~~ supposed with
New acct ~~was~~ supposed to start with no past
amount

*****AUTO**3-DIGIT 441
011764 01 AT 0-362 T#000028
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



➔ **Subject: Dominion East Ohio Welcome Letter**

Dear Customer,

As you begin your service with Dominion East Ohio, we want to make you aware that you have certain rights and responsibilities based on minimum gas service standards issued by the Public Utilities Commission of Ohio (PUCO).

Your rights and responsibilities cover a wide range of issues, including installation of service, payment of bills, disconnection and reconnection of service, customer privacy, meter testing, security deposits, rights to usage history, deferred payment plans, low-income assistance, information relating to "one call" or "call-before-you-dig" services, and service line responsibilities.

For example, the PUCO service standards require you to permit company personnel to access company equipment on your premises. In turn, the company will provide you with actual meter readings as required under the standards.

Dominion East Ohio must make rate information and rate alternatives available upon your request. There is also a natural gas Energy Choice program available to eligible customers that provides the opportunity for you to choose your natural gas supplier. (For more information, visit www.DominionGasChoice.com.) The company also takes steps to avoid "slamming" by suppliers.

You can learn more about your rights and responsibilities in any of the following ways:

- Visit www.dom.com - Search: Ohio Rights.
- Contact us for a written copy of your rights and responsibilities.
- Visit the PUCO's Web site at www.puco.ohio.gov to view the minimum gas service standards or obtain a copy from the commission upon request. Once on the PUCO Web page, click on the Natural Gas section, then click on the Industry Information tab. The Minimum Gas Service Standards are listed under Industry Topics.

As the customer of record, you are responsible for:

- payment of services rendered by Dominion;
- granting Dominion access to company equipment located at your service address;
- properly notifying Dominion of any requests to start or stop service.

lac006

continued next page

orig. 9

| | | owed | eliminated |
|----------|---|----------|--------------------|
| \$287.24 | Jan 12, 2011 | \$158.20 | - 43.00 = \$115.20 |
| 31.12 | Feb | | 43.00 5 |
| 3.80 | March 2011 | 108.66 | 43.00 65.66 |
| 325.16 | April 11, 2011 | 81.89 | 43.00 38.89 |
| \$287.24 | April 21, 2011 | 0 | 43.00 |
| 37.92 | Disconnecting my service | | |
| 249.32 | in 2011 prevented me from the benefiting from the PIPPLUS that states if you make your payments on time the rest of your balance for that month is eliminated | | |

| | | |
|--------------------------|---|------------------------|
| May 23, 2011 - May 5, 11 | 0 | \$43.00 service is off |
| 5-24-11 | 0 | 65.55 |
| 6-10-11 | 0 | 43.00 |
| 7-6-11 | 0 | 43.00 |

| | | | |
|----------|--------------|---|-------|
| \$375.73 | Aug 11, 2011 | | |
| | 9-20-11 | 0 | 43.00 |

| | | |
|--|--|--------------------|
| Oct | | |
| Nov | | \$17.10 credit |
| Dec. This charge doesn't even make since | | 335.73 Final Debit |

| | |
|--------------|--------------|
| Dec 13, 2011 | 29.00 |
| Dec 28, 2011 | 29.00 |
| Jan 6, 2011 | 30.00 |
| | <u>284.4</u> |

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared January 12, 2011

Next Meter Reading 02/09 - 02/14/2011

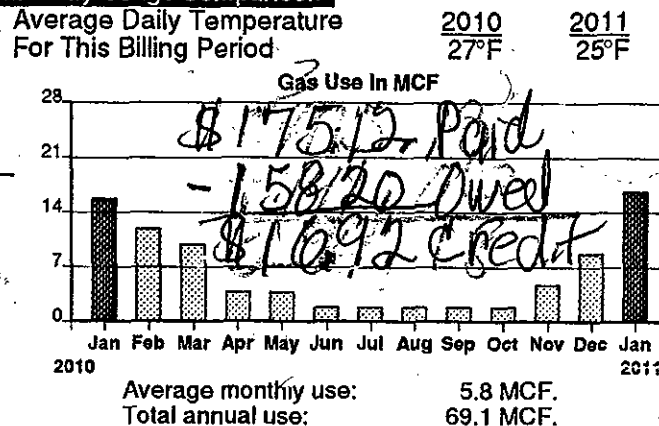
For questions about Dominion East Ohio charges call 1-800-362-7557

Page 2 of 3

Credits And Charges Since Your Last Bill

Balance from last bill *Disputed* \$287.24
Payment on Jan 7, 2011 - Thank You → 34.12 CR
Late Payment Charge 3.80
Gross Receipts Tax (4.6044%) 17
Balance *I owed \$99.52* \$257.09
Current Charges
General Sales Service Rate *\$41.52*
(See last page for important message)
Standard Service Offer (SSO)
Basic Monthly Charge \$19.63
Gas Usage Charges
16.8 MCF @ \$7.8339 *\$91.85 SSO* → 131.61
Gross Receipts Tax (4.6044%) 6.96
This bill includes \$91.85 for SSO gas cost at \$5.467 per thousand cubic feet (MCF).
Total Current Charges \$158.20
Total Account Balance \$415.29

Monthly Usage Comparison



Billing Period And Meter Readings

| Date | Meter Number | Read Type | Reading | Difference |
|---------------------|--------------|-----------|---------|------------|
| Jan 11, 2011 | 13825215 | Remote | 210.0 | |
| Dec 9, 2010 | | Remote | 193.2 | 16.8 |
| MCF Used in 33 Days | | | | 16.8 |

Please Pay Account Balance of \$415.29 by Jan 28, 2011 to Avoid Late Payment Charge of 1.5% per month.

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$253.12 by Jan 28, 2011, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

Act Due \$259.22

Dec 2010

My gas was shut off by Dominion April 11, 2011
after I made these payments/owed

| | | |
|-------------|---------|--------------|
| Jan 7, 2011 | \$34.12 | |
| Feb 2011 | 141.00 | HEAP Credit |
| March 7, 11 | 43.00 | PIPP Payment |
| April 7, 11 | 43.00 | " |
| May 5, 11 | 43.00 | " |
| May 24, 11 | 65.05 | " |

0 zero owed

Handwritten summary:
Total Current \$158.20
- \$175.12 Paid Jan+Feb
= 108.66
- 43.00 PIPP Payment
= 65.66

Credit Bureau Feb 10, 2011 Tot Cur \$57.40

GWENDOLYN C TANDY

439 SULZER AVE
EUCALID OH 44132-2725

LT E \$87.54
Dispute \$87.54



\$87.54
Dispute Charges 3
Dominion

Page 2 of

Account Number 15000 2945 7379 Date Prepared February 10, 2011 Next Meter Reading 03/10 - 03/15/2011

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

Feb min \$144.94

Credits And Charges Since Your Last Bill

Balance from last bill \$415.29
Heap Credit Feb 23, 2011 Revenify 141.00 CR
Balance PIPP PLUS \$4300 mth \$274.29

Current Charges

Dominion East Ohio Distribution Charges
Basic Monthly Charge \$19.63
Usage-Based Charges 35.24
15.0 MCF @ \$2.3493 2.53
Gross Receipts Tax (4.6044%) 2.53
Total Dominion East Ohio Charges \$57.40
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

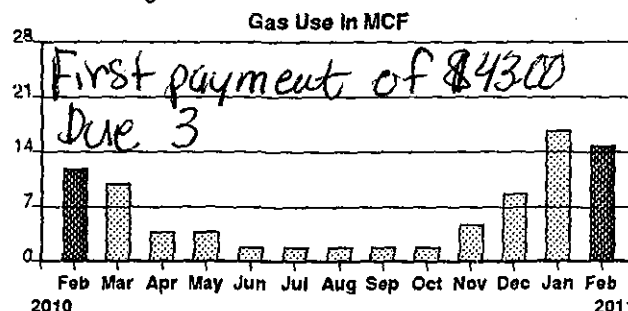
DTE ENERGY SUPPLY Charges

(See last page for important message)
Standard Choice Offer (SCO) ~~transport~~
Gas Cost 15.0 MCF @ \$5.416 \$81.24
Sales Tax 6.30
Total DTE ENERGY SUPPLY Charges \$87.54
For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.
Total Current Charges \$144.94
Total Account Balance \$419.23

YOU ARE ON THE CURRENT PLUS (\$45.71) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2010 27°F 2011 22°F



Average monthly use: 6.0 MCF.
Total annual use: 72.3 MCF.

Billing Period And Meter Readings

| Date | Meter Number | Read Type | Reading | Difference |
|---------------------|--------------|-----------|---------|------------|
| Feb 9, 2011 | 13825215 | Remote | 225.0 | |
| Jan 11, 2011 | | Remote | 210.0 | 15.0 |
| MCF Used in 29 Days | | | | 15.0 |

107.77
- 34.12
73.65
+ 81.24
154.89

57.40
87.54
144.94

I canceled PIPP PLUS Oct 2011/15
And I disputed the second \$60 charge
\$87.54
DTE \$87.54
Oct I owed \$72.00
Nov 43.00
Dec 43.00
\$158.00
- 87.54
70.46

NO arrearages/letting back up

GWENDOLYN C TANDY
1439 SULZER AVE
EUCALID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379
Date Prepared January 12, 2011

Next Meter Reading 02/09 - 02/14/2011

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

Credits And Charges Since Your Last Bill

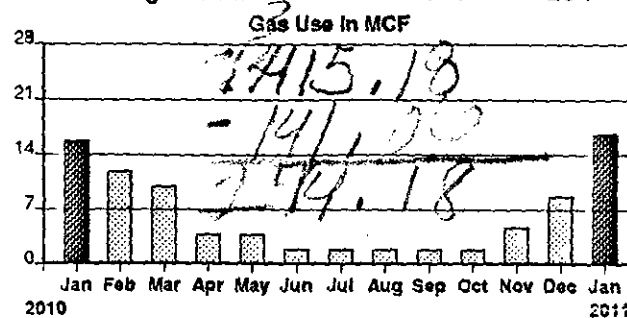
Balance from last bill \$287.24
Payment on Jan 7, 2011 - Thank You 34.12 CR
Late Payment Charge 3.80
Gross Receipts Tax (4.6044%) .17
Balance \$257.09

Current Charges

General Sales Service Rate
(See last page for important message)
Standard Service Offer (SSO)
Basic Monthly Charge \$19.63
Gas Usage Charges 16.8 MCF @ \$7.8339 \$91.85 SSO 131.61
Gross Receipts Tax (4.6044%) 6.96
This bill includes \$91.85 for SSO gas cost at \$5.467 per thousand cubic feet (MCF).
Total Current Charges \$158.20
Total Account Balance \$415.29

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2010 27°F 2011 25°F



Average monthly use: 5.8 MCF.
Total annual use: 69.1 MCF.

Billing Period And Meter Readings

| Date | Meter Number | Read Type | Reading | Difference |
|---------------------|--------------|-----------|---------|------------|
| Jan 11, 2011 | 13825215 | Remote | 210.0 | |
| Dec 9, 2010 | | Remote | 193.2 | 16.8 |
| MCF Used in 33 Days | | | | 16.8 |

Please Pay Account Balance of \$415.29 by Jan 28, 2011 to Avoid Late Payment Charge of 1.5% per month.

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$253.12 by Jan 28, 2011, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

Jan 12, 2011 \$158.20 8/101 \$57.40 3.80
-34.12 Cr 3.97 17
\$124.18 58 3.43 397
Feb 10, 141.80 -16.82
-124.18 \$36.61
\$16.82 Credit

Feb 10, 2011 I dispute the \$87.54 DTE Energy Supply charges. And disagree with Total Current of and the \$419.23.

Jan 29, 2004 My PPIP Amount was \$72.00
 10 43.00
 11-12 29.00

As of Jan 2011 my total account was \$199.27
 Jan - Sept I paid \$43.00 on time
 GAS was cut off because I was disputing the
 Bal. of \$341.00 a graduate PIPPIUS I didn't
 agree to. Because I was current

GWENDOLYN C TANDY

1439 SULZER AVE
 EUCLID OH 44132-2725

Account Number Date Prepared
 1 5000 2945 7379 February 10, 2011

Next Meter Reading
 03/10 - 03/15/2011

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



Dominion

1439

Summary of Payment Due

Current Plan Amount \$190.65
 Total Payment Due by February 28, 2011 \$190.65

I need to look at

107 Feb. past Due \$107.00

March pay - 43.00
 March past Due \$64.00

Please Pay Plan Amount of \$190.65 by Feb 28, 2011 to Avoid Late Payment Charge of 1.5% per month.

Special Payment Plan

Thank you for participating in our special payment plan. We designed the plan to help you pay off your balance and to keep you current with new bills. The due date and the amount you owe appear each month on the payment stub below. To remain on the plan and to avoid a shut-off notice, please be sure to pay the correct amount by the due date. If you have any questions, please call toll free 1-800-950-7989.

To participate in the Energy Choice program and/or remain on any payment plan, you must pay the amount due on time each month.

(See Next Page for Usage Comparison and Meter Reading)

Oct 10 \$23.60
 Nov 10 59.00
 Dec 10 87.97
 Jan 11 153.20
 Feb 11 248.97
 Mar 11 141.90
 Apr 11 107.77

I need Jan - 2011 - Dec 2011

Current
GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared August 11, 2011

8/14/11 50 DUE
Request for \$375.73



\$1439 Sulzer
theft \$56.99
Dominion

Page 1 of 3

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

Summary of Payment Due

Current PIPP Plus Amount
Total Payment Due by August 29, 2011

43.00
\$375.73

(See Next Page for Usage Comparison and Meter Readings)

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

You must re-verify your income by 02/23/2012 to stay on PIPP Plus.
If you have questions about your household income reverification, call the Ohio Department of Development at 1-800-282-0880.

Remember, timely payment of bills ensure your continued gas service.

Handwritten calculations:
\$375.73
- 46.50
= 329.23
Bal 1086.32
88.49
2197.50
18
17
15
14
10

Oct No Bal -
They add an amount due even though the gas been off since May 2011 when I received final bill

Please Pay PIPP Plus Amount of \$375.73 by August 29, 2011

Added to my past due \$43.00

Summary of Your PIPP Plus/Graduate PIPP Plus Activity
Monthly PIPP Plus Amount \$43.00
Past Due Amount \$332.73
Total PIPP Plus Amount Due \$375.73

Handwritten calculations:
\$56.99
- 46.50
= 10.49

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. Please call 1-800-950-7989 if you have any questions.

My current Bal Sept 15, 2011

GWENDOLYN C TANDY

1439 SULZER AVE
EUGLID OH 44132-2725

Account Number 15000 4953 1404
Date Prepared December 9, 2011

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

For questions about Dominion East Ohio charges call 1-800-382-7557.



Dominion

Page 3 of 4

Credits And Charges Since Your Last Bill

Balance from last bill \$0.00
Payment on Dec 1, 2011 - Thank You 117.10 CR
Service Work 33.00 200
From Final - Debit 332.73 200
Gross Receipts Tax (4.6044%) 1.52 200
Balance **Final Debit** \$250.15 200

Current Charges

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

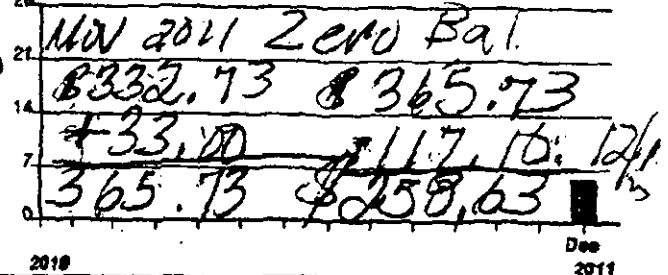
YOU ARE ON THE PIPP Plus PLAN FOR \$29.00.

Monthly Usage Comparison

Average Daily Temperature
For This Billing Period

2011
45°F

Gas Use in MCF



Billing Period And Meter Readings

| Date | Meter Number | Head Type | Reading | Difference |
|-------------|--------------|-----------|---------|------------|
| Dec 8, 2011 | 13825215 | Remote | 253.3 | |
| Nov 9, 2011 | | Actual | 247.2 | 6.1 |

MCF Used in 27 Days

Dec 1, 2011 8117.10
Dec 13 29.00
Dec 28 29.00
Jan 6 29.00
Total 104.15
\$205.15
\$233.14

My bal is incorrect

Dec 117.00
+29.00
=146.00
104.15

* Where did the 8117.00 go to?
If it was applied my bal should be 18/25
Formal Complaint PUFF FAX Dominion

33.00
332.73
365.73
18
16
34
17.00
29.00 12-13-2011
29.00 12-28-2012
30.00 1-6-12
+28.44 1-12-12
\$233.44

GWENDOLYN C TANDY
1439 SULZER AVE
EUGLID OH 44132-2725

\$33.00 short of fee
Should come off

Date Feb 16, 2015

CC. State Representative
Mr. Kent Smith



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

1500060528356
Account Number

Same As Above
Customer Service Address (if different from above)

Dominion East Ohio
Utility Company Name

City State Zip

I'm saying the disconnection would be illegal) Not to allow until
Please describe your complaint (Attach additional sheets if necessary) PUCO offers A solution AS

Jan 12, 2015 shut OFF. would be illegal) they are required
Balance from Dec 2014 \$1003.19 - Disputed its less than
A credit that consist of the following

Sept 14, 2006 - Accompany A Shut OFF Notice = Harrassment

From Final-Debit \$430.00 This is A credit
Credit 273.00 " " " "

703.00

159.00 Fraud on theft

\$862.00 Credit

March 20, 2009
sept 16, 2010

532.72 XF-UTG = credit

688.01 Credit

282.26 XF-UTG = Credit 11-9-11 Total \$48200 credit

May 2011 Disconnection Violated my PIPP PLUS payment agreement
that states I have until my Anniversary Date 9-15-11 to make up any
PIPP PLUS payments.

Nov 9, 2011 I had A \$597.64 Credit May 15 2013 illegal disconnection
Dec 2011 \$11700 Paid \$2,364.99 Credit

Balance

2013 AC# 150004953 1404

1-13-14 AC# 15000 6052 8356 (New ac#)

Statement

1 0

12-11-13 I have A \$745.27 and more CR.

0

1-13-14

\$27.00

Sec Dep. while I have

tot cur

85.00

A credit

\$112.00

\$605.98

2-12-14

27.00

Sec. Dep

111.70

804.82

3-13-14

115.20

54.00 CR Sec Dep Befund

31.03

85.03

2-18-14

111.70

3-18-14

27.00

Sec Dep. illegal

82.22

Payment 3-28-14

43.96

June 2, 2014

67.30

June 27, 2014

709

Not late

778.97

April 11, 2014

86.82

May 12, 2014

43.93

803.31

June 11, 2014

37.07

July

Aug

Sept

Oct

Nov

Dec

2014

\$600319

Jan 12, 2015 - Balance represents theft

\$103.02 - 50.00 = 53.02

Feb

2015

These are just a few
there are credits in 2007 & 2008

| | | |
|---------------------------|--------|----------|
| \$862.00 Credit from 2006 | 2/2015 | \$605.98 |
| 532.72 credit | 2009 | |
| 688.01 Credit | 2010 | |
| 482.00 | 2011 | |
| | 2012 | |
| 605.98 | 2013 | |
| 605.98 | 2014 | |

| | | | | |
|--------|----------------|-----------|--------|-----------------|
| | Jan 13, 2014 | \$85.03 - | 85.03 | 2-16-14 |
| | Feb 12, 14 | 82.42 | 111.70 | |
| 661.32 | March 13, 14 | 87.00 | 88.22 | |
| | April 11, 2014 | 86.82 | | |
| | May 12, 2014 | 43.93 | 46.95 | Shut OFF Notice |
| | June 14 | 37.07 | 67.30 | 6-2-14 |
| | July 11, 14 | 35.44 | 62.74 | 7.09 not late |
| | Aug | | | |
| | Sept | | | |
| | Oct | | | |
| | Nov | | | |
| | Dec 14 | | | |

Jan 12, 2015 \$1,003.19 disputed Balance
it represents theft and fraud!

4953140400000000000000000000000079862

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

Credits and Charges Since Your Last Bill

Balance from Last Bill **\$264.04 Credit** \$0.00
Security Deposit Installment **\$1** 27.00
Balance **\$27.00**

Current Charges

General Sales Service Rate **Dominion steals my credit on a/c**
(See last page for important message)
Standard Service Offer (SSO)
Basic Service Charge **\$605.98 Final** \$22.01
Gas Usage Charges **Debit** 59.28
12.5 MCF @ \$4.7424
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

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

From Dec 11, 2013 Final Credit \$455.85
AC# 15000 4953 14
From Jan-13-Dec-13 I have Acct # 85.03 gwend

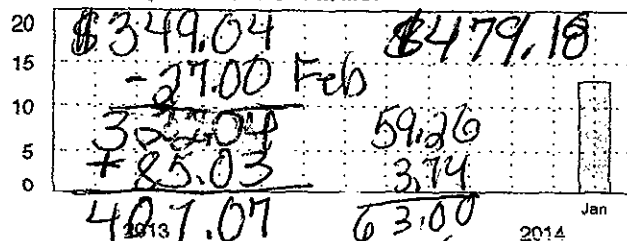
Dominion

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

Monthly Usage Comparison

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

Gas Use in MCF



Billing Period and Meter Readings

| Date | Meter Number | Read Type | Reading | Difference |
|---------------------|--------------|-----------|---------|------------|
| Jan 10, 2014 | 13825215 | Actual | 384.5 | |
| Dec 9, 2013 | | Actual | 372.0 | 12.5 |
| MCF Used in 32 Days | | | 59.28 | 12.5 |

85.03

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

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 Feb 18, 2014 \$196.73

Page 1



Dominion

Where did \$600.98 come from
For questions about Dominion East Ohio charges call 1-800-362-7557

Credits and Charges Since Your Last Bill

Balance from Last Bill 2-24-14 Paid \$115.72 \$112.03 200.
Late Payment Charge 1.28
Security Deposit Installment I had A Credit 27.00
From Final - Debit 605.98 200. Infractions
Gross Receipts Tax (4.6044%) 0.06
Balance I had A \$455.85 Credit \$746.35 200.

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

Gross Receipts Tax (4.6044%) 84.77

This bill includes \$79.61 for SSO gas cost at \$5.007 per thousand cubic feet (MCF). Who is the supplier? \$84.70

Total Current Charges This is plan theft \$111.70 200

Total Account Balance \$858.05

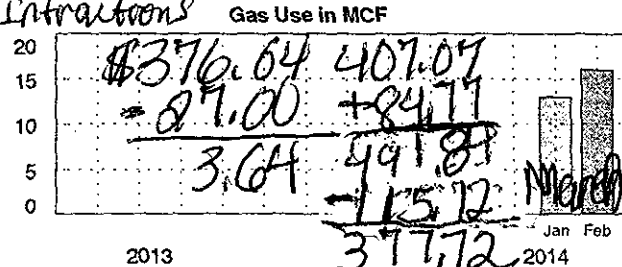
You may be able to better control the gas portion of your bill by shopping for an alternative gas supply contract.

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

\$22.01 \$107.38
84.77 4.92
111.70 111.70

Monthly Usage Comparison

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



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
+27.00 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

Legal demand 22

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

\$84.77
22.01

2/18 \$54.00
31.03
111.70
196.73

000010187

I=1011



10187 1 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

0115000605283560000000011170000000331939

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLED OH 44132-2725

Account Number 1 5000 6052 8356
Date Prepared 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 | → 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 | \$78.81 |
| Sales Tax | 6.30 |
| Total VOLUNTEER ENERGY SERVICES Charges | → \$85.11 |

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

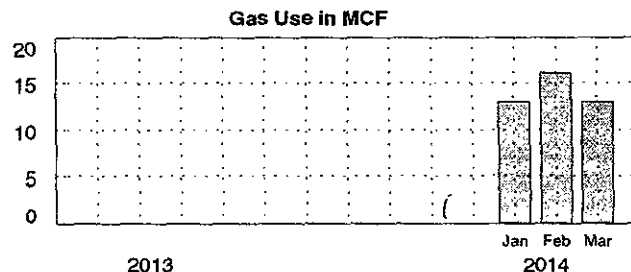
I still don't have an explanation for A\$532.72 XPUTG 2009

I don't understand how the SCO can be more than the usage

3-28-14 \$8822 \$606.98 Credit
2100
11522 455.85 Credit
\$1062.83

Monthly Usage Comparison

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



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 |

Dom \$30.11
Vol 85.11 ?
115.22

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725Account Number 1 5000 6052 8356
Date Prepared April 11, 2014Next Meter Reading
05/08 - 05/13/2014**Dominion®**

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.***No I'm not!*

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

04

000009758

I=11111



9758 2 AV 0.378

GWENDOLYN C TANDY

1439 SULZER AVE

EUCLID OH 44132-2725

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.



DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

0115000605283560000000008682000000331577

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 - *Supposed to be Constellation @ \$4*

| | |
|--|----------------|
| 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.

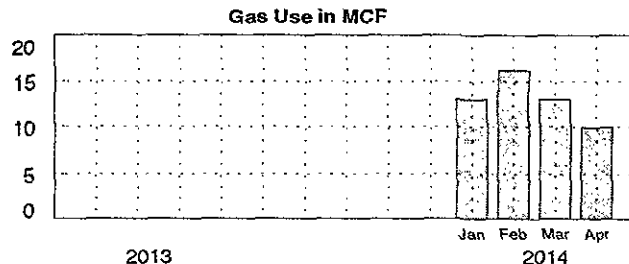
| | |
|------------------------------|-----------------|
| Total Current Charges | \$86.82 |
| Total Account Balance | \$778.97 |

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

\$

Monthly Usage Comparison

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



| | |
|-------------------|-----------|
| 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 TANDY

Page 2

1439 SULZER AVE
EUCLID OH 44132-2725

| Account Number | Date Prepared | Next Meter Reading |
|------------------|----------------|--------------------|
| 1 5000 6052 8356 | April 11, 2014 | 05/08 - 05/13/2014 |

Cycle 04

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)

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

PLEASE PAY Plan Amount of \$331.57 by Apr 29, 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 \$162.34 by Apr 29, 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 help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

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 @ \$5.285 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.

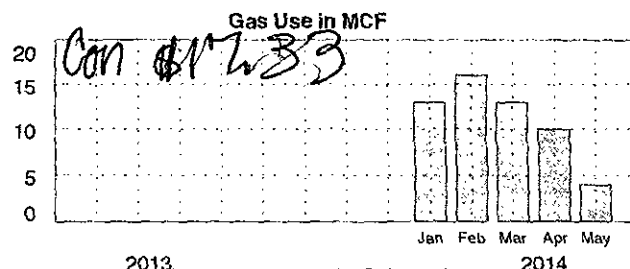
Total Current Charges \$43.96 paid 6/2

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

May 12, 2014 Euclid Ag

\$4.97

43.96

48.93 paid

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725Account Number 1 5000 6052 8356
Date Prepared June 11, 2014Next Meter Reading
07/09 - 07/14/2014

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 | \$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 |

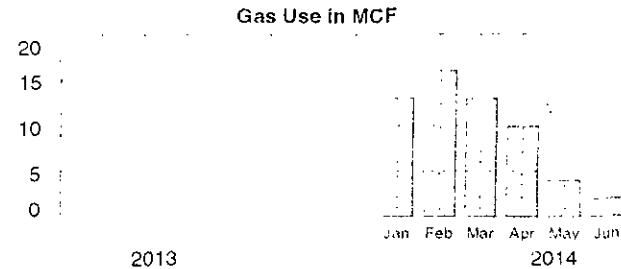
For questions about gas supply costs, contact CONSTELLATION GOV AGG, EUCLID at 1-888-898-4323.

| | |
|------------------------------|-----------------|
| 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 | Difference |
|----------------------------|-----------------|---------|------------|
| Meter Number | 13825215 | | |
| Jun 10, 2014 | Actual | 428.9 | |
| May 9, 2014 | Actual | 426.6 | |
| MCF Used in 32 Days | | | |

WENDOLYN C TANDY *Owe*

439 SULZER AVE
EUCLID 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 |

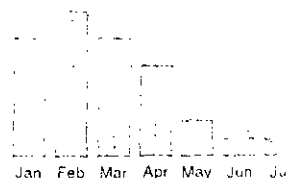
Monthly Usage Comparison

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

Gas Use in MCF

20
15
10
5
0

2013



2014

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 |

\$32.32 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.

* Active account

DOMINION EAST OHIO

Statement of Account

New Account #

Name TANDY GWENDOLYN C

Account Number 1404

For Questions Call (800)-362-7557

Address 1439 SULZER AVE

Meter Number 13825215

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

| DETAILS | | | | | | | | | | | | | | | | | |
|------------|-----------|-------------|---------------|-----------------|-------------|----------|------------------|----------|---------------|------------|------------|---------|-------------|-----------|--------------|--------------------|--------------|
| READ DATE | BILL DAYS | READ SOURCE | METER READING | AVG DAILY USAGE | DEGREE DAYS | BILL AMT | SALES/ STATE TAX | DUE DATE | LATE PMT CHRG | PMT AMOUNT | PMT DATE | ADJ | ADJUST DESC | PLAN DESC | PLAN AMT DUE | TOTAL PLAN AMT DUE | ACCT BALANCE |
| 12/12/2012 | 0 | | .0 | .0 | .0 | \$0.00 | \$0.00 | | \$0.00 | \$30.00 | 12/12/2012 | \$0.00 | | | \$0.00 | \$0.00 | |
| 12/08/2012 | 31 ACTUAL | | 319.8 | 6.7 | .2 | 728 | \$30.15 | 1 | \$0.00 | \$7.15 | 12/28/2012 | \$0.00 | | | \$0.00 | \$0.00 | \$597.61 |
| 0 | | | .0 | .0 | .0 | 0 | \$29.38 | 2 | \$2.11 | \$0.00 | | \$0.00 | BROKER | | \$0.00 | \$0.00 | |
| 11/05/2012 | 31 ACTUAL | | 313.1 | 4.1 | .1 | 471 | \$26.65 | 3 | \$0.00 | \$7.31 | 11/26/2012 | \$0.00 | | | \$0.00 | \$0.00 | \$515.92 |
| 0 | | | .0 | .0 | .0 | 0 | \$16.00 | | \$1.15 | \$0.00 | | \$0.00 | BROKER | | \$0.00 | \$0.00 | |
| 11/06/2012 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | 4 | \$0.00 | \$0.00 | | \$75.00 | DEP Dispost | | \$0.00 | \$0.00 | |
| 10/05/2012 | 29 ACTUAL | | 309.0 | 1.5 | .1 | 167 | \$23.65 | 5 | \$0.00 | \$7.22 | 10/24/2012 | \$0.00 | NOT VAPOR | | \$0.00 | \$0.00 | \$495.99 |
| 0 | | | .0 | .0 | .0 | 0 | \$5.23 | | \$0.38 | \$0.00 | | \$0.00 | BROKER | | \$0.00 | \$0.00 | |
| 09/06/2012 | 30 ACTUAL | | 307.5 | 1.6 | .1 | 1 | \$23.76 | 6 | \$0.00 | \$5.58 | 09/27/2012 | \$0.00 | AGREEM | | \$99.68 | \$459.82 | \$459.86 |
| 0 | | | .0 | .0 | .0 | 0 | \$6.23 | | \$0.45 | \$0.00 | | \$0.00 | BROKER | | \$0.00 | \$0.00 | |
| 08/07/2012 | 29 ACTUAL | | 305.9 | 1.4 | .0 | 0 | \$23.85 | 7 | \$0.00 | \$4.42 | 08/28/2012 | \$0.00 | AGREEM | | \$98.41 | \$384.60 | \$454.31 |
| 0 | | | .0 | .0 | .0 | 0 | \$5.09 | 8 | \$0.37 | \$0.00 | | \$0.00 | BROKER | | \$0.00 | \$0.00 | |
| 07/09/2012 | 32 ACTUAL | | 304.5 | 1.7 | .1 | 3 | \$24.28 | 9 | \$0.00 | \$3.74 | 07/30/2012 | \$0.00 | AGREEM | | \$99.50 | \$341.77 | \$481.15 |
| 0 | | | .0 | .0 | .0 | 0 | \$5.55 | 10 | \$0.40 | \$0.00 | | \$0.00 | BROKER | | \$0.00 | \$0.00 | |
| 06/07/2012 | 30 ACTUAL | | 302.8 | 1.7 | .1 | 116 | \$24.28 | 11 | \$0.00 | \$2.63 | 06/28/2012 | \$0.00 | AGREEM | | \$98.78 | \$268.53 | \$477.58 |
| 0 | | | .0 | .0 | .0 | 0 | \$4.83 | 12 | \$0.35 | \$0.00 | | \$0.00 | BROKER | | \$0.00 | \$0.00 | |
| 05/08/2012 | 29 ACTUAL | | 301.1 | 4.2 | .1 | 364 | \$27.63 | 13 | \$0.00 | \$1.35 | 05/29/2012 | \$0.00 | AGREEM | | \$109.93 | \$197.12 | \$475.84 |
| 0 | | | .0 | .0 | .0 | 0 | \$12.63 | 14 | \$0.91 | \$0.00 | | \$0.00 | BROKER | | \$0.00 | \$0.00 | |
| 04/09/2012 | 32 ACTUAL | | 296.9 | 4.9 | .2 | 424 | \$27.97 | 15 | \$0.00 | \$0.00 | 04/30/2012 | \$0.00 | AGREEM | | \$115.84 | \$115.84 | \$464.23 |
| 0 | | | .0 | .0 | .0 | 0 | \$18.20 | 16 | \$1.31 | \$0.00 | | \$0.00 | BROKER | | \$0.00 | \$0.00 | |
| 03/08/2012 | 29 ACTUAL | | 292.0 | 11.6 | .4 | 862 | \$81.82 | 17 | \$0.00 | \$5.66 | 03/29/2012 | \$0.00 | AGREEM | | \$30.00 | \$0.00 | \$448.06 |
| 02/08/2012 | 30 ACTUAL | | 280.4 | 13.0 | .4 | 965 | \$82.29 | 18 | \$0.00 | \$4.60 | 02/29/2012 | \$0.00 | | | \$0.00 | \$0.00 | \$390.48 |
| 01/09/2012 | 34 ACTUAL | | 267.4 | 14.1 | .4 | 989 | \$102.44 | 19 | \$0.00 | \$0.00 | 01/30/2012 | \$0.00 | PIP | | \$29.00 | \$29.00 | \$293.59 |
| 12/06/2011 | 27 ACTUAL | | 253.3 | 6.1 | .2 | 528 | \$57.44 | 20 | \$0.00 | \$3.97 | 12/27/2011 | \$0.00 | PIP | | \$29.00 | \$361.73 | \$307.59 |
| 11/09/2011 | 0 ACTUAL | | 247.2 | .0 | .0 | 0 | \$0.00 | 21 | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 | |
| 11/09/2011 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | 22 | \$0.00 | \$0.00 | | \$1.52 | RCC | | \$0.00 | \$0.00 | |
| 11/09/2011 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | 23 | \$0.00 | \$0.00 | | \$33.00 | RCC | | \$0.00 | \$0.00 | |
| 11/09/2011 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | 24 | \$0.00 | \$0.00 | | \$46.50 | XT-UTG | | \$0.00 | \$0.00 | |

LOW
LOW
LOW
LOW

Gas Usage should go down in March 8, 2012 \$81.92 out of 12mths for mths over
Feb 93.29
Jan 2012 102.41
Dec 2011 57.44
\$30.00

61

Plan 29.00

No Plan until Aug 14, 2009

DOMINION EAST OHIO
Statement of Account

April
Feb
273.13 adjustment
370.88

Name TANDY, GWENDOLYN C
Address 1439 SULZER AVE

Account Number 7373
Meter Number 13825215

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

| DETAILS | | | | | | | | | | | | | | | TOTAL
PLAN
AMT DUE | ACCT
PLAN
AMT DUE | BALANCE |
|--------------|--------------|----------------|------------------|-----------------------|----------------|-------------|--------------------------|-----------------------|---------------------|---------------|-------------------------------|----------|----------------|--------------|--------------------------|-------------------------|----------|
| READ
DATE | BILL
DAYS | READ
SOURCE | METER
READING | AVG
DAILY
USAGE | DEGREE
DAYS | BILL
AMT | SALES/
STATE
TAX | DUE
DATE | LATE
PMT
CHRG | PMT
AMOUNT | PMT
DATE | ADJ | ADJUST
DESC | PLAN
DESC | | | |
| 08/14/2009 | 28 | ACTUAL | 105.1 | 1.2 | .0 | 1 | \$23.03 | 18.70 | \$0.00 | 09/03/2009 | \$0.00 | \$0.00 | | PIP | \$72.00 | \$72.00 | \$708.54 |
| 07/17/2009 | 31 | SYSTEM ES | 103.9 | 2.0 | .1 | 5 | \$18.72 | 41.75 | \$0.00 | 08/06/2009 | \$3.30 | \$0.00 | | AGREEM | \$121.84 | \$374.63 | \$685.51 |
| 0 | | | .0 | .0 | .0 | 0 | \$10.85 | 18.43 | \$0.77 | | \$0.00 | \$0.00 | | BROKER | \$0.00 | \$0.00 | |
| 06/16/2009 | 29 | ACTUAL | 101.9 | 1.9 | .1 | 84 | \$18.43 | 60.18 | \$0.00 | | \$0.00 | \$0.00 | | | \$0.00 | \$0.00 | |
| 0 | | | .0 | .0 | .0 | 0 | \$9.67 | 20.83 | \$0.70 | | \$0.00 | \$0.00 | | BROKER | \$0.00 | \$0.00 | |
| 08/03/2009 | 0 | | .0 | .0 | .0 | 0 | \$-32 | 80.81 | \$0.00 | 07/08/2009 | \$1.19 | \$0.00 | | AGREEM | \$120.25 | \$248.89 | \$652.24 |
| 06/17/2009 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | 20.10 | \$0.00 | | \$0.00 | \$0.00 | | CNT | \$0.00 | \$0.00 | |
| 05/18/2009 | 31 | SYSTEM ES | 100.0 | 2.5 | .1 | 267 | \$20.83 | 01.44 | \$0.00 | 08/05/2009 | \$8.00 | \$127.38 | 04/27/2009 | AGREEM | \$126.65 | \$126.65 | \$617.52 |
| 0 | | | .0 | .0 | .0 | 0 | \$13.55 | 82.15 | \$0.97 | | \$0.00 | \$0.00 | | BROKER | \$0.00 | \$0.00 | |
| 05/20/2009 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | 18.35 | \$0.00 | | \$0.00 | \$0.00 | | CNT | \$0.00 | \$0.00 | |
| 04/17/2009 | 30 | ACTUAL | 97.5 | 7.2 | .2 | 867 | \$82.15 | 13.43 | \$0.00 | 05/06/2009 | \$9.27 | \$0.00 | | | \$0.00 | \$0.00 | \$697.07 |
| 04/20/2009 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | 30.02 | \$0.00 | | \$0.00 | \$0.00 | | CNT | \$0.00 | \$0.00 | |
| 04/09/2009 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | 20.43 | \$0.00 | | \$0.00 | \$0.00 | | XT-UTG | \$0.00 | \$0.00 | |
| 03/18/2009 | 29 | SYSTEM ES | 90.3 | 10.9 | .4 | 905 | \$122.43 | 61.02 | \$0.00 | 04/07/2009 | \$0.07 | \$273.13 | 03/16/2009 | | \$0.00 | \$0.00 | \$660.10 |
| 03/20/2009 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | 20.41 | \$0.00 | | \$0.00 | \$0.00 | | CNT | \$0.00 | \$0.00 | |
| 02/24/2009 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | 43.22 | \$0.00 | | \$0.00 | \$0.00 | | XT-UTG | \$0.00 | \$0.00 | |
| 02/24/2009 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | 197.11 | \$0.00 | | \$0.00 | \$0.00 | | XT-UTG | \$0.00 | \$0.00 | |
| 02/24/2009 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | | \$0.00 | | \$0.00 | \$0.00 | | XT-UTG | \$0.00 | \$0.00 | |
| 02/17/2009 | 32 | ACTUAL | 79.4 | 16.7 | .5 | 1327 | \$204.32 | 217.00 | \$0.00 | 03/09/2009 | \$0.00 | \$370.88 | 02/04/2009 | PIP | \$0.00 | \$273.13 | |
| 02/19/2009 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | | \$0.00 | | \$0.00 | \$0.00 | | CNT | \$0.00 | \$0.00 | |
| 02/04/2009 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | | \$0.00 | | \$0.00 | \$0.00 | | CNT | \$0.00 | \$0.00 | |
| 01/18/2009 | 35 | SYSTEM ES | 62.7 | 16.0 | .5 | 1314 | \$208.91 | | \$0.00 | 02/06/2009 | \$0.00 | \$145.05 | 01/06/2009 | PIP | \$0.00 | \$0.00 | \$439.69 |
| 01/21/2009 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | | \$0.00 | | \$0.00 | \$0.00 | | CNT | \$0.00 | \$0.00 | |
| 01/06/2009 | 0 | | .0 | .0 | .0 | 0 | \$0.00 | | \$0.00 | | \$0.00 | \$0.00 | | CNT | \$0.00 | \$0.00 | |
| TOTALS | | | | | | | | | | | | | | | USAGE: 200.5 | DEGREE DAYS: 16061 | |
| | | | | | | | TAXES: \$8.74 | PAYMENTS: \$2,308.11 | | | LATE PAYMENT CHARGES: \$27.83 | | | | | | |
| | | | | | | | BILL AMOUNTS: \$2,268.81 | ADJUSTMENTS: \$135.64 | | | | | | | | | |

BUD - BUDGET PLAN DEF - DOLLAR ENERGY FUND DEP - DEPOSITS CIA - CHIT IN AID OF CONST \$ 513.90 NSC - INSUFFICIENT FUNDS CHARGE
DFA - DEFERRED AGREEMENT LPN - LATE PMT CHRG (NONUTILITY) LPC - LATE PMT CHRG RCC - RECONNECTION CHARGE NSA - INSUFFICIENT FUNDS AMOUNT
INT - INTEREST NSN - INSUFFICIENT FUNDS (NONUTILITY) UTG - UTILITY DSCNT - DISCOUNT CNT - CONTRACTS

IPP started 14/09

Estimate

Estimate

Estimate

Jan 6, 9

Aug 7, 09 2303 8/1
10/06 10-29
\$385.9 - 308.54 owed / Oct 6, 09
price 13,333
April 3, 2005 18,43 6/1
Added \$50,40 - Bal 20,63 5
April 27, 09 12,33 82,15 4
1166,96 02
March 16, 09 \$273.13
Zero Bal
Feb 0 122,43
Feb 0 Transfer Debit 523.05
Feb 0 225.83 - 204.32
Feb 4 145.05 = \$370
Feb Jan 27 208.91
Jan 16, 09 143.05 Due 2/1/09
Jan 0 \$380 Bal
Jan 6, 0
Dec 15, 08 280.58 Dom. State
50.00 paid 1/18/09
415.91 238.38
523.05 has owed
Jan 21, 09 0 Bal
Jan 16, 09 208.91 Estimate
204.32
122.43 Est
82,15 April 17, 09
\$625.01
101,44
\$727.45 owed Aug 14, 09

March 16, 09 \$273.13 paid
How does I go from a \$145.00
to March 30, 09 \$660.10 Bal

6 Transaction
Feb 4, thur Feb 24, 09
Feb 4, 09 payment \$370.00
Jan 6, 09
\$515.00

DOMINION EAST OHIO

Statement of Account

Name TANDY, GWENDOLYN CAccount Number 1404

For Questions Call (800)-362-7557

Address 1439 SULZER AVEMeter Number 13825215

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

DETAILS

| READ DATE | BILL DAYS | READ SOURCE | METER READING | AVG DAILY USAGE | DEGREE DAYS | BILL AMT | SALES/ STATE TAX | DUE DATE | LATE PMT CHRG | PMT AMOUNT | PMT DATE | ADJ | ADJUST DESC | PLAN DESC | PLAN AMT DUE | TOTAL PLAN AMT DUE | ACCT BALANCE |
|------------|-----------|-------------|---------------|-----------------|-------------|----------|------------------|----------|---------------|------------|-----------------------|----------|-------------|-----------|--------------|--------------------|--------------|
| 11/09/2011 | 0 | | .0 | .0 | .0 | \$0.00 | \$0.00 | | \$0.00 | \$0.00 | | \$282.28 | XT-UTG | | \$0.00 | \$0.00 | |
| TOTALS | | | USAGE: | | | 72.6 | TAXES: | \$7.43 | PAYMENTS: | \$565.10 | LATE PAYMENT CHARGES: | | | \$53.61 | | | |
| | | | DEGREE DAYS: | | | 5616 | BILL AMOUNTS: | \$669.26 | ADJUSTMENTS: | \$438.28 | | | | | | | |

BUD - BUDGET PLAN

DEF - DOLLAR ENERGY FUND

DEP - DEPOSITS

CIA - CONT IN AID OF CONST

NSC - INSUFFICIENT FUNDS CHARGE

DFA - DEFERRED AGREEMENT

LPN - LATE PMT CHRG (NONUTILITY)

LPC - LATE PMT CHRG

RCC - RECONNECTION CHARGE

NSA - INSUFFICIENT FUNDS AMOUNT

INT - INTEREST

NSN - INSUFFICIENT FUNDS (NONUTILITY)

UTG - UTILITY

DSCNT - DISCOUNT

CNT - CONTRACTS

Nov-9, 2011 \$282.26

Nov 9, 2011 46.50

Nov 9, 2011 33.00

Nov 9, 2011 152

Nov 3, 2011 zero bal

Dec 6, 2011 57.44 \$307.59 Bal

Jan 9, 2012 117.10

88.00

35.50

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

PUCO, Public Utilities Commission
of Ohio

180

Columbus Ohio

Dear Sir:

This is a complaint against
Dominion East Ohio Gas Co.

For violating my PIPP account.

First, I applied for PIPP
Percentage of Income payment
plan and was given A 10% of
my income payment plan,
that equal \$72.00 a month.

There are to important days
pertaining to my PIPP account
~~and~~ listed below; Plus refer to attach letter

October 20, 2010

*****AUTO**5-DIGIT 44132
007234 01 AV 0.332 T#000020
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

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

|||||

If my PIPP plan had conti

Nov 4 2010 PIPP Plus
is \$43.00

Subject: PIPP Plus Transition - With Arrears
through Sept 1, 2010 - The Payment Plan would have

Effective November 1, 2010, your Dominion East Ohio account will convert to the new PIPP Plus program, which replaces the Percentage of Income Payment Plan (PIPP).

changed Sept - to \$43.00 - Not Nov 4 2010

PIPP Plus payments are calculated at six percent of your gross monthly household income, or \$10 per month, whichever is greater. Beginning November 1, 2010, your expected PIPP Plus payment will be \$43.00.

- Each time you pay your monthly payment on-time and in-full, you no longer owe the rest of that month's charges. You also receive a 1/24th credit toward your prior account balance. If you make your PIPP Plus payment in full and by the due date each month for 24 straight months, all of your arrearages will be eliminated. Failure to submit timely and full payments each month can result in removal from PIPP Plus and/or disconnection of service.

As a PIPP Plus customer, there are two important dates that you need to know.

Your re-verification date is 08/30/2011

The re-verification date is the actual date on which you complete documentation of your household income. Re-verification must occur no more than 12 months from the previous re-verification date. To remain on PIPP Plus you must visit your local Home Energy Assistance Program (HEAP) agency prior to your re-verification date to document your income. (You are also required to report any change in household size and income, so your re-verification date may change from year to year.)

Your anniversary date is 09/15/2011

The anniversary date is the calendar date when your arrearage credits will be calculated. You must also be current on any missed PIPP Plus payments by this date. If you fail to bring your account current, you will be removed from PIPP Plus and your entire balance, including arrearages, will become due. Your anniversary date is the same every year.

If you have any questions, please contact Dominion East Ohio at (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,
Customer Service Center
Dominion East Ohio

eog072

My PIPP Plus Payment \$43.00

SEQ#: 7234 QMR-SW1: 1

Nov 1, 2011 new PIPP \$36.00 \$177.00

I thought only the Dept of Development could determine a PIPP Payment

List & Copy Mail to Dispute

dated Oct 20, 2010
AG# 15000 24457379

Reverification date 8-30- (Date never changes)

It was starts in August and reverified
every 12 mth. Several actions
are mandatory

1. VISIT HEAP OFFICE

2. Verify income

3. Report any changes in income

Anniversary date Sept 15 each year

↳ Arrearage credit calculated

2. Has the opportunity to make
up any missed PIP payments

Second I didn't reply
for PIP ⁱⁿ Aug of 2010. The
attached letter ^{from Dominion} states ^{my} PIP
account was converted

Verifying income could set mth payment plans
In reference to a letter

from Dominion E. Ohio dated
Oct 20, 2010. It states that
effective Nov 1, 2010 my PIPP
Percentage of Income payment
plan would convert to PIPP PLUS
with arrears calculated each
month

Re-verification date 8-30-11-Verify Income
Anniversary date 9-15-11 Arrears owed
Calculated

However the letter Dated
Feb 24, 2011 (5 mth later). stated my
Reverification date is Feb 23-2012
Anniversary date Sept 15, 2011

This violates PIPP PLUS guidelines, which
state the reverification take place
12 months from the last one

However on Nov 3, 2011
I get a letter from The
Department of Development
that they have made the
following determination, starting
Nov 3, 2011 they will pay Dom. \$117.10
and my new ^{mt} PIPP payment plan
will be \$29.00. That would
mean that from Nov 3, 2011
to Nov 3, 2012. my monthly
payment plan would be \$29.00

On Nov 11, 2011 Dominion
changes my account #! It
seems there payment plan of \$43.00
would end 11-3-11 not 12-23-2012

All of my PIPP payment in 2012 ^{were} on time. 2

Therefore I believe
the May 2013 disconnection
was unwarranted.

Also Aug 2012 would
complete ^{my} ~~the~~ PIPP PLUS
2 year ^{agreement} ~~plan~~ and at which
time all (total account balance
would be forgiven.

And leaves only one
conclusion that the May
25, 2013 demand for a balance
of \$766.94 is unwarranted

And the threat to shut off
my Gas by Jan 31, 2015 should
be put on hold until the PUCO
can solve this disagreement!

to PIPP PLUS on Nov 1, 2010
Converted definition means
I didn't apply. Dominion
enrolled me ^{into} PIPP PLUS!

Third after the
Department of Development
assigned me A \$72.00 monthly
PIPP (Percentage of Income payment
not PIPP PLUS

After paying \$72.00 a month for 12 mths
and about 90% of my total
monthly charges fell below
\$72.00 ^{it was} ~~it was~~ obvious I didn't
need PIPP PLUS or PIPP

However the Department
of Development, which has

accesses to all my Dominion

East Ohio account information

including how much my total

account balance is, paid

\$345.00 from HEAP (Home Energy Assistance

to Dominion on March

17, 2010. And there was

no deficit in my Account.

Only A credit of over \$6,024.16

and ^{was at} least \$818.16, PIPP PLUS mth,

payments a head

Dominion violated all

the PIPP PLUS stipulations including

1. given me until my anniversary

date ^{Aug 30} to make up any missed

PIPP PLUS monthly payments

2. Dominion shut my gas service

off May 2011 which states
I have until my Anniversary date
9-15-11 to make up any ~~po~~ missed
PIPP PLUS payments.

However, my account didn't
have any missed ^{PIPP PLUS} payments. And

on March 10, 2010 they gave
me A \$216.00 mth payment. ^{Plan} And

by this time Dominion had
stolen over \$2,000. from

my account. And on Nov 6, 2011

they gave me A new account
number, making ^{it} essentially

impossible for almost anyone

investigating my claims to get

the correct information.

On Dec 12 2011 I received A letter
from the Department of Development

accusing me of Fraud And
demanding I pay Back the \$345.00
Although they are the

ones that paid Dominion
the \$345.00 from State HEAP
Funds that I didn't owe,
and while I had A credit.

I beleive this action
may have influence the
PUCO decission to dissmis
my 2012 complaint.

However the numbers don't
lie And they are the ones
that didn't look at the number
or consider the numerical facts

In conclusion I'm asking
the Commission to over-
turn ^{there're} ~~the~~ decision to dismiss
my case. Look at the facts
and grant me an appeal
or ~~to~~ ^{solve} ~~the~~ ^{the} ~~necessary~~ disagree-
ment with Dominion, and ~~I~~
as they are required to do
Please refer to the PUCO

Formal Complaint Procedure Pamphlet
last page ~~is~~ referring to the hearing
and ~~but~~ ~~that~~. If I believe the Utility Co
is requesting anything improper the
Attorney Examiner can be ask
to solve the problem.

My complaint consist
of illegal actions on the
part of Dominion. And A
request^{for} money I didnt owe them.
Also 3 illegal disconnection \$

That's why I'm requesting
the PUCO not to allow Dominion
not to shut OFF my gas.

while they are also requesting
over \$5000. to bring my
account current.

Your Truly
Gwendolyn Tandy
Gwendolyn Tandy

Complaint for 2011 illegal Disconnection



Public Utilities
Commission

2/16/2015

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

Nov 4, 2011 1500029457379
Account Number

Against

Customer Service Address (if different from above)

Dominion E. OH. GAS Co.

Utility Company Name

I'm ask that Dominion not be allowed to dis connect
Please describe your complaint. (Attach additional sheets if necessary) until The PUCO resolves complaint

Dominion violated PIPP PLUS guidelines
by dis. shutting off my service, April 2011.
They also preventing me from reaching
my 2 year anniversary date, at which time
all my total account balance would be eliminated

Gwendolyn Tandy
Signature

Customer Telephone Number

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379
Date Prepared January 12, 2011

Next Meter Reading 02/09 - 02/14/2011

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

Credit \$1,092.15
158.20
213.42
115.20
Page 2 of 3
Dominion

Credits And Charges Since Your Last Bill

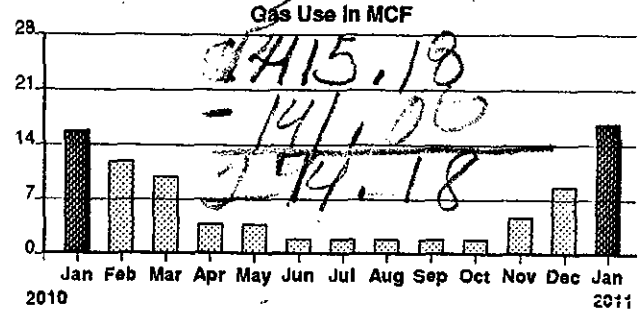
Balance from last bill \$287.24
Payment on Jan 7, 2011 - Thank You 34.12 CR
Late Payment Charge 3.80
Gross Receipts Tax (4.6044%) 17
Balance \$257.09

Current Charges

General Sales Service Rate
(See last page for important message)
Standard Service Offer (SSO)
Basic Monthly Charge \$19.63
Gas Usage Charges 16.8 MCF @ \$7.8339 \$91.85 SSO
Gross Receipts Tax (4.6044%) 6.96
This bill includes \$91.85 for SSO gas cost at \$5.467 per thousand cubic feet (MCF).
Total Current Charges \$158.20
Total Account Balance \$415.29

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2010 27°F 2011 25°F



Average monthly use: 5.8 MCF.
Total annual use: 69.1 MCF.

Billing Period And Meter Readings

| Date | Meter Number | Head Type | Reading | Difference |
|---------------------|--------------|-----------|---------|------------|
| Jan 11, 2011 | 13825215 | Remote | 210.0 | |
| Dec 9, 2010 | | Remote | 193.2 | 16.8 |
| MCF Used in 33 Days | | | | 16.8 |

Please Pay Account Balance of \$415.29 by Jan 28, 2011 to Avoid Late Payment Charge of 1.5% per month.

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$253.12 by Jan 28, 2011, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor.

If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

Ar f Dine \$289.225

\$ Jun 12, 2011 \$158.20 8/10/11 \$57.40 3.80
34.12 CR 3.97 17
\$124.18 \$53.43 397
Feb 10, 141.80 -16.82
-124.18 \$36.61
\$16.82 Credit

Feb 10, 2011 I dispute the \$87.54 DTE Energy Supply charges. And disagree with Total Current of \$144.91 And the \$419.23.

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2945 7379 Date Prepared February 10, 2011 Next Meter Reading 03/10 - 03/15/2011

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



Dominion

Page 2 of 3

Credits And Charges Since Your Last Bill

Balance from last bill \$415.29
Heap Credit 141.00 CR
Balance \$274.29

Current Charges

Dominion East Ohio Distribution Charges

Basic Monthly Charge \$19.63
Usage-Based Charges 15.0 MCF @ \$2.3493 35.24
Gross Receipts Tax (4.6044%) 2.53
Total Dominion East Ohio Charges \$57.40

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

DTE ENERGY SUPPLY Charges

(See last page for important message)

Standard Choice Offer (SCO)

Gas Cost 15.0 MCF @ \$5.416 \$81.24
Sales Tax 6.30
Total DTE ENERGY SUPPLY Charges \$87.54

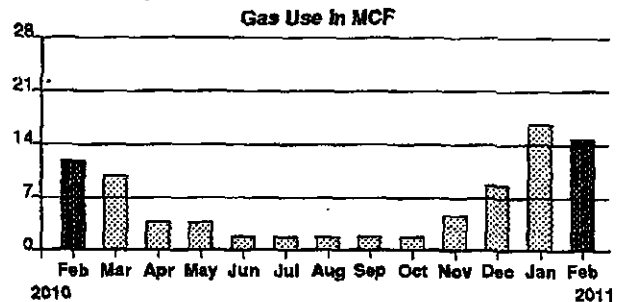
For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

Total Current Charges \$144.94
Total Account Balance \$419.23

YOU ARE ON THE CURRENT PLUS (\$45.71) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2010 27°F 2011 22°F



Average monthly use: 6.0 MCF.
Total annual use: 72.3 MCF.

Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|---------------------|-----------|---------|------------|
| Feb 9, 2011 | Remote | 225.0 | |
| Jan 11, 2011 | Remote | 210.0 | 15.0 |
| MCF Used in 29 Days | | | 15.0 |

154.90
 $15.0 \text{ MCF} @ \$2.3493 = \2.40 usage
 $15.0 \text{ MCF} @ \$5.416 = 5.40$
 transfer is more than usage

107.77
 $- 34.12$
 73.65
 $+ 81.24$
 154.89

I canceled PIP PLUS Oct/Nov/Dec

Renewed \$4300 Feb 2011

DTE \$87.54
 Oct I owed \$72.00
 Nov 43.00
 Dec 43.00

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

No arrearages

I need Oct & Dec 2010

158.00
 $- 87.54$
 70.46

GWENDOLYN C TANDY

March 2011



Due March 28, 2011 Page 3 of 4
Dominion

1439 S. ULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared March 11, 2011

Next Meter Reading 04/08 - 04/13/2011

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

\$108.66

Credits And Charges Since Your Last Bill

Balance from last bill \$419.23
Payment on Mar 7, 2011 - Thank You 43.00 CR
Balance \$376.23

Current Charges

General Sales Service Rate
Standard Service Offer (SSO)
Basic Monthly Charge \$19.63
Gas Usage Charges
10.6 MCF @ \$7.9481 → 84.25
Gross Receipts Tax (4.6044%) 4.78
This bill includes \$58.47 for SSO gas cost at \$5.516 per thousand cubic feet (MCF).
Total Current Charges → \$108.66
Total Account Balance → \$484.89

YOU ARE ON THE PIPP Plus PLAN FOR \$43.00.

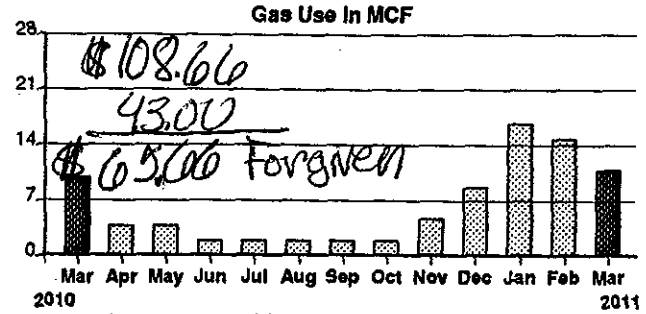
March \$331.69
+ 108.66
= 440.35
- 43.00
= 397.35

\$437.87
\$108.66
43.00
\$65.66 Forgiven

12
7
19

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2010 35°F 2011 31°F



Average monthly use: 6.0 MCF.
Total annual use: 72.5 MCF.

Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|---------------------|-----------|---------|------------|
| Meter Number | 13825215 | | |
| Mar 10, 2011 | Remote | 235.6 | |
| Feb 9, 2011 | Remote | 225.0 | 10.6 |
| MCF Used in 29 Days | | | 10.6 |

May 24 \$437.87
- 65.55
= 372.32
June 10 2 43.00
= 329.32
July 43.00
= 286.32

\$406.15 owed 3-
81.89 4-11-11
\$497.04

Dec 9, 2011

5 No service
6 \$500.11
497.04
\$1397.15 credit 6/10/11

\$262.66
43.00 3-
43.00 4-7-11
43.00 5-5-11
391.66
65.55 5-24-11
48.00 June 10, 11
\$500.11 July 6, 11
43.00
548.17
43.00 9-20-11
591.17

Nov 10, 2011 My Serv changed from 7379 to 1404
ac#
New

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 2945 7379 Date Prepared April 11, 2011

Next Meter Reading 05/09 - 05/12/2011

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



Summary of Payment Due

Current PIPP Plus Amount
Past Due Amount
Total Payment Due by April 27, 2011

43.00
665.55
\$708.55
**** THIS IS A SHUT-OFF NOTICE ****

YOU ARE ON THE PIPP Plus PLAN.

pay \$665.55 in full by April 27, 11

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$665.55 in full by April 27, 2011, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

If the company shuts off your gas service for nonpayment, you must pay your past-due plan arrears. You will be billed a reconnection fee of \$33.00.

Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. 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 \$0.88 for each transaction.

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

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

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

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

Extended PIPP 5% OF Income

1031

262146

5% electronic

Home Energy Assistant

262146

GWENDOLYN C TANDY

1439 SUZEF AVE
EUCALID OH 4132-2725

Account Number 5000 2945 7379 Date Prepared April 11, 2011

Next Meter Reading 05/09 - 05/12/2011

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

Page 3 of 4



Dominion

May extra
April 24, 2011 Disconnected
8440.85 \$354.35

Credits And Charges Since Your Last Bill

Balance from last bill \$484.89
Payment on Apr 7, 2011 - Thank You \rightarrow 43.00 CR
Balance \rightarrow \$441.89
Current Charges
General Sales Service Rate
Standard Service Offer (SSO)
Basic Monthly Charge \$19.63
Gas Usage Charges
7.9 MCF @ \$7.4253 58.66
Gross Receipts Tax (4.6044%) 3.60
This bill includes \$39.44 for SSO gas cost at \$4.993 per thousand cubic feet (MCF).
Total Current Charges \rightarrow \$81.89
Total Account Balance \rightarrow \$523.78

YOU ARE ON THE PIPP Plus PLAN FOR \$43.00.

Handwritten calculations:
 $484.89 - 43.00 = 441.89$
 $441.89 + 19.63 + 58.66 + 3.60 = 523.78$
 $523.78 - 81.89 = 441.89$
 $441.89 - 43.00 = 398.89$
 $398.89 + 58.66 + 3.60 = 461.15$
 $461.15 - 19.63 = 441.52$
 $441.52 - 81.89 = 359.63$
 $359.63 + 43.00 = 402.63$
 $402.63 - 43.00 = 359.63$
 $359.63 + 58.66 + 3.60 = 421.89$
 $421.89 - 19.63 = 402.26$
 $402.26 - 81.89 = 320.37$
 $320.37 + 43.00 = 277.37$
 $277.37 - 43.00 = 234.37$
 $234.37 + 58.66 + 3.60 = 296.63$
 $296.63 - 19.63 = 277.00$
 $277.00 - 81.89 = 195.11$
 $195.11 + 43.00 = 152.11$
 $152.11 - 43.00 = 109.11$
 $109.11 + 58.66 + 3.60 = 171.37$
 $171.37 - 19.63 = 151.74$
 $151.74 - 81.89 = 69.85$
 $69.85 + 43.00 = 112.85$
 $112.85 - 43.00 = 69.85$
 $69.85 + 58.66 + 3.60 = 132.11$
 $132.11 - 19.63 = 112.48$
 $112.48 - 81.89 = 30.59$
 $30.59 + 43.00 = 73.59$
 $73.59 - 43.00 = 30.59$
 $30.59 + 58.66 + 3.60 = 92.85$
 $92.85 - 19.63 = 73.22$
 $73.22 - 81.89 = -8.67$
 $-8.67 + 43.00 = 34.33$
 $34.33 - 43.00 = -8.67$
 $-8.67 + 58.66 + 3.60 = 53.59$
 $53.59 - 19.63 = 33.96$
 $33.96 - 81.89 = -47.93$
 $-47.93 + 43.00 = -4.93$
 $-4.93 + 58.66 + 3.60 = 57.33$
 $57.33 - 19.63 = 37.70$
 $37.70 - 81.89 = -44.19$
 $-44.19 + 43.00 = -1.19$
 $-1.19 + 58.66 + 3.60 = 61.07$
 $61.07 - 19.63 = 41.44$
 $41.44 - 81.89 = -40.45$
 $-40.45 + 43.00 = 2.55$
 $2.55 + 58.66 + 3.60 = 64.75$
 $64.75 - 19.63 = 45.12$
 $45.12 - 81.89 = -36.77$
 $-36.77 + 43.00 = 6.23$
 $6.23 + 58.66 + 3.60 = 68.49$
 $68.49 - 19.63 = 48.86$
 $48.86 - 81.89 = -33.03$
 $-33.03 + 43.00 = 9.97$
 $9.97 + 58.66 + 3.60 = 72.23$
 $72.23 - 19.63 = 52.60$
 $52.60 - 81.89 = -29.29$
 $-29.29 + 43.00 = 13.71$
 $13.71 + 58.66 + 3.60 = 75.97$
 $75.97 - 19.63 = 56.34$
 $56.34 - 81.89 = -25.55$
 $-25.55 + 43.00 = 17.45$
 $17.45 + 58.66 + 3.60 = 79.71$
 $79.71 - 19.63 = 60.08$
 $60.08 - 81.89 = -21.81$
 $-21.81 + 43.00 = 21.19$
 $21.19 + 58.66 + 3.60 = 83.45$
 $83.45 - 19.63 = 63.82$
 $63.82 - 81.89 = -18.07$
 $-18.07 + 43.00 = 24.93$
 $24.93 + 58.66 + 3.60 = 87.19$
 $87.19 - 19.63 = 67.56$
 $67.56 - 81.89 = -14.33$
 $-14.33 + 43.00 = 28.67$
 $28.67 + 58.66 + 3.60 = 91.03$
 $91.03 - 19.63 = 71.40$
 $71.40 - 81.89 = -10.49$
 $-10.49 + 43.00 = 32.51$
 $32.51 + 58.66 + 3.60 = 94.77$
 $94.77 - 19.63 = 75.14$
 $75.14 - 81.89 = -6.75$
 $-6.75 + 43.00 = 36.25$
 $36.25 + 58.66 + 3.60 = 98.51$
 $98.51 - 19.63 = 78.88$
 $78.88 - 81.89 = -3.01$
 $-3.01 + 43.00 = 39.99$
 $39.99 + 58.66 + 3.60 = 102.25$
 $102.25 - 19.63 = 82.62$
 $82.62 - 81.89 = 0.73$
 $0.73 + 43.00 = 43.73$
 $43.73 + 58.66 + 3.60 = 106.09$
 $106.09 - 19.63 = 86.46$
 $86.46 - 81.89 = 4.57$
 $4.57 + 43.00 = 47.63$
 $47.63 + 58.66 + 3.60 = 110.09$
 $110.09 - 19.63 = 90.46$
 $90.46 - 81.89 = 8.57$
 $8.57 + 43.00 = 51.64$
 $51.64 + 58.66 + 3.60 = 114.00$
 $114.00 - 19.63 = 94.37$
 $94.37 - 81.89 = 12.48$
 $12.48 + 43.00 = 55.48$
 $55.48 + 58.66 + 3.60 = 117.74$
 $117.74 - 19.63 = 98.11$
 $98.11 - 81.89 = 16.22$
 $16.22 + 43.00 = 59.22$
 $59.22 + 58.66 + 3.60 = 121.48$
 $121.48 - 19.63 = 101.85$
 $101.85 - 81.89 = 19.96$
 $19.96 + 43.00 = 62.96$
 $62.96 + 58.66 + 3.60 = 125.22$
 $125.22 - 19.63 = 105.59$
 $105.59 - 81.89 = 23.70$
 $23.70 + 43.00 = 66.70$
 $66.70 + 58.66 + 3.60 = 129.06$
 $129.06 - 19.63 = 109.43$
 $109.43 - 81.89 = 27.54$
 $27.54 + 43.00 = 70.54$
 $70.54 + 58.66 + 3.60 = 132.80$
 $132.80 - 19.63 = 113.17$
 $113.17 - 81.89 = 31.28$
 $31.28 + 43.00 = 74.28$
 $74.28 + 58.66 + 3.60 = 136.54$
 $136.54 - 19.63 = 116.91$
 $116.91 - 81.89 = 35.02$
 $35.02 + 43.00 = 78.02$
 $78.02 + 58.66 + 3.60 = 140.28$
 $140.28 - 19.63 = 120.65$
 $120.65 - 81.89 = 38.76$
 $38.76 + 43.00 = 81.76$
 $81.76 + 58.66 + 3.60 = 144.02$
 $144.02 - 19.63 = 124.39$
 $124.39 - 81.89 = 42.50$
 $42.50 + 43.00 = 85.50$
 $85.50 + 58.66 + 3.60 = 147.76$
 $147.76 - 19.63 = 128.13$
 $128.13 - 81.89 = 46.24$
 $46.24 + 43.00 = 89.24$
 $89.24 + 58.66 + 3.60 = 151.50$
 $151.50 - 19.63 = 131.87$
 $131.87 - 81.89 = 50.08$
 $50.08 + 43.00 = 93.08$
 $93.08 + 58.66 + 3.60 = 155.34$
 $155.34 - 19.63 = 135.71$
 $135.71 - 81.89 = 53.82$
 $53.82 + 43.00 = 96.82$
 $96.82 + 58.66 + 3.60 = 159.08$
 $159.08 - 19.63 = 139.45$
 $139.45 - 81.89 = 57.56$
 $57.56 + 43.00 = 100.56$
 $100.56 + 58.66 + 3.60 = 162.82$
 $162.82 - 19.63 = 143.19$
 $143.19 - 81.89 = 61.30$
 $61.30 + 43.00 = 104.30$
 $104.30 + 58.66 + 3.60 = 166.56$
 $166.56 - 19.63 = 146.93$
 $146.93 - 81.89 = 65.04$
 $65.04 + 43.00 = 108.04$
 $108.04 + 58.66 + 3.60 = 170.30$
 $170.30 - 19.63 = 150.67$
 $150.67 - 81.89 = 68.78$
 $68.78 + 43.00 = 111.78$
 $111.78 + 58.66 + 3.60 = 174.04$
 $174.04 - 19.63 = 154.41$
 $154.41 - 81.89 = 72.52$
 $72.52 + 43.00 = 115.52$
 $115.52 + 58.66 + 3.60 = 177.78$
 $177.78 - 19.63 = 158.15$
 $158.15 - 81.89 = 76.26$
 $76.26 + 43.00 = 119.26$
 $119.26 + 58.66 + 3.60 = 181.52$
 $181.52 - 19.63 = 161.89$
 $161.89 - 81.89 = 80.00$
 $80.00 + 43.00 = 123.00$
 $123.00 + 58.66 + 3.60 = 185.26$
 $185.26 - 19.63 = 165.63$
 $165.63 - 81.89 = 83.74$
 $83.74 + 43.00 = 126.74$
 $126.74 + 58.66 + 3.60 = 189.00$
 $189.00 - 19.63 = 169.37$
 $169.37 - 81.89 = 87.48$
 $87.48 + 43.00 = 130.48$
 $130.48 + 58.66 + 3.60 = 192.74$
 $192.74 - 19.63 = 173.11$
 $173.11 - 81.89 = 91.22$
 $91.22 + 43.00 = 134.22$
 $134.22 + 58.66 + 3.60 = 196.48$
 $196.48 - 19.63 = 176.85$
 $176.85 - 81.89 = 95.06$
 $95.06 + 43.00 = 138.06$
 $138.06 + 58.66 + 3.60 = 200.32$
 $200.32 - 19.63 = 180.69$
 $180.69 - 81.89 = 98.80$
 $98.80 + 43.00 = 141.80$
 $141.80 + 58.66 + 3.60 = 204.06$
 $204.06 - 19.63 = 184.43$
 $184.43 - 81.89 = 102.54$
 $102.54 + 43.00 = 145.54$
 $145.54 + 58.66 + 3.60 = 208.00$
 $208.00 - 19.63 = 188.37$
 $188.37 - 81.89 = 106.48$
 $106.48 + 43.00 = 149.48$
 $149.48 + 58.66 + 3.60 = 212.00$
 $212.00 - 19.63 = 192.37$
 $192.37 - 81.89 = 110.48$
 $110.48 + 43.00 = 153.48$
 $153.48 + 58.66 + 3.60 = 216.00$
 $216.00 - 19.63 = 196.37$
 $196.37 - 81.89 = 114.48$
 $114.48 + 43.00 = 157.48$
 $157.48 + 58.66 + 3.60 = 220.00$
 $220.00 - 19.63 = 200.37$
 $200.37 - 81.89 = 118.48$
 $118.48 + 43.00 = 161.48$
 $161.48 + 58.66 + 3.60 = 224.00$
 $224.00 - 19.63 = 204.37$
 $204.37 - 81.89 = 122.48$
 $122.48 + 43.00 = 165.48$
 $165.48 + 58.66 + 3.60 = 228.00$
 $228.00 - 19.63 = 208.37$
 $208.37 - 81.89 = 126.48$
 $126.48 + 43.00 = 169.48$
 $169.48 + 58.66 + 3.60 = 232.00$
 $232.00 - 19.63 = 212.37$
 $212.37 - 81.89 = 130.48$
 $130.48 + 43.00 = 173.48$
 $173.48 + 58.66 + 3.60 = 236.00$
 $236.00 - 19.63 = 216.37$
 $216.37 - 81.89 = 134.48$
 $134.48 + 43.00 = 177.48$
 $177.48 + 58.66 + 3.60 = 240.00$
 $240.00 - 19.63 = 220.37$
 $220.37 - 81.89 = 138.48$
 $138.48 + 43.00 = 181.48$
 $181.48 + 58.66 + 3.60 = 244.00$
 $244.00 - 19.63 = 224.37$
 $224.37 - 81.89 = 142.48$
 $142.48 + 43.00 = 185.48$
 $185.48 + 58.66 + 3.60 = 248.00$
 $248.00 - 19.63 = 228.37$
 $228.37 - 81.89 = 146.48$
 $146.48 + 43.00 = 189.48$
 $189.48 + 58.66 + 3.60 = 252.00$
 $252.00 - 19.63 = 232.37$
 $232.37 - 81.89 = 150.48$
 $150.48 + 43.00 = 193.48$
 $193.48 + 58.66 + 3.60 = 256.00$
 $256.00 - 19.63 = 236.37$
 $236.37 - 81.89 = 154.48$
 $154.48 + 43.00 = 197.48$
 $197.48 + 58.66 + 3.60 = 260.00$
 $260.00 - 19.63 = 240.37$
 $240.37 - 81.89 = 158.48$
 $158.48 + 43.00 = 201.48$
 $201.48 + 58.66 + 3.60 = 264.00$
 $264.00 - 19.63 = 244.37$
 $244.37 - 81.89 = 162.48$
 $162.48 + 43.00 = 205.48$
 $205.48 + 58.66 + 3.60 = 268.00$
 $268.00 - 19.63 = 248.37$
 $248.37 - 81.89 = 166.48$
 $166.48 + 43.00 = 209.48$
 $209.48 + 58.66 + 3.60 = 272.00$
 $272.00 - 19.63 = 252.37$
 $252.37 - 81.89 = 170.48$
 $170.48 + 43.00 = 213.48$
 $213.48 + 58.66 + 3.60 = 276.00$
 $276.00 - 19.63 = 256.37$
 $256.37 - 81.89 = 174.48$
 $174.48 + 43.00 = 217.48$
 $217.48 + 58.66 + 3.60 = 280.00$
 $280.00 - 19.63 = 260.37$
 $260.37 - 81.89 = 178.48$
 $178.48 + 43.00 = 221.48$
 $221.48 + 58.66 + 3.60 = 284.00$
 $284.00 - 19.63 = 264.37$
 $264.37 - 81.89 = 182.48$
 $182.48 + 43.00 = 225.48$
 $225.48 + 58.66 + 3.60 = 288.00$
 $288.00 - 19.63 = 268.37$
 $268.37 - 81.89 = 186.48$
 $186.48 + 43.00 = 229.48$
 $229.48 + 58.66 + 3.60 = 292.00$
 $292.00 - 19.63 = 272.37$
 $272.37 - 81.89 = 190.48$
 $190.48 + 43.00 = 233.48$
 $233.48 + 58.66 + 3.60 = 296.00$
 $296.00 - 19.63 = 276.37$
 $276.37 - 81.89 = 194.48$
 $194.48 + 43.00 = 237.48$
 $237.48 + 58.66 + 3.60 = 300.00$
 $300.00 - 19.63 = 280.37$
 $280.37 - 81.89 = 198.48$
 $198.48 + 43.00 = 241.48$
 $241.48 + 58.66 + 3.60 = 304.00$
 $304.00 - 19.63 = 284.37$
 $284.37 - 81.89 = 202.48$
 $202.48 + 43.00 = 245.48$
 $245.48 + 58.66 + 3.60 = 308.00$
 $308.00 - 19.63 = 288.37$
 $288.37 - 81.89 = 206.48$
 $206.48 + 43.00 = 249.48$
 $249.48 + 58.66 + 3.60 = 312.00$
 $312.00 - 19.63 = 292.37$
 $292.37 - 81.89 = 210.48$
 $210.48 + 43.00 = 253.48$
 $253.48 + 58.66 + 3.60 = 316.00$
 $316.00 - 19.63 = 296.37$
 $296.37 - 81.89 = 214.48$
 $214.48 + 43.00 = 257.48$
 $257.48 + 58.66 + 3.60 = 320.00$
 $320.00 - 19.63 = 300.37$
 $300.37 - 81.89 = 218.48$
 $218.48 + 43.00 = 261.48$
 $261.48 + 58.66 + 3.60 = 324.00$
 $324.00 - 19.63 = 304.37$
 $304.37 - 81.89 = 222.48$
 $222.48 + 43.00 = 265.48$
 $265.48 + 58.66 + 3.60 = 328.00$
 $328.00 - 19.63 = 308.37$
 $308.37 - 81.89 = 226.48$
 $226.48 + 43.00 = 269.48$
 $269.48 + 58.66 + 3.60 = 332.00$
 $332.00 - 19.63 = 312.37$
 $312.37 - 81.89 = 230.48$
 $230.48 + 43.00 = 273.48$
 $273.48 + 58.66 + 3.60 = 336.00$
 $336.00 - 19.63 = 316.37$
 $316.37 - 81.89 = 234.48$
 $234.48 + 43.00 = 277.48$
 $277.48 + 58.66 + 3.60 = 340.00$
 $340.00 - 19.63 = 320.37$
 $320.37 - 81.89 = 238.48$
 $238.48 + 43.00 = 281.48$
 $281.48 + 58.66 + 3.60 = 344.00$
 $344.00 - 19.63 = 324.37$
 $324.37 - 81.89 = 242.48$
 $242.48 + 43.00 = 285.48$
 $285.48 + 58.66 + 3.60 = 348.00$
 $348.00 - 19.63 = 328.37$
 $328.37 - 81.89 = 246.48$
 $246.48 + 43.00 = 289.48$
 $289.48 + 58.66 + 3.60 = 352.00$
 $352.00 - 19.63 = 332.37$
 $332.37 - 81.89 = 250.48$
 $250.48 + 43.00 = 293.48$
 $293.48 + 58.66 + 3.60 = 356.00$
 $356.00 - 19.63 = 336.37$
 $336.37 - 81.89 = 254.48$
 $254.48 + 43.00 = 297.48$
 $297.48 + 58.66 + 3.60 = 360.00$
 $360.00 - 19.63 = 340.37$
 $340.37 - 81.89 = 258.48$
 $258.48 + 43.00 = 301.48$
 $301.48 + 58.66 + 3.60 = 364.00$
 $364.00 - 19.63 = 344.37$
 $344.37 - 81.89 = 262.48$
 $262.48 + 43.00 = 305.48$
 $305.48 + 58.66 + 3.60 = 368.00$
 $368.00 - 19.63 = 348.37$
 $348.37 - 81.89 = 266.48$
 $266.48 + 43.00 = 309.48$
 $309.48 + 58.66 + 3.60 = 372.00$
 $372.00 - 19.63 = 352.37$
 $352.37 - 81.89 = 270.48$
 $270.48 + 43.00 = 313.48$
 $313.48 + 58.66 + 3.60 = 376.00$
 $376.00 - 19.63 = 356.37$
 $356.37 - 81.89 = 274.48$
 $274.48 + 43.00 = 317.48$
 $317.48 + 58.66 + 3.60 = 380.00$
 $380.00 - 19.63 = 360.37$
 $360.37 - 81.89 = 278.48$
 $278.48 + 43.00 = 321.48$
 $321.48 + 58.66 + 3.60 = 384.00$
 $384.00 - 19.63 = 364.37$
 $364.37 - 81.89 = 282.48$
 $282.48 + 43.00 = 325.48$
 $325.48 + 58.66 + 3.60 = 388.00$
 $388.00 - 19.63 = 368.37$
 $368.37 - 81.89 = 286.48$
 $286.48 + 43.00 = 329.48$
 $329.48 + 58.66 + 3.60 = 392.00$
 $392.00 - 19.63 = 372.37$
 $372.37 - 81.89 = 290.48$
 $290.48 + 43.00 = 333.48$
 $333.48 + 58.66 + 3.60 = 396.00$
 $396.00 - 19.63 = 376.37$
 $376.37 - 81.89 = 294.48$
 $294.48 + 43.00 = 337.48$
 $337.48 + 58.66 + 3.60 = 400.00$
 $400.00 - 19.63 = 380.37$
 $380.37 - 81.89 = 298.48$
 $298.48 + 43.00 = 341.48$
 $341.48 + 58.66 + 3.60 = 404.00$
 $404.00 - 19.63 = 384.37$
 $384.37 - 81.89 = 302.48$
 $302.48 + 43.00 = 345.48$
 $345.48 + 58.66 + 3.60 =$

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2945 7379 Date Prepared May 23, 2011



Dominion

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

Credits And Charges Since Your Last Bill

Balance from last bill \$523.78
Payment on May 5, 2011 - Thank You 43.00 CR
Balance \$480.78

Current Charges

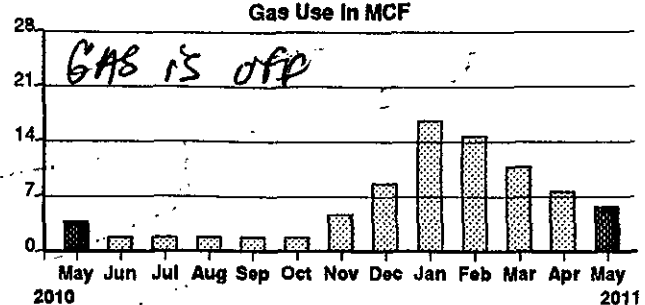
General Sales Service Rate
Standard Service Offer (SSO)
Basic Monthly Charge \$19.73
Gas Usage Charges 36.73
5.5 MCF @ \$6.6781 2.60
Gross Receipts Tax (4.6044%)
This bill includes \$28.82 for SSO gas cost at \$5.240 per thousand cubic feet (MCF).
Total Current Charges \$59.06
Total Account Balance \$539.84

This is your Final Bill.

YOU ARE ON THE PIPP Plus PLAN FOR \$43.00.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2010 56°F 2011 52°F



Average monthly use: 6.6 MCF.
Total annual use: 78.8 MCF.

Billing Period And Meter Readings

| Date | Meter Number | Read Type | Reading | Difference |
|--------------|--------------|-----------|---------|------------|
| May 11, 2011 | 13825215 | Estimate | 249.0 | |
| Apr 8, 2011 | | Remote | 243.5 | 5.5 |

MCF Used in 33 Days

\$415.23
- 73.00 = lost
\$342.23

May 19, 865.55
480.78
65.55
415.23
+ 59.06
474.29

current is \$59.06

Pay + additional 45.71 on post bill

\$356.17 June
- 43
313.17

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared June 13, 2011

Credits And Charges Since Your Last Bill

| | |
|-------------------------------------|----------|
| Balance from last bill | \$539.84 |
| Payment on May 24, 2011 - Thank You | 65.55 CR |
| Payment on Jun 10, 2011 - Thank You | 43.00 CR |
| Balance | \$431.29 |

Current Charges Not Available GAS IS OFF

Total Account Balance

This is a Final Account.

YOU ARE ON THE PIPP Plus PLAN FOR \$43.00.

Pay 43.00
31.29
\$74.29

I paid
May 5, 2011 \$43.00
May 24 11 65.00
June 10 \$108.00
43.00
\$151.00

June 10, 2011 \$139.95 Paid
July 65.65 5-24-11

43.00 6-10-11
248.40
43.00 7-6-11

251.40 HB 11
59.00 cancel credit

318.46
43.00 Sept
373.46
365



Dominion®

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

June 2011
June 19 you owed \$219
May 2011 Bal \$207.74 / Dom Bal \$431.29

July \$43 \$65.55
43.00
118.55

disputed 7/1
539.84
118.55

43.00 PIPP
May 24 11 65.55
June 10, 2011 43.00 PIPP

\$108.55
43.00 PIPP
\$151.55
59.06 Not due
\$210.61

Aug Total Account \$375.73

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2945 7379
Date Prepared July 18, 2011



Dominion

Since May (800) 362-7557

Page 2 of 3

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

Credits And Charges Since Your Last Bill

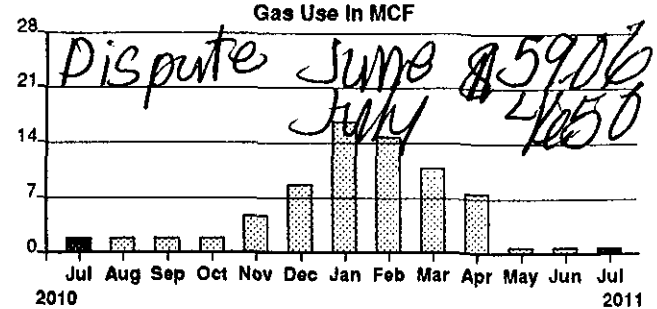
Balance from last bill \$388.29
Cancel Billing 59.06 CR
Balance \$329.23
Current Charges \$43.00
General Sales Service Rate \$27.00
Standard Service Offer (SSO)
Basic Monthly Charge \$19.73
Gas Usage Charges Not using any Gas 24.72
3.7 MCF @ \$6.6810 2.05
Gross Receipts Tax (4.6044%) 2.05
This bill includes \$19.39 for SSO gas cost at \$5.240 per thousand cubic feet (MCF).
Total Current Charges \$46.50
Total Account Balance \$375.73

This is your Final Bill.

YOU ARE ON THE PIPP Plus PLAN FOR \$43.00.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2010 73°F 2011 52°F



Average monthly use: 6.1 MCF.
Total annual use: 73.5 MCF.

Billing Period And Meter Readings

| Date | Meter Number | Read type | Reading | Difference |
|---------------------|--------------|-----------|---------|------------|
| May 11, 2011 | 13825215 | Estimate | 247.2 | |
| Apr 8, 2011 | | Remote | 243.5 | 3.7 |
| MCF Used in 33 Days | | | | 3.7 |

Aug 5, Bal 375.73

My final bill was May 23 2011
June
July

(800) 362-0880 Program

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

15000 49531404



Nov 11, 2011 Bel

Page 2 of 3

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2945 7379
Date Prepared October 11, 2011

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

Dominion

Nov I had a \$14.21

7379

Credits And Charges Since Your Last Bill

Balance from last bill \$375.73
Payment on Sep 20, 2011 - Thank You 43.00 CR
Balance \$332.73

Current Charges Not Available Because the gas is OFF
Total Account Balance \$332.73

This is a Final Account.

YOU ARE ON THE PIPP Plus PLAN FOR \$43.00.

As of Sept 11, 11 I had
paid to dom, \$346.98
this is incorrect 332.76
14.21

I believe I'm owed and

I'm disputing the \$375.72. And

Feb 19, 2011 \$87.54 DTE Energy Supply Charges

May 23, 2011 Statement with a \$59.85 Total current

July 18, 2011 \$46.50

Aug

\$175.

Disconnection was unwarranted.

1. I had a refund owed

2. It prevented me from getting the on-time credit

3

P.O. Box 26666
Richmond, VA 23261-6666

This demand

November 08, 2011

*****AUTO**3-DIGIT 441
009710 01 AT 0.362 T#000027
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

payment in 2011

*Did account # 1500029457379
Lest 4 7379
Dominion
theft & fraud: A virtually steals all my*

ACCOUNT NO:
1500029457379
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725
Balance Due: \$332.73
Due Date of Final Bill: 10-27-2011

Subject: Final Bill Collection Warning *for acct 150002945-7379*

This is to advise you that we have not received payment of \$332.73 which represents your outstanding balance for gas service used at the above service address. In the event that payment has been mailed, please disregard this letter.

If payment has not been made, please remit payment immediately to avoid referral of this account to a collection agency. Referral to a collection agency may be more expensive to you in terms of time and money, since you may be required to pay attorney fees in addition to the balance shown above.

To avoid further collection action, use one of the following payment methods:

- **Credit/Debit Card or Electronic Check.** Fees apply. Visit www.dom.com any time day or night.
- **Authorized Payment Centers.** If you wish to make a payment in person, visit an authorized payment agent. Visit www.dom.com or call (800)362-7557 to find an agent in your area. Fees may apply.
- **By Mail.** Kindly remit payment in full today using the enclosed return envelope.

If you would like to contact us, please call **(800)950-7989** Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,
Dominion East Ohio
Customer Credit Services

Enclosure
lca313

----- CUT HERE ----- CUT HERE -----
Please make checks payable to Dominion East Ohio and return this portion with your payment. Thanks.

| | | | |
|--|--------------|---|---------------|
| PLEASE PAY BY | Upon Receipt | Account No: | 1500029457379 |
| Account Balance | | Amount Enclosed | |
| <div style="border: 1px solid black; padding: 5px; text-align: center;">\$332.73</div> | | <div style="border: 1px solid black; padding: 5px; text-align: center;"> </div> | |

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

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

SEQ#: 9710 OMR-SW1: 2

01150002945737900000000332730000000332737

PURD

10

Dominion gives me A new acct#



Dominion

November 10, 2011

*****AUTO**3-DIGIT 441
011764 01 AT 0.362 T#000028
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

|||||

Subject: Dominion East Ohio Welcome Letter

- This action stole my
2010 credit

Dear Customer,

→ As you begin your service with Dominion East Ohio, we want to make you aware that you have certain rights and responsibilities based on minimum gas service standards issued by the Public Utilities Commission of Ohio (PUCO).

Your rights and responsibilities cover a wide range of issues, including installation of service, payment of bills, disconnection and reconnection of service, customer privacy, meter testing, security deposits, rights to usage history, deferred payment plans, low-income assistance, information relating to "one call" or "call-before-you-dig" services, and service line responsibilities.

For example, the PUCO service standards require you to permit company personnel to access company equipment on your premises. In turn, the company will provide you with actual meter readings as required under the standards.

Dominion East Ohio must make rate information and rate alternatives available upon your request. There is also a natural gas Energy Choice program available to eligible customers that provides the opportunity for you to choose your natural gas supplier. (For more information, visit www.DominionGasChoice.com.) The company also takes steps to avoid "slamming" by suppliers.

You can learn more about your rights and responsibilities in any of the following ways:

- Visit www.dom.com - Search: Ohio Rights.
- -- Contact us for a written copy of your rights and responsibilities.
- Visit the PUCO's Web site at www.puco.ohio.gov to view the minimum gas service standards or obtain a copy from the commission upon request. Once on the PUCO Web page, click on the Natural Gas section, then click on the Industry Information tab. The Minimum Gas Service Standards are listed under Industry Topics.

As the customer of record, you are responsible for:

- payment of services rendered by Dominion;
- granting Dominion access to company equipment located at your service address;
- properly notifying Dominion of any requests to start or stop service.

lac006

continued next page

21

2

Amount
Paid

$\frac{1}{2}$
 $\frac{5}{7}$
 $\frac{5}{7}$

Payment Jan 7, 11 \$34.12 Dec. owed 12-11-11

141.00 Jan
43.00 Feb
43.00 March
43.00 April
43.00 May

\$557.00 paid as of 5-11-2011

May 11, 2011 - Oct-11

May 15, 11

43.00 Gas is off
151.55 Paid July 8, 2011

\$551.55 paid

Sept 20, 11

43.00
282.55

Nov 9, 2011

282.26 Adj. ~~US~~ Payments

Nov 9, 2011

46.50 adj.

Nov 9, 2011

3.95 Not late 14 18

Nov 9, 2011

46.50

Nov 9, 2011

33.00

$\frac{3}{27}$

This is a credit \$977.28 \$1,000.00

Dominion has Zero bal on

November 9, 2011 ^{where is the} my \$1,000.00 credit

disappeared. And I get a new account Number

statement I owed \$57.44. Dec 1, 2011 \$117.10

payment. And ^{they have} my bal. \$307.59. That's

impossible. Dominion change my

account number and state \$1,000. And

Add Feb 2012 State

Balances

Then add \$365.73 Final Debit; I had a
1,000.00 Credit

\$1,365.73

Sept 10, 2011 ac# 1500029457379

Oct 10, 2011 \$33.00 Reconnection Fee was
No Warranted, Neither 5 months of Disconnection

Nov 10, 2011 - New Service

New Ac# 1500049531404

The Change in the old
account, wasn't warranted,
because. I had a \$504.41 Credit
as of Dec 13, 2011. The adjust-
ments where made on Nov 9, 2011
and they are listed on the
statement of accounts as followed

1. Nov 9, 2011 \$^{2 2 2}282.26 XP-ETG ? illegal
Domination added 46.50 - Refund, not owed
3.95
46.50
33.00 Reconnect Fee = theft
1.52

Sept 20, 11 \$413.13
43.00
\$456.73 to my balance

12-9-11 Final Debit \$332.73 + 33.00 reconnect Fee
Dec 9, 2011 \$.00 - then they add \$365.73

February 17, 2011
Dominion establish a payment
plan Feb. 17, 2011. I was
to pay my current PPIP PLAN
which was \$29.00 and
A additional \$45.71. Why
would I pay an additional
amount when I'm disputing
the \$341.00 graduated PIPP PLUS
Plan, From Nov 10, 2010.
The Dominion Gas Co. Dis-
regarded my complaint.

And now over 2 years
have past. The solution would
be to subtract the \$341.00
with interest from my balance
due

they added a \$33.00 reconnect
fee and another \$332.73
Final Debit from acct#1500049531404
\$332.73 ? No explanation
33.00 Not Warranted

365.73
+117.10
Dominion Cut ~~not~~ \$482.83

Dominion cut my gas off in
May 2011. And it was ^{off}thur Oct. 2011

Every one of my statements
accompany A Disconnect Notice
threatening to cut my gas off And
Harrasing me for a balance I
don't owe.

I made a complaint to
the PUCO. And it was dismissed.
because I had a death in the family
And I called, same day to cancel.

Stwendly Jandy 2

| | | | |
|----------|--------|----------|------------------------|
| \$ 34.12 | Paid | Jan | 34.12 |
| 141.00 | " | Feb | <u>141.00</u> |
| 87.54 | Dis | March | 175.12 |
| 43.00 | Paid | April | + 87.54 Disputed |
| 43.00 | " | May | <u>262.66</u> |
| 65.55 | " | 5-24-11 | 172.00 |
| 43.00 | " | 6-10-11 | <u>434.66</u> |
| 43.00 | " | 7-6-11 | 48.00 |
| 48.00 | Credit | Credit | <u>117.10</u> |
| 177.10 | Paid | Dec 2011 | \$599.76 |
| \$599.76 | | | 365.44 Dispute 12/1/11 |
| | | | <u>\$965.10</u> |

Owed

| | |
|----------------|---------------|
| Jan 12, 2011 | \$158.20 |
| Feb 10, 2011 | 57.40 |
| March | 108.66 |
| April 14, 2011 | 81.89 |
| May 2, 11 | <u>405.15</u> |

No Service

Paid

Owed \$405.15
 \$194.69 Credit
 Owed Jan to May 2011

10
17
5

P.O. Box 26666
Richmond, VA 23261-6666

Get all bills together
PUCO.com
September 10, 2011 \$375.73

Sep 10/11 \$197.00
Dominion

*****AUTO**3-DIGIT 441
006107 01 AT 0.362 T#000018
GWENDOLYN C TANDY
1439 SULZER AVE
EUCALID OH 44132-2725

Contradiction AUG. 29, 2011

ACCOUNT NO:
1500029457379
SERVICE ADDRESS:
1439 SULZER AVE
EUCALID OH 44132-2725
Balance Due: \$375.73
Due Date of Final Bill: 08-29-2011

July 16, 2011, I have total

current charge of \$46.50 that's not possible
I've been off since May 2011

Subject: Final Bill Collection Warning

This is to advise you that we have not received payment of \$375.73 which represents your outstanding balance for gas service used at the above service address. In the event that payment has been mailed, please disregard this letter.

If payment has not been made, please remit payment immediately to avoid referral of this account to a collection agency. Referral to a collection agency may be more expensive to you in terms of time and money, since you may be required to pay attorney fees in addition to the balance shown above.

To avoid further collection action, use one of the following payment methods:

- **Credit/Debit Card or Electronic Check.** Fees apply. Visit www.dom.com any time day or night.
- **Authorized Payment Centers.** If you wish to make a payment in person, visit an authorized payment agent. Visit www.dom.com or call (800)362-7557 to find an agent in your area. Fees may apply.
- **By Mail.** Kindly remit payment in full today using the enclosed return envelope.

If you would like to contact us, please call **(800)950-7989** Monday through Friday from 7:00 a.m. through 7:00 p.m.

Enclosure
lca313

Sincerely,
Dominion East Ohio
Customer Credit Services

CUT HERE CUT HERE
Please make checks payable to Dominion East Ohio and return this portion with your payment. Thanks.

| | |
|-----------------------------------|----------------------------------|
| PLEASE PAY BY Upon Receipt | Account No: 1500029457379 |
| Account Balance | Amount Enclosed |
| \$375.73 | I owe \$10.49 |

GWENDOLYN C TANDY
1439 SULZER AVE
EUCALID OH 44132-2725

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

43.80
15.40
\$12.50 over paid
as of Sept 1 2011
call the Ohio Dept of development
SEQ#: 6107 OMR-SW1: 2
(800) 282-0880

0115000294573790000000037573000000375733

\$29.00



Dominion

7379

November 04, 2011

*****AUTO**3-DIGIT 441
024783 01 AT 0.362 T#000066
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:

1500029457379

SERVICE ADDRESS:

1439 SULZER AVE

EUCLID OH 44132-2725



Beginning Dec 5, 11 PIPP PLUS \$29.00

Subject: HEAP/PIPP Plus Amount Verification - PIPP Plus Amount Changed

Thank you for meeting the PIPP Plus program requirement of applying for the Home Energy Assistance Program (HEAP). The PIPP Plus program replaced the Percentage of Income Payment Plan (PIPP). The Ohio Department of Development (ODOD) provided your household income information and re-verified your income for PIPP Plus.

On your HEAP application, your household income is different from the amount we previously used to calculate your PIPP Plus payment. As a result, we have changed your PIPP Plus payment to equal six percent of the household income you reported to HEAP or a minimum payment of \$10, whichever is greater.

Beginning with your next gas bill, your new PIPP Plus payment will be \$29.00.

If your income has changed since you applied for HEAP, or if you have questions about your new monthly payment amount, please contact the ODOD at (800)-282-0880.

Also, there is a special benefit available to participants in PIPP Plus that can help you reduce or eliminate your account balance. **To be eligible, you must make your PIPP Plus payment in full by the due date each month.** If you do so for 24 consecutive months, your account should be current. You must pay in full by the due date and re-verify at the appropriate time.

As part of this program, if your payment is made in full by the due date, you will receive the following benefits:

- You will be credited the difference between the current month's charges and the PIPP Plus payment amount.
- You will be credited 1/24th of your account arrears calculated at the PIPP Plus anniversary date.

lca103

continued next page

17
1

Dispute
Nov 8, 2011 Demand \$332.73

Old account #
Leas+ 4 7379
Dominion®

November 08, 2011

*****AUTO**3-DIGIT 441
009710 01 AT 0.362 T#000027
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:
1500029457379
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725
Balance Due: \$332.73
Due Date of Final Bill: 10-27-2011



Subject: Final Bill Collection Warning

This is to advise you that we have not received payment of \$332.73 which represents your outstanding balance for gas service used at the above service address. In the event that payment has been mailed, please disregard this letter.

If payment has not been made, please remit payment immediately to avoid referral of this account to a collection agency. Referral to a collection agency may be more expensive to you in terms of time and money, since you may be required to pay attorney fees in addition to the balance shown above.

To avoid further collection action, use one of the following payment methods:

- **Credit/Debit Card or Electronic Check.** Fees apply. Visit www.dom.com any time day or night.
- **Authorized Payment Centers.** If you wish to make a payment in person, visit an authorized payment agent. Visit www.dom.com or call (800)362-7557 to find an agent in your area. Fees may apply.
- **By Mail.** Kindly remit payment in full today using the enclosed return envelope.

If you would like to contact us, please call **(800)950-7989** Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,
Dominion East Ohio
Customer Credit Services

Enclosure
lca313

CUT HERE
Please make checks payable to Dominion East Ohio and return this portion with your payment. Thanks.

| | | | |
|--|--------------|---|---------------|
| PLEASE PAY BY | Upon Receipt | Account No: | 1500029457379 |
| Account Balance | | Amount Enclosed | |
| <div style="border: 1px solid black; padding: 5px; text-align: center;">\$332.73</div> | | <div style="border: 1px solid black; padding: 5px; text-align: center;"> </div> | |

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

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

mvv last 4 digits 1404
sept 73 19



Dominion®

November 10, 2011

date of New Account

*****AUTO**3-DIGIT 441
011764 01 AT 0.362 T#000028
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLED OH 44132-2725

Account# 1500049531404

Dominion Chaged my account number
so as to not acknowledge my
\$574.00 credit with account number
1500029457379



Subject: Dominion East Ohio Welcome Letter New Ac# 1500049531404

Dear Customer,

As you begin your service with Dominion East Ohio, we want to make you aware that you have certain rights and responsibilities based on minimum gas service standards issued by the Public Utilities Commission of Ohio (PUCO).

Your rights and responsibilities cover a wide range of issues, including installation of service, payment of bills, disconnection and reconnection of service, customer privacy, meter testing, security deposits, rights to usage history, deferred payment plans, low-income assistance, information relating to "one call" or "call-before-you-dig" services, and service line responsibilities.

For example, the PUCO service standards require you to permit company personnel to access company equipment on your premises. In turn, the company will provide you with actual meter readings as required under the standards.

Dominion East Ohio must make rate information and rate alternatives available upon your request. There is also a natural gas Energy Choice program available to eligible customers that provides the opportunity for you to choose your natural gas supplier. (For more information, visit www.DominionGasChoice.com.) The company also takes steps to avoid "slamming" by suppliers.

You can learn more about your rights and responsibilities in any of the following ways:

- Visit www.dom.com - Search: Ohio Rights.
- Contact us for a written copy of your rights and responsibilities.
- Visit the PUCO's Web site at www.puco.ohio.gov to view the minimum gas service standards or obtain a copy from the commission upon request. Once on the PUCO Web page, click on the Natural Gas section, then click on the Industry Information tab. The Minimum Gas Service Standards are listed under Industry Topics.

As the customer of record, you are responsible for:

- payment of services rendered by Dominion;
- granting Dominion access to company equipment located at your service address;
- properly notifying Dominion of any requests to start or stop service.

lac006

continued next page

AS of Jan 2011 AC# 1500049531404 - I had A \$574.70 credit
Nov 2011 Zero bal

P.O. Box 26666
Richmond, VA 23261-6666
Get all bills together *PUCO.com*
September 10, 2011 *\$375.73*



Dominion®

Sept 10, 11 \$197.00

September 10, 2011

*****AUTO**3-DIGIT 441
006107 01 AT 0.362 T#000018
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Contradiction

~~Aug. 29, 2011~~

ACCOUNT NO:

1500029457379


SERVICE ADDRESS:

1439 SULZER AVE
EUCLID OH 44132-2725

Balance Due: \$375.73

Due Date of Final Bill: 08-29-2011

1439 SULZER AVE
EUCLID OH 44132-2725


 Balance Due: \$375.73
 Due Date of Final Bill: 08-29-2011
 current charge of \$4650. thats not possible
 has been off since INACHMENT 2006
 Subject: Final Bill Collection Warning

Subject: Final Bill Collection Warning

This is to advise you that we have not received payment of \$375.73 which represents your outstanding balance for gas service used at the above service address. In the event that payment has been mailed, please disregard this letter.

If payment has not been made, please remit payment immediately to avoid referral of this account to a collection agency. Referral to a collection agency may be more expensive to you in terms of time and money, since you may be required to pay attorney fees in addition to the balance shown above.

To avoid further collection action, use one of the following payment methods:

- **Credit/Debit Card or Electronic Check.** Fees apply. Visit www.dom.com any time day or night.
- **Authorized Payment Centers.** If you wish to make a payment in person, visit an authorized payment agent. Visit www.dom.com or call (800)362-7557 to find an agent in your area. Fees may apply.
- **By Mail.** Kindly remit payment in full today using the enclosed return envelope.

If you would like to contact us, please call **(800)950-7989** Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,
Dominion East Ohio
Customer Credit Services

Enclosure
lca313

- Dominion charged me
\$46.50 while my gas
is off

- CUT HERE

CUT HERE

Please make checks payable to Dominion East Ohio and return this portion with your payment. Thanks.

PLEASE PAY BY Upon Receipt

Account No: 1500029457379

Account Balance

Amount Enclosed

\$375.73

Five \$10.49

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLOUD OH 44132-2725

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

EUCLID OH 44132-2725
RICHMOND, VA 23261-678

call the Ohio Dept of development
SEQ#: 6107 OMR-SW1: 2

0115000294573790000000037573000000375733

1(800) 282-0880

11

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 4953 1404
Date Prepared December 9, 2011

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

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

This was a PIPP PLUS amount that I didn't agree to

Page 3 of .

Dominion

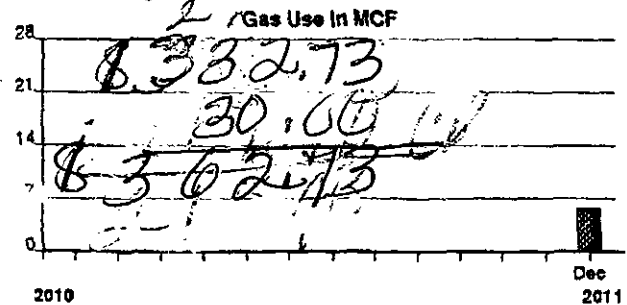
Credits And Charges Since Your Last Bill

Balance from last bill \$0.00
Payment on Dec 1, 2011 - Thank You 117.10 CR
Service Work *Turned GAS Back On* 33.00 200
From Final - Debit 332.73 200
Gross Receipts Tax (4.6044%) 1.52 200
Balance *\$482.83 CR* \$250.15 200
Current Charges
General Sales Service Rate 57.44
Standard Service Offer (SSO) 425.39 CR
Basic Monthly Charge \$20.37
Gas Usage Charges 34.54
6.1 MCF @ \$5.6622 2.53
Gross Receipts Tax (4.6044%)
This bill includes \$27.60 for SSO gas cost at \$4.524 per thousand cubic feet (MCF).
Total Current Charges \$57.44
Total Account Balance \$307.59

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

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2011 45°F



Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|---------------------|-----------|---------|------------|
| Meter Number | 13825215 | | |
| Dec 6, 2011 | Remote | 253.3 | |
| Nov 9, 2011 | Actual | 247.2 | 6.1 |
| MCF Used in 27 Days | | | 6.1 |

Dec 1, 2011 Zero Past Due
Dec 1, 11 \$117.10
Gas Reconnect 33.00 Not warranted the Termination
Fee 150.10 didn't turn the gas on
Final Debit 332.73 - New Account #15000-49531404
\$482.83 CR as of Dec 9, 2011
Dec 13, 11 29.00
Dec 28, 11 29.00
Dec 28, 11 *\$540.83*

When did the \$332.73 come from?
trying to steal from me by
not even acknowledging the receipt
my complaint about this final debit
of \$332.00 impossible

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

COPY For PUCD

11

\$43.00 PIPP PLUS Feb 24, 2011

My current bal is - 0 -
February 24, 2011

*****AUTO**3-DIGIT 441
004606 01 AT 0.354 T#000013
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



Dominion

Anniversary Sept 15, 2011

ACCOUNT NO:

1500029457379

SERVICE ADDRESS:

1439 SULZER AVE
EUCLID OH 44132-2725

Starting Sept 15, 2011 \$43.00



Subject: PIPP Plus Enrollment

This letter confirms your enrollment in PIPP Plus, which replaced the Percentage of Income Payment Plan (PIPP), with Dominion East Ohio. Your PIPP Plus payment is \$43.00.

Each time you pay your monthly payment in full by the due date, you no longer owe the rest of that month's charges. You also receive a 1/24th credit toward any account arrears. Your current arrearage balance with Dominion East Ohio is \$0.00. If you make your PIPP Plus payment in full and by the due date each month for 24 straight months, your account should be current. If at any point you fail to make your PIPP Plus payment in full by the due date, your account will be subject to normal credit actions, but the company will not cancel any credits you have already received. Please keep in mind that while on PIPP Plus, you are still legally responsible for your entire utility bill. However, the company cannot shut off your service if you make all the PIPP Plus payments in full by the due date.

As a PIPP Plus customer, there are two important dates that you need to know.

* Your re-verification date is 02/23/2012

The re-verification date is the actual date on which you complete documentation of your household income. Re-verification must occur no more than 12 months from the previous re-verification date. To remain on PIPP Plus you must visit your local community action agency prior to your re-verification date to document your income. (You are required to report any change in household size and income, so your re-verification date may change from year to year.)

* Your anniversary date is 09/15/2011

The anniversary date is the calendar date when your arrearage credits will be calculated. You must be current on any missed PIPP Plus payments by this date. If you fail to bring your account current, you will be removed from PIPP Plus and your entire balance, including arrearages, will become due. Your anniversary date is the same every year.

Please read the enclosed fact sheet for additional information about the responsibilities and benefits of PIPP Plus. If you have any questions, please contact Dominion East Ohio at (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m.. You may also contact the Public Utilities Commission of Ohio (PUCO) at (800)-686-7826.

PIPP PLUS replaced PIPP
2/23/2012 Re-verification
9/15/11 Anniversary date
lca112

Sincerely,
Customer Service Center
Dominion East Ohio

continued next page

Dec 2011
Transfer Dept \$332.73