

2015 APR 24 AM 8:43

PUCO

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 Technician AN Date Processed 5/1/14

Information; From the formal complaint procedures pamphlet

I. The process allows the parties (you and all other named entities) to tell the Commission the facts about the complaint so that the Commission can resolve the dispute. The Commission's

When did the Commission resolve any of my disputes, I was given A settlement hearing.

However the Attorney for the Illuminating Co was not familiar with the facts of

cc. 2 ec

the dispute, and requested
A continuance, and it was granted
At the second hearing the Attorneys
for the Illuminating Co ask for
another continuance to prepare A
brief.

Also The Attorneys for the
Illuminating also represent
Dominion E. Ohio and The Commission
allow them to schedule both
hearings on the same ^{one} ~~day~~ ^{after} ~~back~~
the other. I inform my Attorney
Examiner that was to much
for me to handle without an
Attorney

I went to the Commission

OFFICE three times. And to date
the Commission has not
resolve any of my disputes.

The last settlement
hearing was schedule without
informing me. It was as though
The Commission would not resolve
me dispute while I was there
so they plan A hearing and didn't
inform me of the date, so they
could dismiss my case, on
the grounds that I did not
appear for the forth hearing

Finally both companies
~~go~~ became more aggressive in
there theft, fraud, harrasement
after the Commission illegally
dismissed my case

The Commission's treatment of me during my Dispute process was horrible. For example they allow the Illuminating Co to continual to steal from me and illegally shut my service off.

And I receive the same treatment in my dispute with the Dominion E. Ohio Co.

I ask for reprinted (Jan-Dec 09) statements with the correct information, like the previous balance, And total amount due
I ask for the dates six payments

in 2010 were received. I
ask for my PIP credits in
2009, 2010, 2011 And explanation
for the following Dominion
accounts charges

Sept 2006 \$801.00
09 532.72
10

Dec 15, 2008 \$280.58
140.30
 420.88
 -50.00 11-18-08 paid

Jan 21, 09

370.88
 -145.05 1-6-09
 225.83
145.05 1-27-09 Paid
 80.78
225.83 2-4-09 Paid
 306.61 Credit 2/4/2009
 -208.91 1-21-09 total current
97.70 Credit

2-19-09 \$204.32
 -97.70

3-20-09 \$106.62 owed
 122.43 owed

\$229.05
 122.43
 -44.08
97.35

273.13 3-15-09
~~229.05~~

\$44.08 Credit

77.35 credit

\$121.43 Credit 3-20-09

59.40

\$584.83

transfer Debit \$532.72 ? From March 29, 2009
 until the present all my total account
 balances and previous balance are incurred
 and amount to theft and fraud!

owed
 \$1843 6-17-09

4-27-09 \$280.83 CR
 127.38 payment
 \$408.21 Credit

5-20-09 -20.63
 \$387.58 CR

4-20-09 -82.15 owed
 \$305.43

6-17-09
 5-20-09 \$305.43 CR
 532.72
 \$838.15 CR
 15

Credit
Credit
7-21-09
8-

\$532.72 transfer with no explanation
+ 305.43 No acc#, No address
838.15 No time period = theft
and fraud

9-

\$24.75 Pro & Ser. Credit

\$838.15 Credit
200.00 Paid 9-25-09
200.00 10-6-09

\$1238.15 Credit
132.57 Nov 17, 09

\$1,411.72 Credit
105.05

\$1,206.67

\$72.00 CR
-31.27 \$72.00 72.00
40.73 23.03 29.03
48.97 42.97
132.57
25.75
99.52 12-15-09
72.00 12-15-09
27.52 owed 1-20-10

18.92
373
10.65
3310
2303
29.03
85.16
31.27
40.73
48.97
42.97
132.57
25.75
132.57
-27.52
105.05

The \$72.00 A month plan was unreasonable
10% of my income when my average
monthly charge was under \$50.00 a mth.

\$801.00 credit 2006

| | | | |
|-----------|---------------------|---------------------------------|------------------------------|
| | Bal | | |
| Jan 16-08 | \$79.00 | (\$801.00 credit 06) | 190.55 |
| | \$5.70 mth Ser. Chr | 79.00 | 187.63 |
| | total Cur | \$792.00 cr | 213.18 |
| 1-18-08 | \$43.61 | total Dom E.OH & Transportation | 591.36 |
| | 196.94 | Dom. E.OH Energy GAS Cost | 90.13 |
| | \$190.55 | | \$681.49 |
| | | | -134.00 |
| | | | \$547.49 owed |
| 2-15-08 | \$5.70 | Monthly Ser | 5.70 |
| | 48.65 | Gas transp. | 48.65 |
| | 187.63 | Dom E.OH Energy GAS Cost | 55.23 |
| | | | 5-19-08 |
| 3-19-08 | | | \$281.30 |
| | 5.70 | | \$100.47 |
| | 43.58 | transportation | 33.53 |
| | 163.90 | Dom E.OH Energy | 134.00 |
| | 213.18 | | 210.96 |
| | | | 5-9-08 |
| | | | \$281.30 |
| 4-16 | MI 5.70 | | 298.00 |
| | 17.74 | Trans chr | 134.53 |
| | 66.69 | Dom E.OH En | 9-26-08 |
| | 90.13 | | \$777.49 paid |
| | | | +742.00 from 9/2006 |
| | | | \$1519.49 |
| 5-19-08 | \$55.23 | | |
| 6-16-08 | 23.67 | | \$1519.49 credits & payments |
| 7-18-08 | 39.74 | 305.44 | -1127.23 Due |
| 8-18-08 | 40.22 | 681.49 | 492.26 |
| | 1528.86 | 140.30 Dec 2008 | \$492.26 Credit |
| 9-17-08 | 3387 | 1127.23 | |
| 10-14-08 | 3261 | | \$1,127.23 owed in 2008 |
| | 22534 | | -777.49 Paid |
| | 80.10 | 11-4-08 | \$349.74 |
| | 30544 | 12 | |

* Active account

DOMINION EAST OHIO

1434

Statement of Account

New Account #

Account Number

For Questions Call (800) 362-7557

Name TANDY GWENDOLYN C

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 ACCT BALANCE |
|------------|-----------|-------------|---------------|-----------------|-------------|----------|------------------|------------|---------------|------------|------------|--------|-------------|-----------|--------------|--------------------|
| 12/12/2012 | 0 | | 0 | 0 | 0 | \$0.00 | \$0.00 | 12/12/2012 | \$0.00 | \$0.00 | 12/12/2012 | \$0.00 | | | \$0.00 | \$0.00 |
| 12/08/2012 | 31 | ACTUAL | 319.8 | 8.7 | 2 | \$30.15 | \$0.00 | 12/28/2012 | \$7.15 | \$60.00 | 11/08/2012 | \$0.00 | | | \$0.00 | \$597.67 |
| | 0 | | 0 | 0 | 0 | \$29.38 | \$2.11 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 11/05/2012 | 31 | ACTUAL | 313.1 | 4.1 | 1 | \$28.65 | \$0.00 | 11/28/2012 | \$7.31 | \$30.00 | 10/10/2012 | \$0.00 | | | \$0.00 | \$516.92 |
| | 0 | | 0 | 0 | 0 | \$16.00 | \$1.15 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 11/05/2012 | 0 | | 0 | 0 | 0 | \$0.00 | \$0.00 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 10/05/2012 | 29 | ACTUAL | 309.0 | 1.5 | 1 | \$23.85 | \$0.00 | 10/24/2012 | \$7.22 | \$0.00 | | \$0.00 | | | \$0.00 | \$495.58 |
| | 0 | | 0 | 0 | 0 | \$5.23 | \$0.38 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 09/05/2012 | 30 | ACTUAL | 307.5 | 1.8 | 1 | \$23.78 | \$0.00 | 09/27/2012 | \$5.58 | \$30.00 | 09/07/2012 | \$0.00 | | | \$0.00 | \$459.86 |
| | 0 | | 0 | 0 | 0 | \$6.23 | \$0.46 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 08/07/2012 | 29 | ACTUAL | 305.9 | 1.4 | 0 | \$23.65 | \$0.00 | 08/28/2012 | \$4.42 | \$60.00 | 08/08/2012 | \$0.00 | | | \$0.00 | \$454.37 |
| | 0 | | 0 | 0 | 0 | \$5.09 | \$0.37 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 07/09/2012 | 32 | ACTUAL | 304.5 | 1.7 | 1 | \$24.28 | \$0.00 | 07/30/2012 | \$3.74 | \$30.00 | 07/09/2012 | \$0.00 | | | \$0.00 | \$481.15 |
| | 0 | | 0 | 0 | 0 | \$5.55 | \$0.40 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 06/07/2012 | 30 | ACTUAL | 302.8 | 1.7 | 1 | \$24.28 | \$0.00 | 06/28/2012 | \$2.83 | \$30.00 | 06/07/2012 | \$0.00 | | | \$0.00 | \$477.58 |
| | 0 | | 0 | 0 | 0 | \$4.83 | \$0.35 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 05/09/2012 | 28 | ACTUAL | 301.1 | 4.2 | 1 | \$27.83 | \$0.00 | 05/29/2012 | \$1.35 | \$30.00 | 05/08/2012 | \$0.00 | | | \$0.00 | \$475.84 |
| | 0 | | 0 | 0 | 0 | \$12.83 | \$0.91 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 04/09/2012 | 32 | ACTUAL | 296.9 | 4.9 | 2 | \$27.97 | \$0.00 | 04/30/2012 | \$0.00 | \$30.00 | 04/09/2012 | \$0.00 | | | \$0.00 | \$464.23 |
| | 0 | | 0 | 0 | 0 | \$18.20 | \$1.31 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 03/08/2012 | 29 | ACTUAL | 292.0 | 11.8 | 4 | \$81.92 | \$0.00 | 03/29/2012 | \$6.66 | \$30.00 | 03/07/2012 | \$0.00 | | | \$0.00 | \$448.06 |
| | 0 | | 0 | 0 | 0 | \$82.29 | \$0.00 | 02/29/2012 | \$4.60 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 02/08/2012 | 30 | ACTUAL | 280.4 | 13.0 | 4 | \$82.29 | \$0.00 | 01/20/2012 | \$0.00 | \$88.00 | 01/06/2012 | \$0.00 | | | \$0.00 | \$390.48 |
| | 0 | | 0 | 0 | 0 | \$102.44 | \$0.00 | 12/27/2011 | \$3.97 | \$117.10 | 12/01/2011 | \$0.00 | | | \$0.00 | \$283.59 |
| 12/08/2011 | 27 | ACTUAL | 259.3 | 6.1 | 2 | \$57.44 | \$0.00 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$207.59 |
| | 0 | | 0 | 0 | 0 | \$0.00 | \$0.00 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 11/09/2011 | 0 | | 0 | 0 | 0 | \$0.00 | \$0.00 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 11/09/2011 | 0 | | 0 | 0 | 0 | \$0.00 | \$0.00 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |
| 11/09/2011 | 0 | | 0 | 0 | 0 | \$0.00 | \$0.00 | | \$0.00 | \$0.00 | | \$0.00 | | | \$0.00 | \$0.00 |

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

Feb 92.36
Jan 92.12
Oct 88.11
57.44

Statement of Account

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

| READ DATE | BILL DAYS | READ SOURCE | METER READING | AVG DEGREE DAYS | BILL AMT | SALES/ STATE TAX | LATE CHRG | PMT AMOUNT | PMT DATE | ADJ | ADJUST DESC | PLAN AMT | PLAN DUE | ACCT PLAN BALANCE |
|-----------|-----------|-------------|---------------|-----------------|----------|------------------|-----------|------------|----------|-----|-------------|----------|----------|-------------------|
|-----------|-----------|-------------|---------------|-----------------|----------|------------------|-----------|------------|----------|-----|-------------|----------|----------|-------------------|

| | | | | |
|--------------------------|---------------------------------------|---------------------|---------------------------|---------------------------------|
| BUD - BUDGET PLAN | DEF - DOLLAR ENERGY FUND | DEP - DEPOSITS | CA - 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 | DISCNT - DISCOUNT | CNT - CONTRACTS |

8

5438.28 adj
 565.10 payments
 1003.38
 4669.24

Service is off From April 2011

11-9-11 \$282.26 XF-UTG = theft
11-9-11 46.50 XF-UTG = theft
11-9-11 3.97 Not late
11-9-11 33.00 Reconnect fee
11-9-11 1.52

9-20-11 \$367.25 Refund owed
\$298.13 \$ Credit 9-20-11-PIPP payme
\$665.38 8-30-12 \$29.00
17.10 Paid 12-1-11
\$782.48

2012 None of my PIPP PLUS credit
were calculated. PIPP PLUS
guidelines stipulate after
you pay your PIPP PLUS
payments on time the
rest of that month's
total current is forgiven

By disconnecting my service Dominion
Prevented me from earning credit
in 2011 or 2012

The April 2013 disconnect was illegal
Sept 13 disconnection was illegal
May 31, 14 disconnection was illegal

cc PUCO representative

cc Kent Smith State Representative

Jan 31, 2015

Dominion E. Ohio
1207 E. 55 St.
Cleveland Ohio

Vice President

Mr. Scott Miller

Dominion is steal^{ing} my money
in plain sight. By adding illegal
charges that all show up on my
Statements OF Account.

Second I would like the name
of the person or regional district
manager. that's responsible for inputting
my Dominion Account information
The theft began May 2006

when this account was open. I've been
discriminated against. every since
they found I was A women, black
and A Homeowner

Dominion owes me over \$50,000
for infraction from 2004-2015

Dominion was supposed to
address each complaint
listed below.

Balance 12-15-08
Refunds owed
1. 2006 May 2006 \$159.00 Security Deposit
June 2006 159.00 Sec Dep Recorded
Aug 23, 06 request for \$138.00 Sec Dep
\$438.00 Reversed
XF-UTG Sept 06 701.00 Refund owed

2. March 20, 2009 Paid \$273.13 3-16-09
Owed -268.16
\$159.00
701.00
532.72
1392.72
497
396.69
3-20-09 Transfer Debit 532.72 = Theft
Refund owed - I also requested

the account numbers for the transfer
debit the address and time period

4 April 11, 2011 - Disconnection violated
my PIPP PLUS guidelines. That state I
have until my Anniversary 9-3-2004 to
make up all and any missed payments

statements I still have Sept 14, 2007 \$800.00
 Mar 20 09 532.72
 Dec 2011 482.83
 5.00 CR 2009
 Payment \$1880.55 Refund owed

1-22-11 \$287.24 balance disputed
 1-27-11 158.20
 2- 144.94
 3-11-11 108.66
 4-11-11 411.80
 \$289.66
 \$341.12 1-7-11
 141.00 2-10-11
 65.65 PIPP PLUS forgiveness 3-11
 37.89 " " 4-11

4-11-11
 81.89
 - 43.00
 37.89

The April 2011 disconnection was illegal, because it violated PIPP PLUS guidelines.
 total Paid From Jan-April \$289.66 24
 PIPP PLUS guidelines May 5 43.00 16
 stipulate that I Reversed 59.66 11
 have until 8:30 of each May 24 65.55 4
 year to make up any June 43.00
 missed payment, July 43.00
 Sept 20 43.00
 4202.7
 + 289.66
 709.93 Paid
 - 411.80
 \$ 298.13 CR

Can see it this is a deposit **October 2**
GWENDOLYN C TANDY
 1439 SULZER AVE
 EUCLID OH 44132-2725
 Account Number 1 5000 2945 7379 Date Prepared September 14, 2006 Next Meter Reading 10/10 - 10/13/2006

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

| Credits And Charges Since Your Last Bill | |
|--|-----------|
| Balance from last bill | \$0.00 |
| From Final - Debit | 430.00 |
| From Final - Credit | 271.00 CR |
| Balance | \$159.00 |
| Current Charges | |
| General Sales Service Rate | |
| Monthly Service Charge | \$5.70 |
| Gas Usage Charge | |
| 1.6 MCF @ \$12.6312 | 20.21 |
| Total Current Charges | \$25.91 |
| Total Account Balance | \$184.91 |

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

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

Aug 23, 06 \$138.00 credit
 271.00 Payment
 469.00
 I have \$46.91 Bal
 Dominion \$184.91

| Billing Period And Meter Readings | | | |
|------------------------------------|-----------|---------|------------|
| Date | Read Type | Reading | Difference |
| Meter Number | 13825215 | | |
| Sep 12, 2006 | Estimate | 109.4 | |
| Sep 1, 2006 | Actual | 107.9 | |
| Aug 24, 2006 | Actual | 107.8 | 1.6 |
| MCF Used in 19 Days | | | 1.6 |
| \$430.00 | \$430.00 | | |
| - 271.00 | \$159.00 | | |
| \$159.00 | | | |
| 159.00 Credit | | | |
| my deposit was paid in June 20, 06 | | | |

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

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$159.00 by Oct 2, 2006, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts, a new security deposit and a reconnection fee before we can turn the gas back on. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier.

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

There has been no explanation in Bye.

June \$21.00 Credit
 Sept 430.00 Final Debit, All my past due balances
 271.00 had to be paid in full before the Gas
 \$722.00 could be turned on. And now can I
 159.00 have a \$271.00 credit and a \$430.00
 credit \$881.00 Debit

**that's cruel and unjust
 behavior on the part of
 Dominion & PUCO!**

430.00 = Credits
 271.00 = Credits
 701.00
 159.00 = theft
 \$860.00

Dec 2008 - missing

\$79.09
146.94
226.03
\$190.75

CALL PIP

DOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion

Account Number 1 5000 2945 7379 Date Prepared January 18, 2008

Next Meter Reading 02/14 - 02/19/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 02/15 & 5 p.m. on 02/19/2008 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill \$79.09
Balance \$79.09

Current Charges

Dominion East Ohio Distribution Charges

Monthly Service Charge \$5.70

Gas Transportation Charge 38.11

Total Dominion East Ohio Charges \$43.81

For questions about transportation (delivery) charges, call Dominion East Ohio at 1-800-362-7557.

Dominion East Ohio Energy Charges

Gas Cost 13.0 MCF @ \$10.49

Sales Tax 10.57

Total Dominion East Ohio Energy Charges \$146.94

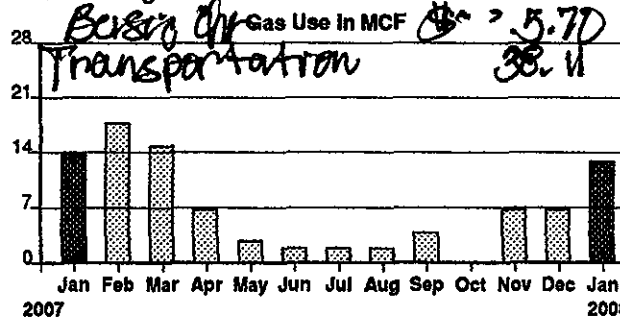
For questions about gas supply costs, contact Dominion East Ohio Energy (acct# 1355835120092007) at 1-800-990-4090 or P. O. Box 298 Pittsburgh, PA 15230 or www.dom.com.

Total Current Charges \$190.75

Total Account Balance \$269.84

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2007 40°F 2008 34°F



Average monthly use: 6.7 MCF.
Total annual use: 80.0 MCF.

Billing Period And Meter Readings

| Date | Meter Number | Read Type | Reading | Difference |
|---------------------|--------------|-----------|---------|------------|
| Jan 16, 2008 | 13825215 | Estimate | 223.5 | |
| Dec 13, 2007 | | Remote | 210.5 | 13.0 |
| MCF Used in 34 Days | | | | 13.0 |

Please Pay **Account Balance of \$269.84 by February 6, 2008**

This is a Reminder Notice

We haven't received your payment of \$79.09. If you've already paid it, thank you. If not, please pay the total balance of \$269.84 by Feb 6, 2008.

If you were on a payment plan that ended last month and need to discuss a new plan, please call us toll-free 1-800-950-7989 and we will be happy to assist you.

To participate in the Energy Choice program, you must pay the amount due on time each month.

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

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

PLEASE PAY BY Feb 6, 2008 Account No. 1 5000 2945 7379

\$269.84

Account Balance

Amount Enclosed

Save Time, Stamps

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

05

*****AUTO**5-DIGIT 44132
24402 1 AV 0.312 T#000084
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



Feb 13 2008 I become per
disable And unable to work

\$54.35
187.63
241.98

\$ 226.03 Jan
241.98 Feb
267.01

LYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion

\$ 241.98

Page 2 of 2

Account Number 5000 2945 7379 Date Prepared February 15, 2008

Next Meter Reading 04/15 - 04/18/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/17 & 5 p.m. on 03/19/2008 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill \$269.84
Balance \$269.84

Current Charges

Dominion East Ohio Distribution Charges

Monthly Service Charge \$5.70
Gas Transportation Charge 48.65

Total Dominion East Ohio Charges \$54.35

For questions about transportation (delivery) charges, call Dominion East Ohio at 1-800-362-7557.

Dominion East Ohio Energy Charges

Gas Cost 16.6 MCF @ \$10.49 \$174.13

Sales Tax 13.50

Total Dominion East Ohio Energy Charges \$187.63

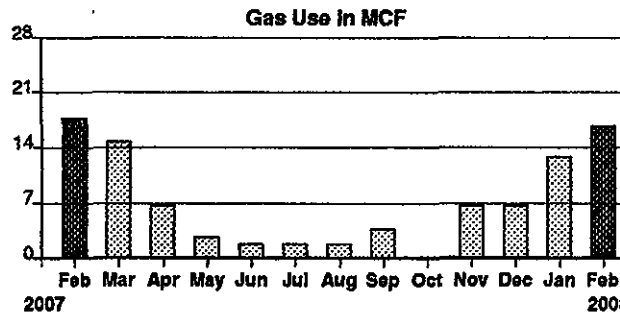
For questions about gas supply costs, contact Dominion East Ohio Energy (acct# 1355835120092007) at 1-800-990-4090 or P. O. Box 298 Pittsburgh, PA 15230 or www.dom.com.

Total Current Charges \$241.98

Total Account Balance \$511.82

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2007 18°F 2008 26°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 |
|---------------------|--------------|-----------|---------|------------|
| Feb 14, 2008 | 13825215 | Remote | 240.1 | |
| Jan 16, 2008 | | Estimate | 223.5 | 16.6 |
| MCF Used in 29 Days | | | | 16.6 |

Please Pay Account Balance of \$511.82 by March 5, 2008

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$269.84 by Mar 5, 2008, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts, a new security deposit and a reconnection fee before we can turn the gas back on. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier.

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

05

*****AUTO**5-DIGIT 44132
14544 1 AV 0.312 T#000058
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



GWE. GYLYN C TANDY

**1439 SULZER AVE
EUCLID OH 44132-2725**



Dominion®

Page 1 of 2

Account Number 5000 2945 7379
Date Prepared February 15, 2008

Next Meter Reading 04/15 - 04/18/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/17 & 5 p.m. on 03/19/2008 at www.dom.com.

Summary of Payment Due

| | |
|---|-----------------|
| Current Gas Amount | 241.98 |
| Past Due Gas Amount | 269.84 |
| Total Payment Due by March 5, 2008 | \$511.82 |

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

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$269.84 in full by March 5, 2008, 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:

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 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 Option - Between November 1 and April 15, customers can pay one third of their total bill to avoid a shutoff of service.

If the company shuts off your gas service for nonpayment, you must pay a reconnection fee of up to \$20.00 in addition to the past-due amount. Also, you must pay a security deposit of \$128.00 or 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 \$0.82 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.

LEASE PAY BY Mar 5, 2008 Account No. 1 5000 2945 7379

\$511.82

Account Balance

Amount Enclosed

FREE Video Highlights Gas Supply Options
In an easy-to-understand video, you will learn about your different gas supply options, including Energy Choice, aggregation and the Standard Service Offer (SSO). The six-minute video even includes some energy-saving tips. Call 1-800-843-3719 to order your free DVD or VHS tape. The DVD provides information in both English and Spanish.

05

*****AUTO**5-DIGIT 44132
14544 1 AV 0.312 T#000058
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

 **GWENDOLYN C TANDY**

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion®

Page 1 of 3

Account Number 1 5000 2945 7379 Date Prepared March 19, 2008

Next Meter Reading 04/15 - 04/18/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid a estimate-enter a read between 04/16 & 5 p.m. on 04/18/2008 at www.dom.com.

Summary of Payment Due

| | |
|---|-----------------|
| Current Gas Amount | 213.18 |
| Past Due Gas Amount | 511.82 |
| Total Payment Due by April 4, 2008 | \$725.00 |

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

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$511.82 in full by April 4, 2008, 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:

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 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 Option - Between November 1 and April 15, customers can pay one third of their total bill to avoid a shutoff of service.

If the company shuts off your gas service for nonpayment, you must pay a reconnection fee of up to \$20.00 in addition to the past-due amount. Also, you must pay a security deposit of \$126.00 or 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 \$0.82 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.

Committed \$120. Amount Due plan

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

PLEASE PAY BY Apr 4, 2008 **Account No.** 1 5000 2945 7379

\$725.00

Account Balance

Amount Enclosed

Save Time, Stamps

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

*****AUTO**5-DIGIT 44132
24495 1 AV 0.312 T#000082
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725
.....

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

\$163.90
49.28
213.18

\$467.01
213.18
680.19

LYN C TANDY



Page 3 of 3

Dominion \$163.90, \$213.18

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 2945 7379 Date Prepared March 19, 2008

Next Meter Reading 04/15 - 04/18/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 04/16 & 5 p.m. on 04/18/2008 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill \$511.82
Balance \$511.82

Current Charges

Dominion East Ohio Distribution Charges

Monthly Service Charge \$5.70
Gas Transportation Charge 43.58
Total Dominion East Ohio Charges \$49.28

For questions about transportation (delivery) charges, call Dominion East Ohio at 1-800-362-7557.

Dominion East Ohio Energy Charges

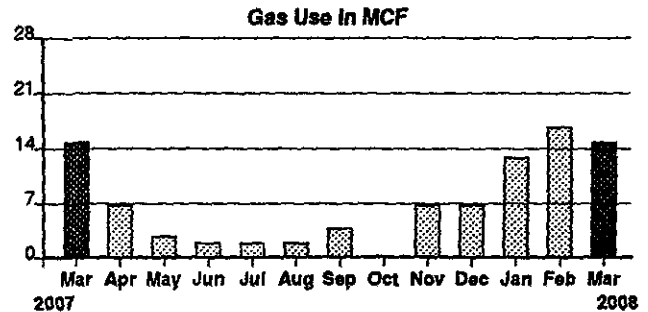
Gas Cost 14.5 MCF @ \$10.49 \$152.11
Sales Tax 11.79
Total Dominion East Ohio Energy Charges \$163.90

For questions about gas supply costs, contact Dominion East Ohio Energy (acct# 1355835120092007) at 1-800-990-4090 or P. O. Box 298 Pittsburgh, PA 15230
www.dom.com.

Total Current Charges \$213.18
Total Account Balance \$725.00

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2007 28°F 2008 27°F



Average monthly use: 6.6 MCF
Total annual use: 78.7 MCF.

Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|---------------------|------------|---------|------------|
| Meter Number | 13825215 | | |
| Mar 17, 2008 | Estimate | 12.4 | |
| Feb 19, 2008 | Connect | .0 | 12.4 |
| Meter Number | 13825215 | | |
| Feb 19, 2008 | Disconnect | 242.2 | |
| Feb 14, 2008 | Remote | 240.1 | 2.1 |
| MCF Used in 32 Days | | | 14.5 |

The meter index was replaced on Feb 19, 2008

05

*****AUTO**5-DIGIT 44132
24495 1 AV 0.312 T#000082
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



837.61
 \$133.53 paid
 703.48

\$680.19
 66.69
 746.88
 90.13
 837.01

GWENDOLYN C TANDY

1439 SULZER AVE
 EUCLID OH 44132-2725



Dominion 19013

Account Number 5000 2945 7379 Date Prepared April 16, 2008

Next Meter Reading 06/13 - 06/18/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid a estimate-enter a read between 05/15 & 5 p.m. on 05/19/2008 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill \$725.00
 Payment on Mar 25, 2008 - Thank You 33.53 CR
 Payment on Mar 25, 2008 - Thank You 100.47 CR
Balance \$591.00

Current Charges

Dominion East Ohio Distribution Charges

Monthly Service Charge \$5.70
 Gas Transportation Charge 17.74
Total Dominion East Ohio Charges \$23.44
 For questions about transportation (delivery) charges, call Dominion East Ohio at 1-800-362-7557.

Dominion East Ohio Energy Charges

Gas Cost 5.9 MCF @ \$10.49 \$61.89
 Sales Tax 4.80
Total Dominion East Ohio Energy Charges \$66.69

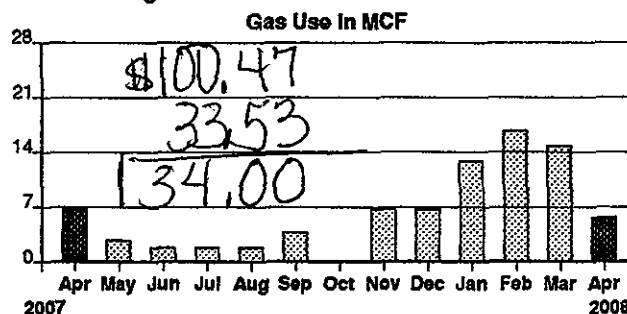
For questions about gas supply costs, contact Dominion East Ohio Energy (acct# 1355835120092007) at 1-800-990-4090 or P. O. Box 298 Pittsburgh, PA 15230 or www.dom.com.

Total Current Charges \$90.13
Total Account Balance \$681.13

YOU ARE ON A CURRENT PLUS (\$120.83) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2007 42°F 2008 41°F



Average monthly use: 6.5 MCF.
 Total annual use: 77.4 MCF.

Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|---------------------|-----------|---------|------------|
| Meter Number | 13825215 | | |
| Apr 15, 2008 | Remote | 18.3 | |
| Mar 17, 2008 | Estimate | 12.4 | 5.9 |
| MCF Used in 29 Days | | | 5.9 |

Please Pay Plan Amount of \$210.96 by May 2, 2008

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.

I never agree to Plus \$120.83 A month Plan!

Paid 5-9-08 \$681.13
 -210.96
 470.17
 470.17 Bal
 \$470.17
 55.23
 525.40

Mail check Tuesday

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion \$55.23

Account Number 1 5000 2945 7379 Date Prepared May 19, 2008

Next Meter Reading 06/13 - 06/18/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 06/16 & 5 p.m. on 06/18/2008 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill \$681.13
 Payment on May 9, 2008 - Thank You 210.96 CR
 Balance \$470.17

Current Charges

General Sales Service Rate
 Monthly Service Charge \$5.70
 Gas Usage Charge 3.4 MCF @ \$14.5676 Estimate 49.53
 Total Current Charges \$55.23
 Total Account Balance \$525.40

This bill includes \$37.46 for SSO gas cost at \$11.018 per thousand cubic feet (MCF) and \$1.83 for Gross Receipts Tax.

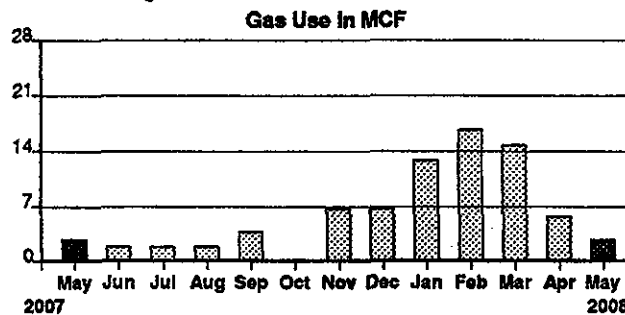
YOU ARE ON THE PERCENTAGE OF INCOME (\$0.00) PAYMENT PLAN.

\$525.40
 298.40
 227.40
 227.40

pay off July

Monthly Usage Comparison

Average Daily Temperature For This Billing Period
 2007 56°F 2008 56°F



Average monthly use: 6.5 MCF.
 Total annual use: 77.5 MCF.

Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|---------------------|-----------|---------|------------|
| May 15, 2008 | Estimate | 21.7 | |
| Apr 15, 2008 | Remote | 18.3 | 3.4 |
| MCF Used in 30 Days | | | 3.4 |

No Payment Due

This is a Reminder Notice.

You are enrolled in the Percentage of Income Payment Plan. This plan allows you to pay 10 percent of your monthly household income to maintain gas service. You must reverify your zero income every 90 days to stay on PIPP.

You have an account balance of \$525.40 as of May 19, 2008. If you have questions, please call toll-free 1-800-950-7989.

While on PIPP, you are legally responsible for your entire utility bill. It's a good idea to make a payment whenever possible to help reduce your unpaid balance.

Account Number 1 5000 2945 7379

NO PAYMENT DUE

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 call Dominion East Ohio at 1-800-362-7557 or write us at P.O. Box 26666, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

*****AUTO**5-DIGIT 44132
 28241 1 AV 0.324 T#000089
 GWENDOLYN C TANDY
 1439 SULZER AVE
 EUCLID OH 44132-2725

DOMINION EAST OHIO
 PO BOX 26785
 RICHMOND VA 23261-6785

June 16, 2008 \$227.40
 23.67
 251.07

GWENDOLYN C TANDY

1439 SULZER AVE
 EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared June 16, 2008

Next Meter Reading 08/13 - 08/18/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid a estimate-enter a read between 07/16 & 5 p.m. on 07/18/2008 at www.dom.com.



June \$16.3363
 \$23.67

Credits And Charges Since Your Last Bill

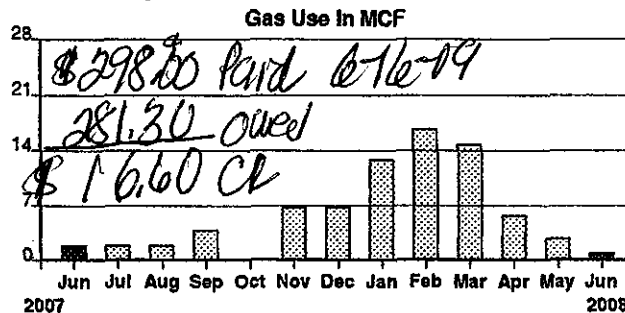
Balance from last bill → \$525.40 *dispute*
 HEAP Credit 298.00 CR
 Balance \$227.40
 Current Charges
 General Sales Service Rate \$23.67
 Monthly Service Charge 16.66
 Gas Usage Charge \$7.07 owed \$5.70
 1.1 MCF @ \$16.3363 17.97
 Total Current Charges \$23.67
 Total Account Balance \$251.07
 \$7.07 Bal & Total At Bal \$7.07

This bill includes \$13.99 for SSO gas cost at \$12.720 per thousand cubic feet (MCF) and \$.68 for Gross Receipts Tax.

YOU ARE ON THE PERCENTAGE OF INCOME (\$.00) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2007 59°F 2008 63°F



Average monthly use: 6.4 MCF.
 Total annual use: 76.2 MCF.

Billing Period And Meter Readings

| Date | Meter Number | Head type | Reading | Difference |
|----------------------------|--------------|-----------|---------|------------|
| Jun 13, 2008 | 13825215 | Remote | 22.8 | |
| May 15, 2008 | | Estimate | 21.7 | 1.1 |
| MCF Used in 29 Days | | | | 1.1 |

No Payment Due

This is a Reminder Notice.

You are enrolled in the Percentage of Income Payment Plan. This plan allows you to pay 10 percent of your monthly household income to maintain gas service. You must reverify your zero income every 90 days to stay on PIPP.

You have an account balance of \$251.07 as of Jun 17, 2008. If you have questions, please call toll-free 1-800-950-7989.

While on PIPP, you are legally responsible for your entire utility bill. It's a good idea to make a payment whenever possible to help reduce your unpaid balance.

The following images were scanned as received

251.07
39.74
290.81

1439 August

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion \$38.74

Account Number 5000 2945 7379 Date Prepared July 18, 2008

Next Meter Reading 08/13 - 08/18/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid a estimate-enter a read between 08/14 & 5 p.m. on 08/18/2008 at www.dom.com.

Credits And Charges Since Your Last Bill

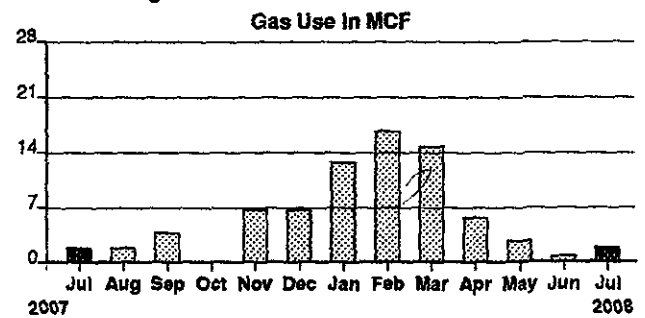
| | |
|------------------------------|-----------------|
| Balance from last bill | \$251.07 |
| Balance | \$251.07 |
| Current Charges | |
| General Sales Service Rate | |
| Monthly Service Charge | \$5.70 |
| Gas Usage Charge | |
| 2.0 MCF @ (\$17.0200) | 34.04 |
| Total Current Charges | \$39.74 |
| Total Account Balance | \$290.81 |

This bill includes \$26.71 for SSO gas cost at \$13.356 per thousand cubic feet (MCF) and \$1.31 for Gross Receipts Tax.

YOU ARE ON THE PERCENTAGE OF INCOME (\$.00) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2007 71°F 2008 69°F



Average monthly use: 6.4 MCF.
Total annual use: 76.3 MCF.

Billing Period And Meter Readings

| Date | Read Type | Reading |
|----------------------------|-----------|---------|
| Meter Number | 13825215 | |
| Jul 16, 2008 | Estimate | 2' |
| Jun 13, 2008 | Remote | |
| MCF Used in 33 Days | | |

No Payment Due

This is a Reminder Notice.

You are enrolled in the Percentage of Income Payment Plan. This plan allows you to pay household income to maintain gas service. You must reverify your zero income every on PIPP.

You have an account balance of \$290.81 as of Jul 18, 2008. If you have questions, please

While on PIPP, you are legally responsible for your entire utility bill. It's a good idea to make a payment to help reduce your unpaid balance.

For more information, visit our website at www.dominionenergy.com or call 1-800-362-7557. If you are a residential customer, you may also call 1-877-752-7557. The Ohio Consumers' Council is available at 1-877-752-7557.

290.81
62.50 paid
228.31

\$228
\$268.53

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion \$40.22

Account Number 1 5000 2945 7379
Date Prepared August 14, 2008

Next Meter Reading 10/13 - 10/16/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 09/15 & 5 p.m. on 09/17/2008 at www.dom.com.

Credits And Charges Since Your Last Bill

| | |
|-------------------------------------|-----------------|
| Balance from last bill | \$290.81 |
| Payment on Jul 29, 2008 - Thank You | 62.50 CR |
| Balance | \$228.31 |
| Current Charges | |
| General Sales Service Rate | |
| Monthly Service Charge | \$5.70 |
| Gas Usage Charge | 34.52 |
| 1.9 MCF @ \$18.1684 | |
| Total Current Charges | \$40.22 |
| Total Account Balance | \$268.53 |

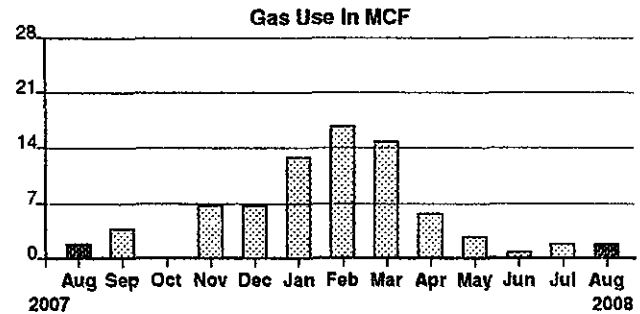
This bill includes \$27.64 for SSO gas cost at \$14.545 per thousand cubic feet (MCF) and \$1.35 for Gross Receipts Tax.

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

SSO

Monthly Usage Comparison

| | | |
|---|-----------|-----------|
| Average Daily Temperature For This Billing Period | 2007 71°F | 2008 73°F |
|---|-----------|-----------|



Average monthly use: 6.4 MCF.
Total annual use: 76.3 MCF.

Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|----------------------------|-----------|---------|------------|
| Meter Number 13825215 | | | |
| Aug 13, 2008 | Remote | 26.7 | |
| Jul 16, 2008 | Estimate | 24.8 | 1.9 |
| MCF Used in 28 Days | | | 1.9 |

No Payment Due

This is a Reminder Notice.

You are enrolled in the Percentage of Income Payment Plan. This plan allows you to pay 10 percent of your monthly household income to maintain gas service. You must reverify your zero income every 90 days to stay on PIPP.

You have an account balance of \$268.53 as of Aug 14, 2008. If you have questions, please call toll-free 1-800-950-7989.

While on PIPP, you are legally responsible for your entire utility bill. It's a good idea to make a payment whenever possible to help reduce your unpaid balance.

Account Number 1 5000 2945 7379

NO PAYMENT DUE

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 call Dominion East Ohio at 1-800-362-7557 or write us at P.O. Box 26666, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

05

*****AUTO**5-DIGIT 44132
16687 1 AV 0.324 T#000062
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 2945 7379 Date Prepared September 17, 2008 Next Meter Reading 10/13 - 10/16/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 10/14 & 5 p.m. on 10/16/2008 at www.dom.com.



Dominion

\$134.53 Paid
\$23.97 Current

Credits And Charges Since Your Last Bill

Balance from last bill \$268.53
Balance **\$268.53**

Current Charges

General Sales Service Rate

Monthly Service Charge \$5.70

Gas Usage Charge 28.17

2.0 MCF @ \$14.0850

Total Current Charges **\$33.87**

Total Account Balance **\$302.40**

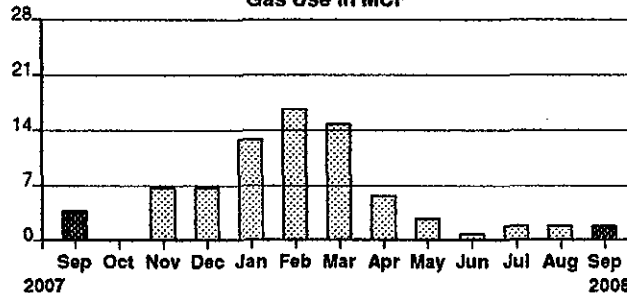
This bill includes \$21.31 for SSO gas cost at \$10.657 per thousand cubic feet (MCF) and \$1.04 for Gross Receipts Tax.

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

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2007 70°F 2008 69°F

Gas Use In MCF



Average monthly use: 6.2 MCF.
Total annual use: 74.0 MCF.

Billing Period And Meter Readings

| Date | Meter Number | Read Type | Reading | Difference |
|---------------------|--------------|-----------|---------|------------|
| Sep 15, 2008 | 13825215 | Estimate | 28.7 | |
| Aug 13, 2008 | | Remote | 26.7 | 2.0 |
| MCF Used in 33 Days | | | | 2.0 |

No Payment Due

This is a Reminder Notice.

You are enrolled in the Percentage of Income Payment Plan. This plan allows you to pay 10 percent of your monthly household income to maintain gas service. You must reverify your zero income every 90 days to stay on PIPP.

You have an account balance of \$302.40 as of Sep 17, 2008. If you have questions, please call toll-free 1-800-950-7989.

While on PIPP, you are legally responsible for your entire utility bill. It's a good idea to make a payment whenever possible to help reduce your unpaid balance.

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379
Date Prepared October 14, 2008

Next Meter Reading
12/12 - 12/17/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid a
estimate-enter a read between 11/12 & 5 p.m. on 11/14/2008 at www.dom.com.



Dominion

Credits And Charges Since Your Last Bill

Balance from last bill \$302.40
Payment on Sep 26, 2008 - Thank You 134.53 CR
Balance \$167.87

Current Charges

General Sales Service Rate
Monthly Service Charge \$5.70
Gas Usage Charge 1.9 MCF @ \$14.1631 26.91
Total Current Charges \$32.61
Total Account Balance \$200.48

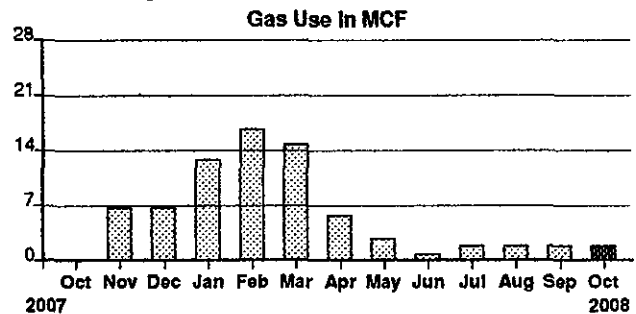
This bill includes \$20.38 for SSO gas cost at \$10.724 per thousand cubic feet (MCF) and \$1.00 for Gross Receipts Tax.

YOU ARE ON THE PERCENTAGE OF INCOME (\$.00) PAYMENT PLAN.

NOV 4 Feb
2 DEC MARK
3 JAN

Monthly Usage Comparison

Average Daily Temperature For This Billing Period
2007 64°F 2008 59°F



Average monthly use: 6.3 MCF.
Total annual use: 75.9 MCF.

Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|----------------------------|-----------|---------|------------|
| Meter Number 13825215 | | | |
| Oct 13, 2008 | Remote | 30.6 | |
| Sep 15, 2008 | Estimate | 28.7 | 1.9 |
| MCF Used in 28 Days | | | 1.9 |

No Payment Due

This is a Reminder Notice.

You are enrolled in the Percentage of Income Payment Plan. This plan allows you to pay 10 percent of your monthly household income to maintain gas service. You must reverify your zero income every 90 days to stay on PIPP.

You have an account balance of \$200.48 as of Oct 14, 2008. If you have questions, please call toll-free 1-800-950-7989.

While on PIPP, you are legally responsible for your entire utility bill. It's a good idea to make a payment whenever possible to help reduce your unpaid balance.

\$280.10 owed

Page 2 of 2

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

\$9.99 Variable



Dominion

\$80.10 Current

Account Number 1 5000 2945 7379 Date Prepared November 14, 2008 Next Meter Reading 12/12 - 12/17/2008 For questions about Dominion East Ohio charges call 1-800-362-estimate-enter a read between 12/15 & 5 p.m. on 12/17/2008 at ww.

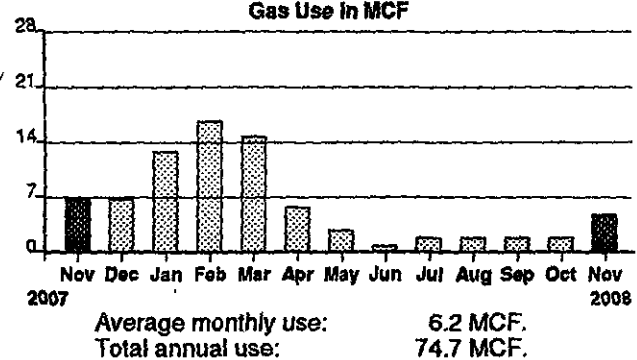
Credits And Charges Since Your Last Bill

Balance from last bill \$200.48
Balance \$200.48
Current Charges
General Sales Service Rate
(See last page for new rate information)
Basic Monthly Charge
Gas Usage Charges
5.3 MCF @ \$12.0886
Gross Receipts Tax
This bill includes \$51.95 for SSO gas cost at \$9.802 per thousand cubic feet (MCF).
Total Current Charges \$80.10
Total Account Balance \$280.58

Transportation \$12.50
Gas Cost \$64.07
Transportation 3.53

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2007 50°F 2008 48°F



Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|---------------------|-----------|---------|------------|
| Meter Number | 13825215 | | |
| Nov 12, 2008 | Estimate | 35.9 | |
| Oct 13, 2008 | Remote | 30.6 | 5.3 |
| MCF Used in 30 Days | | | 5.3 |

to Payment Due

This is a Reminder Notice.

You are enrolled in the Percentage of Income Payment Plan. This plan allows you to pay 10 percent of your monthly household income to maintain gas service. You must reverify your zero income every 90 days to stay on PIPP.

You have an account balance of \$280.58 as of Nov 15, 2008. If you have questions, please call toll-free 1-800-950-7989.

While on PIPP, you are legally responsible for your entire utility bill. It's a good idea to make a payment whenever possible to help reduce your unpaid balance.

Late Payment
of your bill if you do not pay the minimum required amount by the due date. The LPC late charge applies only to the past-due plan amount.

For more information and rate schedules, contact Dominion East Ohio at 1-800-362-7557 or visit www.dom.com, keyword Ohio Rate Case.

*****AUTO**5-DIGIT 44132
22758 1 AV 0.324 T#000095
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

12- 2/9/08 75.53
2
17
18

SNWAK, E.

1439 S. ER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared December 15, 2008

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 01/16 & 5 p.m. on 01/21/2009 at www.dom.com

Credits and Charges Since Your Last Bill

Balance From Last Bill **\$145.05** 1-6-09 \$280.58
Payment on Nov 18, 2008 - Thank You 50.00 CR
Balance **\$230.58**
Current Charges **\$90.53**
General Sales Service Rate **238.58**
Basic Monthly Charge **145.05** \$12.50
Gas Usage Charges **95.53** 121.62
10.8 MCF @ \$11.2611
Gross Receipts Tax **95.03** 6.18
This bill includes \$95.03 for SSO gas cost at \$8.799 per thousand cubic feet (MCF).
Total Current Gas Charges **\$90.53**

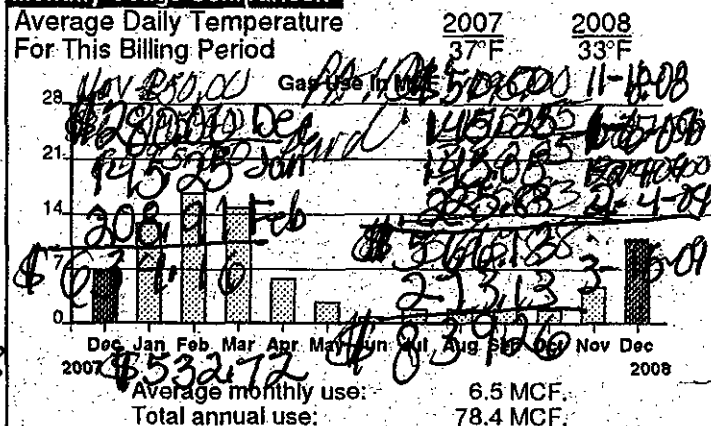
Dominion Products & Services Credits and Charges

Balance From Last Bill \$0.00
Balance \$0.00
Current Charges **Commed**
Dominion Prods & Svcs Charges \$4.95
Furnace Repair Program \$4.95
Dominion Prods & Svcs Account Balance **\$230.78 owed**
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 **145.25**
Total Account Balance **\$375.83**

YOU ARE ON THE PERCENTAGE OF INCOME (\$00) PAYMENT PLAN

\$375.83 12-15-08
145.05 6-6-09
\$230.78 1-6-09
208.91 2-4-09
\$438.69 1-27-09
145.05 1-27-09
293.64

Monthly Usage Comparison



Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|--------------|-----------|---------|------------|
| Dec 12, 2008 | Remote | 46.7 | |
| Nov 12, 2008 | Estimate | 35.9 | 10.8 |

MCF Used in 30 Days 10.8

As of March 1, 2009 I paid \$505.83
Dec 15, 2008 \$145.00 paid Jan 6, 09
Jan 21, 2009 \$50.80 in Nov 18, 08
Jan 21, 2009 \$195.00
375.83
145.05
230.78
85.90
145.25
\$230.20

Need May June, July and Aug, Sept Oct, NOV & DEC 2008

\$375.83 12-15-08
145.05 6-6-09
\$230.78
208.91 2
438.69
145.05 1-27-09
293.64
225.83 2-4-09
67.81
204.32
272.13

\$273.13 145.40
268.18 8.32
\$4.95 Credit 153.76
382.43 153.76
228.67 153.76
204.58 153.76
54.40 153.76
263.98 153.76
8.86 Not late
272.84
727.38
1454.60

Transfer Debit \$532.72 320.09
119.78
34.18 HESS
85.60

Dec 2008 \$230.58 Bal \$500.00 11-18-08 34
 Total Cdr 145.25 145.05 1-6-09 43
 1-21-09 213.86 145.05 1-27-09
 \$489.69 225.83 2-4-09
 2-19-09 209.27 273.13 3-16-09
 698.96 195.10 4
 3-20-09 127.38 \$1,134.16
 826.34 532.72 XF-UTG
 87.10 51,666.88
 4-20-09 34.18
 5-20-09 38.10
 6-17-09 29.37
 7-21-09 29.03
 8-18-09 29.03 \$72.00 owed Sept 1, 2009
 PIPP starts \$7200 8-30-09 \$200.00 Sept 25, 2009
 mth payment 1 9-18-09 24.75 200.00 Oct 6, 2009
 228.88
 208.91
 6.92
 124.38
 120.46
 6.92
 2 10-15-09 31.27 72.00 400.00
 35.55 owed 144.00
 3 11-17-09 47.25 72.00
 4 12-9-09 99.52 72.00

Need Dec 2009 \$145.05 1-6-09
 145.05 1-7-09
 290.10

1439 SULZER AVE
 EUCLID OH 44132-2725

Dominion 145.05
 290.10

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

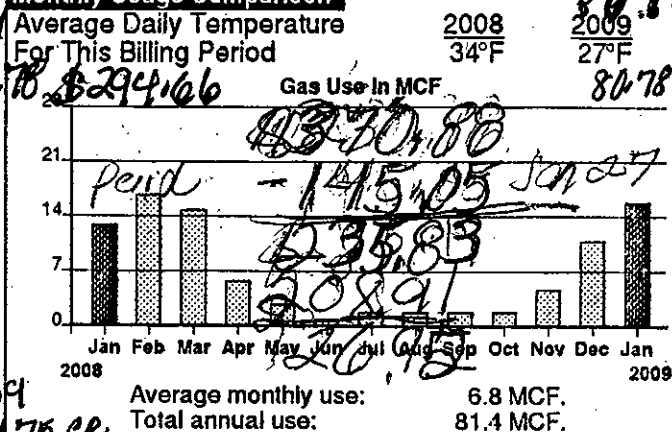
Next Meter Reading 02/16 - 02/19/2009

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

Credits and Charges Since Your Last Bill

Balance From Last Bill \$370.88 Dispute
 Payment on Jan 6, 2009 - Thank You Paid 145.05 CR
 Balance 1-27-09 225.83
 Current Charges: 85-11 Bal 1-27-09 145.05
 General Sales Service Rate \$12.50
 Basic Monthly Charge \$39.72
 Gas Usage Charges 16.0 MCF @ \$11.7006 187.21
 Gross Receipts Tax 9.20
 This bill includes \$147.49 for SSO gas cost at \$9.218 per thousand cubic feet (MCF).
 Total Current Gas Charges total current \$208.91

Monthly Usage Comparison



Dominion Products & Services Credits and Charges

Balance From Last Bill \$4.95 Sept 18, 09
 Payment on Jan 6, 2009 - Thank You 4.95 CR \$24.75 CR
 Balance \$213.86
 Current Charges: +79.78
 Dominion Prods & Svcs Charges \$293.64
 Furnace Repair Program \$4.95
 Dominion Prods & Svcs Account Balance \$208.91
 For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 Pittsburgh PA 15230-0298 or www.dom.com.
 Total Current Charges \$298.97
 Total Account Balance \$439.69

Billing Period And Meter Readings

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

MCF Used in 35 Days
 Basic mthly charge \$12.50
 145.05
 290.10
 187.21
 147.49
 39.72
 198.97
 208.91
 73.14

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

\$230.16
 +213.86
 444.02
 208.91
 235.11
 2000 Infections \$80.78

December 15, 2008 Total account balance \$370.88 Credit

statement Jan 21, 2009
 Owed \$208.91
 Feb 204.32
 March 122.00
 \$320.32
 +370.88
 \$691.20
 +82.15
 \$773.35
 Paid Jan 6, 2013 145.05
 Paid Jan 6, 2013 290.10
 Paid Jan 6, 2013 788.10
 Paid Jan 27, 2009 145.05
 Paid Feb 4, 2009 225.00
 Paid March 16, 09 273.00
 Owed \$532.92
 Credit and instead of Dominion recognizing my Credit, they Transfer Debit

Jan 21, 2009 \$370.88
 Jan 6, 09 Paid -145.05
 Total Cur 225.83
 + 213.86
439.69
 Jan 26, 2009 " -145.05
 Feb 4, 09 294.64
 Feb 19, 2009 " -225.83
 68.81
204.32
 March 18, 09 \$273.18 Added \$532.72 Theft & fraud
 " 273.13
 0.05 bcp
 March 20, 2009 127.38
 April 27, 09 127.38
 0 zero past Due

May 20, 09 34.18 Total Dom \$20.63 Owed \$34.18 - May
 Hess \$13.55 28.10 June
 June 17, 09 \$34.18 \$62.28
 I applied for FHA HAMP Dom 18.43 29.37 July
 Hess 9.67 91.65 Aug
 July \$28.10 1.72
 Aug Dom 18.72 29.03 Sept
 Hess 10.05 122.40
 24.75 29.37 31.27 Oct
 23.03 1.72
 172 29.03
 29.03 \$60.13

Sept
 Sept 25, 2009 I Paid \$200.00
 Oct 15, 2009 200.00
 \$277.60
 - 31.27
246.33
 272.10 Credit Nov 2009
 - 99.52 owed Dec
\$146.58

3
\$1438.91 Date Payment Made \$269.69
145.00 January 27, 2009 Payment 204.32 Feb
\$293.91 \$474.00
225.83 Feb 4, 2009 Payment - 225.83
68.08 \$249.17
+ 204.32
272.40 \$273.13 payment 3-20-9
145.05 - 272.40
\$417.45 \$1.73 Credit

MCF Used in 32 Days 16.7

04201-0120746822

QWERTY \$ A-Z 1-0 \$ PUNCTUATION

45.09

57000 41500

4293 - 71231 - 3728

125000 803K 27488

2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024 2025 2026 2027 2028 2029 2030 2031 2032 2033 2034 2035 2036 2037 2038 2039 2040 2041 2042 2043 2044 2045 2046 2047 2048 2049 2050 2051 2052 2053 2054 2055 2056 2057 2058 2059 2060 2061 2062 2063 2064 2065 2066 2067 2068 2069 2070 2071 2072 2073 2074 2075 2076 2077 2078 2079 2080 2081 2082 2083 2084 2085 2086 2087 2088 2089 2090 2091 2092 2093 2094 2095 2096 2097 2098 2099 2100 2101 2102 2103 2104 2105 2106 2107 2108 2109 2110 2111 2112 2113 2114 2115 2116 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 2129 2130 2131 2132 2133 2134 2135 2136 2137 2138 2139 2140 2141 2142 2143 2144 2145 2146 2147 2148 2149 2150 2151 2152 2153 2154 2155 2156 2157 2158 2159 2160 2161 2162 2163 2164 2165 2166 2167 2168 2169 2170 2171 2172 2173 2174 2175 2176 2177 2178 2179 2180 2181 2182 2183 2184 2185 2186 2187 2188 2189 2190 2191 2192 2193 2194 2195 2196 2197 2198 2199 2200 2201 2202 2203 2204 2205 2206 2207 2208 2209 2210 2211 2212 2213 2214 2215 2216 2217 2218 2219 2220 2221 2222 2223 2224 2225 2226 2227 2228 2229 2230 2231 2232 2233 2234 2235 2236 2237 2238 2239 2240 2241 2242 2243 2244 2245 2246 2247 2248 2249 2250 2251 2252 2253 2254 2255 2256 2257 2258 2259 2260 2261 2262 2263 2264 2265 2266 2267 2268 2269 2270 2271 2272 2273 2274 2275 2276 2277 2278 2279 2280 2281 2282 2283 2284 2285 2286 2287 2288 2289 2290 2291 2292 2293 2294 2295 2296 2297 2298 2299 2300 2301 2302 2303 2304 2305 2306 2307 2308 2309 2310 2311 2312 2313 2314 2315 2316 2317 2318 2319 2320 2321 2322 2323 2324 2325 2326 2327 2328 2329 2330 2331 2332 2333 2334 2335 2336 2337 2338 2339 2340 2341 2342 2343 2344 2345 2346 2347 2348 2349 2350 2351 2352 2353 2354 2355 2356 2357 2358 2359 2360 2361 2362 2363 2364 2365 2366 2367 2368 2369 2370 2371 2372 2373 2374 2375 2376 2377 2378 2379 2380 2381 2382 2383 2384 2385 2386 2387 2388 2389 2390 2391 2392 2393 2394 2395 2396 2397 2398 2399 2400 2401 2402 2403 2404 2405 2406 2407 2408 2409 2410 2411 2412 2413 2414 2415 2416 2417 2418 2419 2420 2421 2422 2423 2424 2425 2426 2427 2428 2429 2430 2431 2432 2433 2434 2435 2436 2437 2438 2439 2440 2441 2442 2443 2444 2445 2446 2447 2448 2449 2450 2451 2452 2453 2454 2455 2456 2457 2458 2459 2460 2461 2462 2463 2464 2465 2466 2467 2468 2469 2470 2471 2472 2473 2474 2475 2476 2477 2478 2479 2480 2481 2482 2483 2484 2485 2486 2487 2488 2489 2490 2491 2492 2493 2494 2495 2496 2497 2498 2499 2500 2501 2502 2503 2504 2505 2506 2507 2508 2509 2510 2511 2512 2513 2514 2515 2516 2517 2518 2519 2520 2521 2522 2523 2524 2525 2526 2527 2528 2529 2530 2531 2532 2533 2534 2535 2536 2537 2538 2539 2540 2541 2542 2543 2544 2545 2546 2547 2548 2549 2550 2551 2552 2553 2554 2555 2556 2557 2558 2559 2560 2561 2562 2563 2564 2565 2566 2567 2568 2569 2570 2571 2572 2573 2574 2575 2576 2577 2578 2579 2580 2581 2582 2583 2584 2585 2586 2587 2588 2589 2590 2591 2592 2593 2594 2595 2596 2597 2598 2599 2600 2601 2602 2603 2604 2605 2606 2607 2608 2609 2610 2611 2612 2613 2614 2615 2616 2617 2618 2619 2620 2621 2622 2623 2624 2625 2626 2627 2628 2629 2630 2631 2632 2633 2634 2635 2636 2637 2638 2639 2640 2641 2642 2643 2644 2645 2646 2647 2648 2649 2650 2651 2652 2653 2654 2655 2656 2657 2658 2659 2660 2661 2662 2663 2664 2665 2666 2667 2668 2669 2670 2671 2672 2673 2674 2675 2676 2677 2678 2679 2680 2681 2682 2683 2684 2685 2686 2687 2688 2689 2690 2691 2692 2693 2694 2695 2696 2697 2698 2699 2700 2701 2702 2703 2704 2705 2706 2707 2708 2709 2710 2711 2712 2713 2714 2715 2716 2717 2718 2719 2720 2721 2722 2723 2724 2725 2726 2727 2728 2729 2730 2731 2732 2733 2734 2735 2736 2737 2738 2739 2740 2741 2742 2743 2744 2745 2746 2747 2748 2749 2750 2751 2752 2753 2754 2755 2756 2757 2758 2759 2760 2761 2762 2763 2764 2765 2766 2767 2768 2769 2770 2771 2772 2773 2774 2775 2776 2777 2778 2779 2780 2781 2782 2783 2784 2785 2786 2787 2788 2789 2790 2791 2792 2793 2794 2795 2796 2797 2798 2799 2800 2801 2802 2803 2804 2805 2806 2807 2808 2809 2810 2811 2812 2813 2814 2815 2816 2817 2818 2819 2820 2821 2822 2823 2824 2825 2826 2827 2828 2829 2830

6.90 CV

2011 34

44.50 7.1 1

[illegible]

FIRST - head of the family

1273.13 5-18-04 3-10-04

1944 6/21/44 - 10/1/44

~~26818~~

8495

Made \$269.69

10/13/78

Document - 209124 Feb

Payment 257490

7. 9/7/70

Permanent A 22382

Payment \$100.00

\$249.17

L 9219

ment $3=20-1$

1000

21.7

MC

Dec 2008 owed

Paid

Dec
~~Jan 21, 2009~~ - \$370.88
\$213,
Feb 19, 2009

145.05 ~~Jan 6-09~~
145.05 Jan 27, 09
225.83 Feb
515.93
273.13 3-15-09

March 20
Dec \$370.88
Jan 213.86
Feb 209.27
\$794.01

\$78,906
\$99,40 CD
848.46
127.38 4-27-09
273.13 3-15-09
\$1,238.97
\$975.84

March
April
\$60 18.49
34.18

May
HBS 20.63
June 13.55
ABS 18.43
July 9.69
HBS 18.72
HBS 10.65

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

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

Next Meter Reading 04/16 - 04/21/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avo estimate-enter a read between 04/17 & 5 p.m. on 04/21/2009 at www.dom.co

Credits and Charges Since Your Last Bill

Balance From Last Bill \$269.18
Payment on Mar 16, 2009 - Thank You 273.13 CR
Transfer Debit \$532.72
Balance \$4.95

Current Charges

General Sales Service Rate \$12.50
Basic Monthly Charge 104.54
Gas Usage Charges 10.9 MCF @ \$9.5908 \$104.54
Gross Receipts Tax 5.39
This bill includes \$74.19 for SSO gas cost at \$6.808 per thousand cubic feet (MCF).
Total Current Gas Charges \$122.43

Dominion Products & Services Credits and Charges

Balance From Last Bill \$4.95
Balance Canceled \$4.95

Current Charges

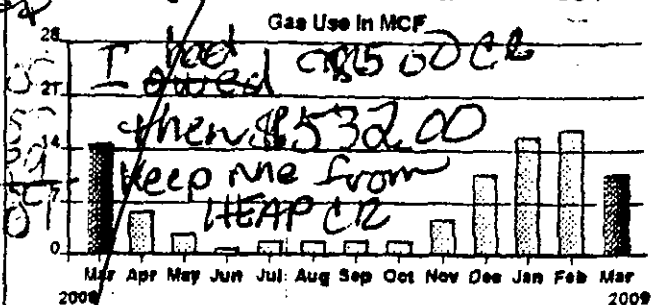
Dominion Prods & Svcs Charges \$4.95
Furnace Repair Program \$9.90
Dominion Prods & Svcs Account Balance \$122.43
We did not receive a required payment from you for this account. An immediate payment is necessary.
Non-payment could result in suspension of coverage/benefits or termination from the program(s).

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

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

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2008 27°F 2009 33°F



Average monthly use: 6.5 MCF
Total annual use: 77.9 MCF

Billing Period And Meter Readings

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

MCF Used in 29 Days 273.13

273.13 / 3-15-09 = 17.13

268.18 / 3-15-09 = 17.13

268.18 / 3-15-09 = 17.13

268.18 / 3-15-09 = 17.13

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268.18 / 3-15-09 = 17.13

268.18 / 3-15-09 = 17.13

268.18 / 3-15-09 = 17.13

March 20, 2009 Transfer Debit \$532.77/7379

Actual amount paid \$273.13 Credit

amount Owed - 268.18

\$4.95 Credit

\$675.09 2009

4.95 2009 CR

\$680.04

680.09 T. Debit

532.72

\$1,212.81

11 7, 10

365.73

\$1,695.64 Cred

rn over ->

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2945 7379
Date Prepared April 20, 2009

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

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

Credits and Charges Since Your Last Bill

Balance From Last Bill \$450.00
Late Payment Charge ~~Not late~~ 8.86
Transfer Credit ~~For 1st bill~~ 59.40 CR
Gross Receipts Tax 41
Balance \$600.07

Current Charges

General Sales Service Rate
Standard Service Offer (SSO)
Basic Monthly Charge \$12.50
Gas Usage Charges 7.2 MCF @ \$9.1708 66.03
Gross Receipts Tax 3.62
This bill includes \$45.98 for SSO gas cost at \$6.386 per thousand cubic feet (MCF).
Total Current Gas Charges \$82.15

Dominion Products & Services Credits and Charges

Balance From Last Bill \$9.90
Balance ~~Canceled~~ \$9.90

Current Charges

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

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

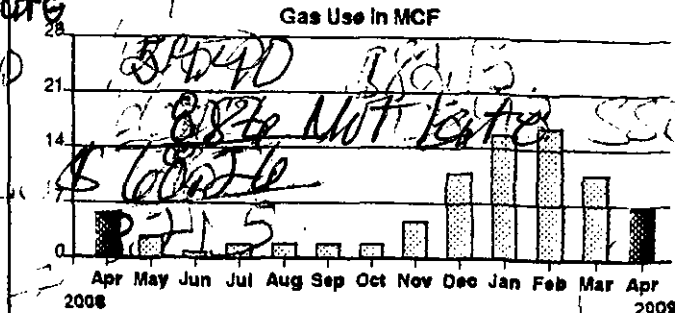
Total Current Charges \$87.10
Total Account Balance \$697.07

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

Actual owed \$18.84

Monthly Usage Comparison

Average Daily Temperature For This Billing Period
2008 41°F
2009 42°F



Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|-----------------------|-----------|---------|------------|
| Meter Number 13825215 | | | |
| Apr 17, 2009 | Remote | 97.5 | |
| Mar 18, 2009 | Estimate | 90.3 | 7.2 |
| MCF Used in 30 Days | | 1697.07 | 7.2 |
| | | 200.00 | |
| | | 200.00 | |
| | | 200.00 | |
| | | 200.00 | |
| | | 200.00 | |

March \$4392.12

April 1069.07

\$2,461.19

208.32 Not late

\$2,669.51

\$82.15 April 17-09

122.43 3-20-09

204.32 2-19-09

208.91 1-21-09

\$617.81

76¢ CR

1697.07 Dominion

1000.00 Infract

\$1697.07

April 20, 2009 Balance from last bill \$122.43

- 59.40

\$73.03

Total Current Charge + \$82.15

Actual Due 155.18

OLYN C TANDY

SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 2945 7379 Date Prepared May 20, 2009

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

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

Credits and Charges Since Your Last Bill

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

Current Charges

Dominion East Ohio Distribution Charges

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

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

HESS CORPORATION Charges

(See last page for important message)

Standard Choice Offer (SCO)

Gas Cost 2.5 MCF @ \$5.031

Sales Tax

Total HESS CORPORATION Charges Dispute

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

Total Current Gas Charges

Total Gas Charges Balance

Dominion Products & Services Credits and Charges

Balance From Last Bill

Balance

Current Charges

Dominion Prods & Svcs Charges

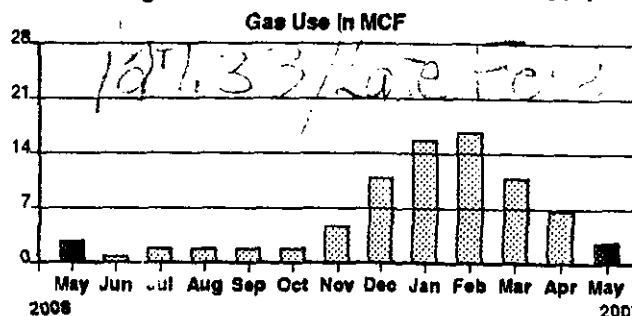
Furnace Repair Program

Dominion Prods & Svcs Account Balance

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

Monthly Usage Comparison

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



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

Billing Period And Meter Readings

| Date | Meter Number | Read Type | Reading | Difference |
|--------------|--------------|-----------|---------|------------|
| May 18, 2009 | 13825215 | Estimate | 100.0 | |
| Apr 17, 2009 | | Remote | 97.5 | 2.5 |

MCF Used in 31 Days

\$13.55 - 200.00

\$2669.51

\$682.22 total bill

\$1400.00

\$3551.73

May 20, 2009

Infractions

\$13.55 HESS - is not a legitimate (SCO) source

8/4/09

HEAP - 8450.00

Dept. of 1-800-282-0880

Energy Help.gov

www.hess.com

What is HESS

45600 M-F 8-10

\$652. Total Bill

8/4/09

HEAP - 8450.00

Dept. of 1-800-282-0880

Energy Help.gov

www.hess.com

What is HESS

45600 M-F 8-10

\$652. Total Bill

8/4/09

HEAP - 8450.00

Dept. of 1-800-282-0880

Energy Help.gov

www.hess.com

What is HESS

45600 M-F 8-10

\$652. Total Bill

8/4/09

HEAP - 8450.00

Dept. of 1-800-282-0880

Energy Help.gov

www.hess.com

What is HESS

45600 M-F 8-10

\$652. Total Bill

8/4/09

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



GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2945 7379 Date Prepared June 17, 2009

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

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

Credits and Charges Since Your Last Bill

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

Current Charges

Dominion East Ohio Distribution Charges

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

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

HESS CORPORATION Charges

Standard Choice Offer (SCO) \$8.97
Gas Cost 1.9 MCF @ \$4.721 .70
Sales Tax .70
Total HESS CORPORATION Charges \$9.67
For questions about gas supply costs, contact HESS CORPORATION at 1-800-511-2587 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.
Total Current Gas Charges \$28.10
Total Gas Charges Balance \$627.49

Dominion Products & Services Credits and Charges

Balance From Last Bill \$19.80
Balance \$19.80

Current Charges

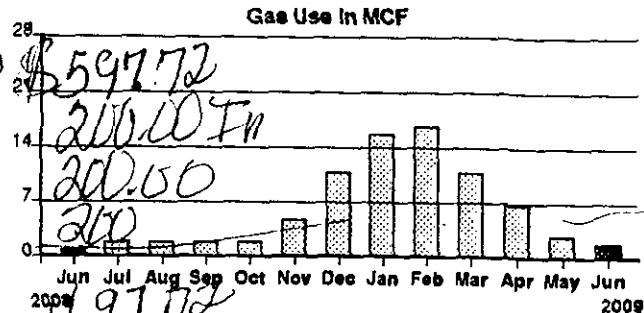
Dominion Prods & Svcs Charges

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

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

Monthly Usage Comparison

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



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

Billing Period And Meter Readings

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

Handwritten calculations and notes:
\$3,551.73
1197.72
\$4,749.45
\$2,000.00
\$600.00
132.72 March
400.00 April
18.43
9.67
28.10

Products + Services \$24.75 1-800-562-8419
P.O. BOX 381298

\$9.67 HESS
1.90
41
\$11.98

00014 T#000000
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 2945 7379 Date Prepared July 21, 2009

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

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

Credits and Charges Since Your Last Bill

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

Current Charges

Dominion East Ohio Distribution Charges

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

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

HESS CORPORATION Charges

Standard Choice Offer (SCO)

Gas Cost 2.0 MCF @ \$4.938

Sales Tax

Total HESS CORPORATION Charges

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

Total Current Gas Charges

Total Gas Charges Balance

Dominion Products & Services Credits and Charges

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

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

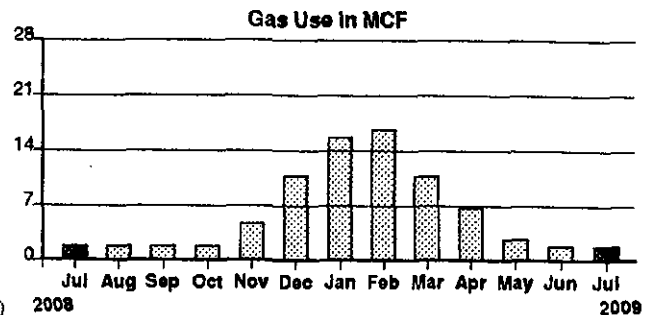
For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 Pittsburgh PA 15230-0298 or www.dom.com.

Total Current Charges

Total Account Balance \$685.51

Monthly Usage Comparison

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



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

Billing Period And Meter Readings

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

Total current Gas \$29.37
Plan 12.574

\$5549.45
\$2,600.00 Penalties

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

\$3173
17
390



26,930

PIPP Credit \$48.97 Aug \$72.00 - \$23.03 \$4,000.00 Introd
 43.03 Sept 72.00 - 29.03 532.72 3/20/09
 65.48 Oct 72.00 - 31.27 200.00
 98.48 \$216.00 \$4732.72
 400.00 credit Oct 6 600.00
 216.00 \$184.00 \$5,332.72
 \$184.00
 98.00 overpayment from Aug-Oct
 \$282.00 \$122.40 owed

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared September 18, 2009 Next Meter Reading 10/14 - 10/19/2009

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



Dominion

Page 1 of 2

Credits and Charges Since Your Last Bill

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

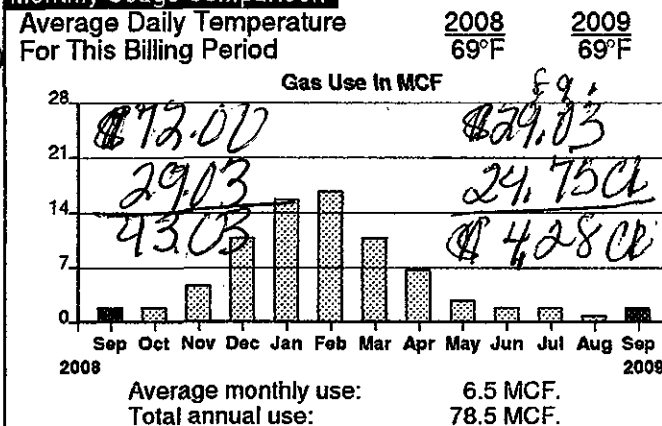
Dominion Products & Services Credits and Charges

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

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

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

Monthly Usage Comparison



Billing Period And Meter Readings

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

Reminder Notice and Plan Explanation

| | |
|----------------------------|----------|
| Monthly PIPP Plan Amount | \$72.00 |
| Past Due Amount | \$72.00 |
| Total PIPP Plan Amount Due | \$144.00 |

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

\$532.77 Refund owed

\$5332.72
600.00 Oct

Sept 25, 2009 I brought my account current
I paid \$200.00

712.82
532.72
1245.54
712.82
- 532.72
186.10

24.75 CR
\$72.00
96.75
- 31.27 owed
65.48

Base \$182.00
\$347.48

MENDOLYN C TANDY

39 SULZER AVE
CLID OH 44132-2725

Account Number 000 2945 7379 Date Prepared October 15, 2009 Next Meter Reading 12/14 - 12/17/2009

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



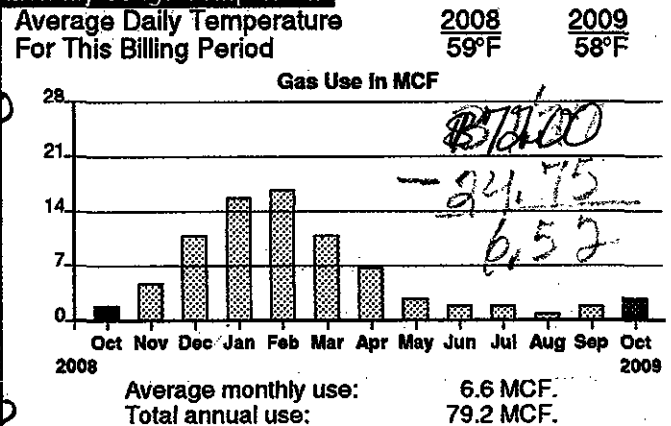
TIC: \$246.37 Credit
Page 1 of 2

Payments And Charges Since Your Last Bill

Balance from last bill \$712.82
Payment on Sep 25, 2009 - Thank You 200.00 CR
Payment on Oct 6, 2009 - Thank You 200.00 CR
Balance \$312.82
Rent Charges \$180.00 Credit
General Sales Service Rate \$712.82
Standard Service Offer (SSO) \$200.00
Basic Monthly Charge \$12.80
Gas Usage Charges 2.6 MCF @ \$6.5730 17.09
Process Receipts Tax 1.38
This bill includes \$11.03 for SSO gas cost at \$4.243 per thousand cubic feet (MCF).
Total Current Charges \$31.27
Total Account Balance \$344.09

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

Monthly Usage Comparison



Billing Period And Meter Readings

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

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

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

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

PST DUE
GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number
1 5000 2945 7379

Date Prepared
November 17, 2009

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

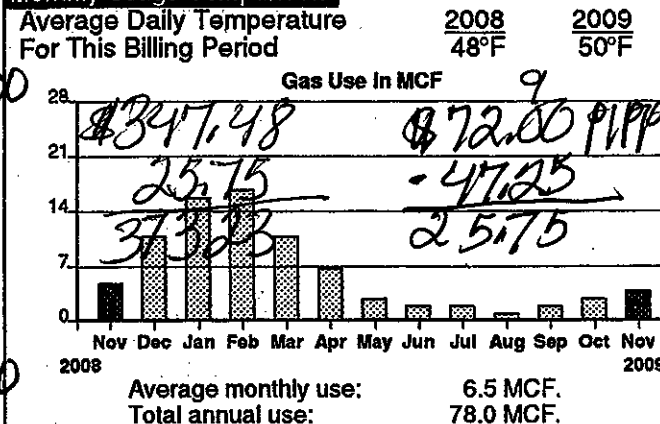
For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid a
estimate-enter a read between 12/15 & 5 p.m. on 12/17/2009 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill \$344.09
Payment on Nov 17, 2009 - Thank You 72.00 CR
Balance \$272.09
Current Charges \$246.35 Credit
General Sales Service Rate \$246.35 CR
Standard Service Offer (SSO) 25.75
Basic Monthly Charge 272.10 \$15.70
Gas Usage Charges 4.1 MCF @ \$7.1878 29.47
Gross Receipts Tax 2.08
This bill includes \$21.03 for SSO gas cost at \$5.130 per
thousand cubic feet (MCF).
Total Current Charges \$47.25
Total Account Balance \$319.34

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

Monthly Usage Comparison



Billing Period And Meter Readings

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

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

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

1-800-362-7557 7am-7pm

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

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio.
Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

Nov 17 2009 I was given A \$72.00 A month PIPP payment

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



Total Account \$8,144.45
GWENDOLYN C TANDY 1000-06

1439 SULZER AVE
 EUCLID OH 44132-2725

Account Number 15000 2945 7379 Date Prepared December 15, 2009 Next Meter Reading 02/15 - 02/18/2010

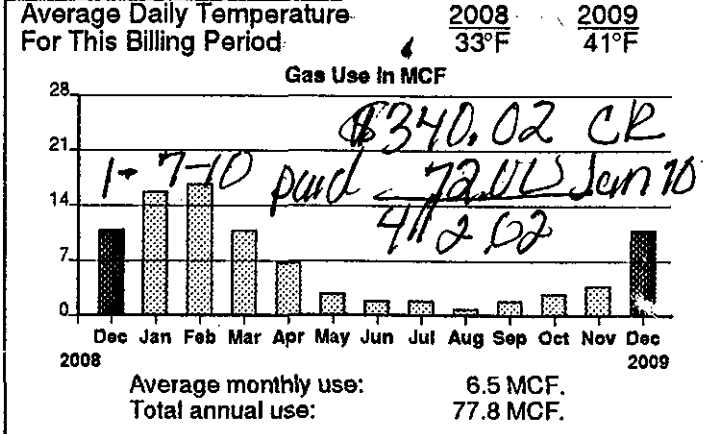
For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 01/18 & 5 p.m. on 01/20/2010 at www.dom.com

10,500. Infratrans
Total Page 1 of 2
Dominion 7379

Credits And Charges Since Your Last Bill

Balance from last bill ~~theft & fraud~~ \$319.34
 Balance ~~\$252.26 credit~~ \$319.34
Current Charges
 General Sales Service Rate
 Standard Service Offer (SSO)
 Basic Monthly Charge \$8.10
 Gas Usage Charges 10.6 MCF @ \$7.4943 = 79.44
 Gross Receipts Tax 4.38
 This bill includes \$60.30 for SSO gas cost at \$5.689 per thousand cubic feet (MCF).
Total Current Charges \$99.52
Total Account Balance ~~Theft & Fraud~~ \$413.86

Monthly Usage Comparison



YOU ARE ON THE PERCENTAGE OF INCOME (\$72.00) PAYMENT PLAN.
 10.6 MCF @ \$7.4943 = \$79.44

1-7-10 paid \$340.02 CR
 412.62
 Dominion \$60.30 SSO \$600 per cubic ft

Billing Period And Meter Readings

| Date | Read type | Reading | Difference |
|---------------------|-----------|---------|------------|
| Meter Number | 13825215 | | |
| Dec 14, 2009 | Remote | 124.5 | |
| Nov 13, 2009 | Estimate | 113.9 | 10.6 |
| MCF Used in 31 Days | | | 10.6 |

Please Pay PIPP Plan Amount of \$144.00 by December 31, 2009

Reminder Notice and Plan Explanation
 Monthly PIPP Plan Amount \$72.00
 Past Due Amount \$72.00
 Total PIPP Plan Amount Due \$144.00

You are enrolled in the Percentage of Income Payment Plan. You must pay your plan amounts when they are due. To avoid a shut-off notice, a payment of \$144.00 must be in our office by Dec 31, 2009. If you have any questions, please call toll-free 1-800-950-7989. While on PIPP, you are legally responsible for your entire utility bill. However, we cannot shut off your service if you make all PIPP payments by each due date and apply for the Home Energy Assistance Program.

Dec 15, 09 \$99.52 - 72.00 = \$27.52 owed / \$72.00 paid 1-7-10
 Jan 2009 - Dec 2009 I paid \$2,277.31
 99.52 owed - 979.00
 72.00 Jan 7, 10 paid \$1,298.31 Credit
 \$27.52

\$148.25 Dec 73

208.91 Jan

204.32 Feb

\$558.48

122.43 March

\$580.91

82.15 April

\$663.06

20.63 May

18.43 June

20.63 July

\$722.47

23.43 Aug

745.40

59.03

31.27

47.09

852.79

\$515.93 As of Feb

273.13

400.00 Oct

\$1,189.06 Paid

852.79 owed

\$226.25 Credit as of
Dec 2009

Where did the \$541.58
transfer Debit come from

From Dec 2008 to Dec 2009

I have me owing \$852.79

Paying \$6189.06 - Explanation for the

\$541.58 T.D. on March 20, 09 Statement

Such as Act, address, & date

Telephone Number Attached

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 4953 1404
Date Prepared December 9, 2011

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

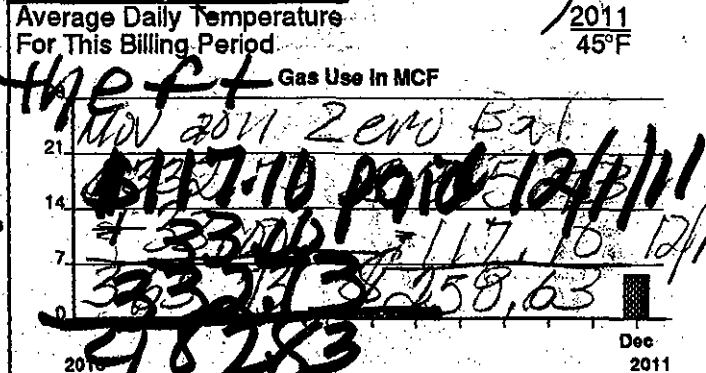
Page 3 of 4

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
From Final - Debit 332.73
Gross Receipts Tax (4.6044%) 1.52
Balance 250.15
Current Charges
General Sales Service Rate 57.44
Standard Service Offer (SSO) 60.60 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



Billing Period And Meter Readings

| Date | Meter Number | Read Type | Reading | Difference |
|---------------------|--------------|-----------|---------|------------|
| Dec 6, 2011 | 13825215 | Remote | 253.3 | |
| Nov 9, 2011 | | Actual | 247.2 | 6.1 |
| MCF Used in 27 Days | | | | |

\$1158.17
365.73 Final Debit plus reconnect fee
\$1,523.90
117.10
\$1,641.00
88.00
\$1,729.00
88.44
\$1,757.44
57.44 Dec 2011
\$1,789.90
102.44
\$1,697.56

\$250.15
146.00
104.15

Dec 1, 2011 \$117.10
Dec 13 29.00
Dec 28 29.00
Jan 6 30.00
\$205.10
28.44
\$233.14

Where did the \$117.00 go to #
If it was applied my bal. should be 18
Formal Fraud & Theft Infraction

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Zero bal \$200 \$459.53 CR
\$117.00 200 Not credit Final \$332.73
33.00 200 Reconnect Fee 33.00
332.73 200 Final Debit 365.73
250.00 200 Bal incorrect
57.00 200 Should have been subtracted
307.59 200 Total Account bal. incorrect
\$1,400
1,697.56
\$3,097.56 worth of Infact
that amount to
theft + Fraud

After the Hearing

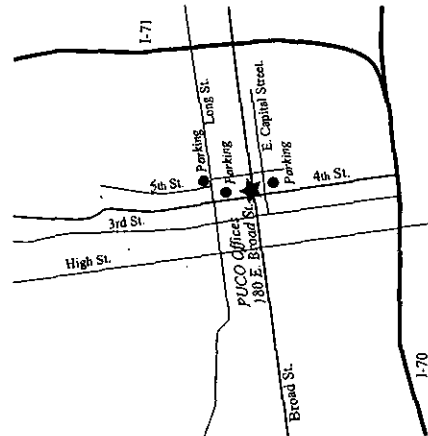
- About three weeks after the hearing, the court reporter will file a written copy (called a transcript) of everything that occurred at the hearing. In some cases, the attorney examiner may allow the parties to file written arguments, called "briefs," after the hearing.
- After the hearing, the Commission will review the evidence and decide the case. You can track the progress of your case online, sign up to receive e-mail updates and watch Commission meetings at www.PUCO.ohio.gov. When your case is decided, the Commission will send you a copy of the written decision.
- After the Commission issues its opinion, either party may request that the Commission reconsider its decision. If you want to do this, you must send your request, in writing, to the Commission, so that it arrives within 30 days after the date of the opinion. You should title your request an "Application for Rehearing" and you must include the case number and a detailed explanation of why you disagree with the decision. You must also send a copy to the other party in your case. The other party may file a response, within 10 days. The Commission will rule within 30 days after the request is filed. A copy of that ruling will be sent to you.
- Any party who disagrees with the Commission's decision to reconsider may appeal the decision to the Supreme Court of Ohio, within 60 days after the final decision by the Commission. A party appealing to the Supreme Court must follow all of the procedural requirements set by the court.

*my attorney examiner
he see should have
informed me of this And
now does this process help
the low income families*

Directions and Other Important Information

- Settlement conferences and hearings are held at the Commission's office located in downtown Columbus at the corner of Fourth Street and Broad Street. The address is: 180 East Broad Street, Columbus, Ohio 43215. Hearings are typically held on the 11th floor. The specific location will be identified in the scheduling entry.
- There are several parking lots near the Commission's office. We do not recommend using street parking because the time required for settlement conferences and hearings may exceed the maximum time permitted by the well-monitored parking meters in the area.
- Upon entering the building, you will need to present identification at the main desk and obtain a building access pass. Please allow additional time for this process.
- You can track the progress of your case through the Docketing Information System (DIS) on the Commission Web site at www.PUCO.ohio.gov.

If you have any questions, do not hesitate to contact the attorney examiner assigned to your case by calling (614) 466-6843.



Interested in other utility issues?

The PUCO can provide information or assist you with your utility questions regarding:

Electric
Natural Gas
Telephone
Water
Moving Companies
Railroad Crossings
Commercial Motor Carriers
Hazardous Materials Carriers

The PUCO Consumer Call Center
(800) 686-PUCO (7826)
TTY: (800) 686-1570

www.PUCO.ohio.gov

Stay connected on
Facebook!

Scan the barcode to the right with a capable smartphone to "like" the PUCO on Facebook.



Formal Complaint Procedure

What to expect once you have filed a formal complaint before the Public Utilities Commission of Ohio

Ohio Public Utilities Commission

The Public Utilities Commission of Ohio
180 E. Broad Street, Columbus, OH 43215

Formal Complaint Procedures

This brochure explains the basic procedures for formal complaints filed with the Public Utilities Commission of Ohio.

The process allows the parties (you and all other named entities) to tell the Commission the facts about the complaint, so that the Commission can resolve the dispute. The Commission's rules and instructions for requesting a complaint form may be found at www.PUCO.ohio.gov.

Individuals may have an attorney represent them in formal complaints, but it is not required.

Starting a Formal Complaint

Once you file a formal complaint, it will be assigned a case number. Always include the case number on anything you send to the Commission about your case.

The Commission will send a copy of your complaint to the utility company. The utility will have 20 days to answer the complaint and will agree or disagree with each statement in the complaint. It also may raise its own defenses. The utility will send you a copy of its answer.

Your complaint will be assigned to a Commission employee called an "attorney examiner." The attorney examiner is not your attorney and is not the attorney for the utility company. Like a judge, the attorney examiner will set up the process for your case, run the hearing and listen to all the evidence presented. He or she will also recommend a fair decision to the commissioners. The attorney examiner can be reached by calling the Commission's Legal Department at (614) 466-6843.

During this formal complaint process, you may be called the "complainant." The utility may be called the "respondent."

The procedural rules for complaint cases filed with the PUCO can be found in the Ohio Administrative Code, at chapters 4901-1 and

Settlement Opportunity

In most cases, the attorney examiner will first schedule a settlement conference. You will receive a document called an "entry." The entry will tell you when the conference will be held. The settlement conference will be held at the Commission's office in Columbus. If the conference is set for a time or date that is not convenient for you, contact the attorney examiner to reschedule. If you do not go to the conference, the examiner may recommend that the Commission dismiss your case.

When you go to the settlement conference, you should take copies of any papers that would help you explain or prove your claims.

A Commission attorney (not the attorney examiner assigned to your case) will run the settlement conference. Each party will have a chance to explain the facts and the parties will be able to ask each other questions. The goal of the conference is to resolve the dispute without a formal hearing.

If you and the utility can resolve your issues at (or before) the settlement conference, then you or the utility may ask the Commission to dismiss your complaint. If the utility thinks the complaint is settled and asks the Commission to dismiss it, you will have 20 days to tell the Commission if you disagree. If you do not disagree, the attorney examiner may recommend that the Commission dismiss your complaint.

The Hearing

If you do not settle your case, the Commission will likely move to the hearing phase of the process.

Before the hearing, each party can try to get information from the other party, through a process called "discovery." For example, you can send written questions to the utility or ask the utility to send you copies of documents. If the utility asks you questions or asks you for documents, you must respond. If you believe that any requests are improper, you may ask the attorney examiner to resolve the problem.

The attorney examiner will issue another entry scheduling a hearing. Hearings are generally held at the Commission's office in Columbus and usually begin at 10:00 a.m. A court reporter will record the hearing. You must attend the hearing. If you cannot attend at the scheduled time, contact the attorney examiner as soon as possible. If you do not appear at the hearing, the utility may present its evidence and/or the Commission may dismiss your complaint.

In some cases, complainants need technical or specialized testimony (from an expert) to prove a claim. If you need expert testimony, you will have to find an expert and work with your expert to prepare a list of all the questions and answers that are needed to address your issue. You must send a written copy of those questions and answers to the Commission, at least seven days before the hearing. You will also have to send a copy of those questions and answers to the utility at the same time.

Individuals may have an attorney represent them, but it is not required. Corporations must have legal representation. At the hearing, you must prove your claims. This is called "having the burden of proof." If you cannot prove your claims, your complaint will be dismissed. This means that you must be at the hearing and provide the Commission enough evidence to prove that your claims are true.

At the hearing, you may testify yourself and you may bring along anyone else who can support your claims. Each party will have a chance to ask questions of the other party's witnesses.



General Hearing Room Procedure

The hearing will generally occur as follows, although the attorney examiner may alter this process:

1. The attorney examiner will open the case and ask the parties to state their names and addresses for the record.
2. The case will begin with your testimony or testimony of anyone you bring along to support your claims. The attorney examiner will have the first witness promise to tell the truth. You may ask your witness questions and then the utility's attorney may ask questions. You may also testify yourself and be questioned by the utility's attorney. After you have finished with your witnesses, the utility will present witnesses and you may question them.
3. If there are any objections to testimony, questions or exhibits, the attorney examiner will resolve those objections.
4. If you have documents to support your claims, you should ask the attorney examiner to mark them as exhibits in the case.
5. When all of the witnesses have been questioned, the attorney examiner will close the hearing.

