

FILE

2012

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21



Public Utilities
Commission

RECEIVED-DOCKETING DIV

Case Number

July 19, 2015 2015 AUG -5 PM 2:50

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

Formal Complaint Form PUCO

15-396-GA-CSS

Gwendolyn Tandy
Customer Name (Please Print)

1439 Sulzer, Ave
Customer Address

Euclid, Ohio 44132
City State Zip

Against

1500060528356
Account Number

Customer Service Address (if different from above)

Dominion East Ohio
Utility Company Name

City State Zip

I'm asking that Dominion not be allow to disconnect
Please describe your complaint. (Attach additional sheets if necessary) until PUCO resolves issue,

I'm disputing July 10, 2015, Balance from
last bill of \$1,554.25. That is impossible. I'm
also requesting that Dominion not be allowed
to shut OFF my service, until the PUCO
resolves the issue as they are mandated
to do!

Gwendolyn Tandy
Signature

(216) 835-2015

the evidence is attach! I certify that the images appearing are
accurate and complete reproduction of a case fi
document delivered in the regular course of busin
Technician SMK Date Processed AUG 05 2015

Also what is the penalty for An illegal
shut off! And Dominion E. Ohio has stolen
every payment. I've made in the last 9 years

Gwendolyn Tandy
1439 Suler Ave
Eucalia, Ohio 44132

July 19, 2015

PUCO
Kent Smith
Consumer Financial Protect Bu
Dominion

The PUCO commission said, they would not hear any more of my complaint. And if I made any complaint they I would have to pay for there service

News flash I'm already paying for there services. I'm A tax payer! And A homeowner!

The PUCO wouldn't honor my request to Dominion for an explanation of the following

1. Sept 14, 2006 From Final Debit	\$430.00	430.00
From Final Credit	-271.00	271.00
	<u>\$159.00</u>	<u>159.00</u>
I'm owed A	\$860.00 Refund	\$860.00

Dominion plus harassment = \$50,000
 This letter state my suggested compensation from Dominion \$30,000.
 14,400.
 \$44,400

April 2014
 \$30,000 IS what I believe DOM OWES ME!

DOMINION East Ohio

Owed ^{me} around \$4,000.00 for charges I
 didn't owe + \$28,000.00 infractions

2009	Infractions	\$4,800.00	\$28,000.00	
2010		4,800.00	4,800.00	201
2011		4,800.00	24,000.00	201
2012		4,800.00		
2013		4,800.00	38,040.00	
Infraction		\$24,000.00		
For Past Due Bal +		4,000.00	Credit	
Total Account Bal		\$28,000.00		
2006 to 07		\$9,600.00		
2014 12 th		4,800.00		
		\$14,400.00		

Gwendolyn Tandy
 1439 Sulzer Ave
 Euclid Ohio 44132

\$28,000.00
 701.00 Sept 2006
 557.00 2007
 \$29,258.00 Total Due to me

\$4,000.00 illegal charges
 29,258.00 infractions
 33,258.00 total owed

\$50,000

My settlement offer is \$50,000

C.B.

Praxis behavior
 Harassment
 Extortion

Can see it THIS is a copy
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 estimate - enter a read between 10/11 & 5 p.m. on 10/13/2006 at www.dom.co

Credits And Charges Since Your Last Bill \$4109.00
Balance from last bill \$0.00
From Final - Debit 430.00
From Final - Credit 271.00
Balance \$159.00

Current Charges
General Sales Service Rate \$5.70
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, 04 \$138.00 credit
271.00 Payment
409.00
= 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 \$430.00 \$430.00

\$430.00
- 271.00
\$159.00

159.00 Credit
My deposit was paid in June 20, 04

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 Byr.

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
thats cruel and unjust
behavior on the part of
Dominion & PUCO!

430.00 = Credits

271.00 = Credits

701.00

159.00 = theft

\$860.00

GWENDOLYN C TANDY

\$532.72 F T N E T T

Page 2 of 2

1439 SULZER AVE
EUCLID OH 44132-2725Account Number 1 5000 2945 7379
Date Prepared March 20, 2009Next Meter Reading
04/15 - 04/21/2009

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

Credits and Charges Since Your Last Bill

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

Current Charges**General Sales Service Rate**

Basic Monthly Charge \$12.50

Gas Usage Charges 10.9 MCF @ \$9.5908 104.54

Gross Receipts Tax 5.39

This bill includes \$74.19 for SSO gas cost at \$6.806 per thousand cubic feet (MCF).

Total Current Gas Charges \$122.43**Dominion Products & Services Credits and Charges**

Balance From Last Bill \$4.95

Balance \$4.95

Current Charges**Dominion Prods & Svcs Charges**

Furnace Repair Program \$4.95

Dominion Prods & Svcs Account Balance \$9.90

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

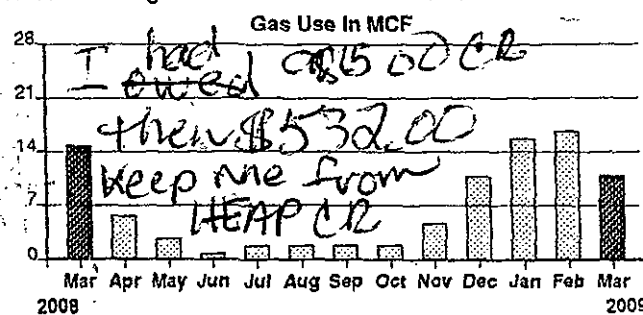
Non-payment could result in suspension of coverage/benefits or termination from the program(s).

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

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

Monthly Usage Comparison

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	Read Type	Reading	Difference
Mar 18, 2009	Estimate	90.3	
Feb 17, 2009	Remote	79.4	10.9

MCF Used in 29 Days

\$273.13 / 3-15-09, Paid

- 268.18 - owed

\$4.95

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

\$5.39

March 20, 2009 \$173 Credit

Then \$532 \$532.72 Transfer Debit

There is no explanation for the \$532.72 charge

this a letter stating PIPP

October 20, 2010

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

was converted to PIPP PLUS I never
applied, in fact I wrote the
department of
development & decline
this program

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

PIPP PLUS convert from PIPP

Nov 1, 2010 PIPP Plus
is \$43.00

Subject: PIPP Plus Transition - With Arrears

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

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

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

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

Your re-verification date is 08/30/2011

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

Your anniversary date is 09/15/2011

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

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

9-15-11 Ane

Sincerely,
Customer Service Center
Dominion East Ohio

soq072

My PIPP Plus Payment \$43.00

SEQ#: 234 OMR-SW1: 1

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

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

New account \$0 bal



Dominion \$727.21 CR

Page 3 of 4

Account Number 1 5000 4953 1404
Date Prepared December 9, 2011

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

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

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 33.00 209
From Final - Debit 332.73 209
Gross Receipts Tax (4.6044%) 1.52
Balance \$482.83 CR

Current Charges

General Sales Service Rate
Standard Service Offer (SSO) Balance = theft
Basic Monthly Charge \$20.37
Gas Usage Charges 34.54
6.1 MCF @ \$5.6822 2.53
Gross Receipts Tax (4.6044%) \$57.44
This bill includes \$27.60 for SSO gas cost at \$4.524 per thousand cubic feet (MCF).
Total Current Charges \$307.59
Total Account Balance \$185.24

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

This is impossible!
My bal is incorrect

Dec 117.10
+ 39.00
146.00

Where did the \$117.00 go to?
If it was applied my bal should be 18

33.00
332.73
365.73
18
16
34

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

\$117.10
332.73 From Final
33.00
482.73

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2011 45°F
Infrastructure Gas Use in MCF
117.10 \$482.83
33.00 - 57.44
332.73 \$425.39 CR
\$482.83 Payments

Billing Period And Meter Readings

Date	Meter Number	Head Type	Reading	Difference
Dec 6, 2011	13825215	Remote	253.3	
Nov 9, 2011		Actual	247.2	6.1

MCF Used in 27 Days 6.1

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

33.00 \$365.73
332.73 12/1/11 \$57.44
365.73 12-13-2011 29.00
18 12-28-2012 28.44
16 1-6-12 30.00
34 + 28.44 1-12-12
\$233.14

\$33.00 shut off fee
Should come off

WENDOLYN C TANDY

439 SULZER AVE
EUCLID OH 44132-2725

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

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

Credits and Charges Since Your Last Bill

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

Current Charges

General Sales Service Rate 27.00
See last page for important message
Standard Service Offer (SSO) 1.28
Basic Service Charge \$22.01
Gas Usage Charges 15.9 MCF @ \$5.3314 84.77
Gross Receipts Tax (4.6044%) 4.92
This bill includes \$79.61 for SSO gas cost at \$5.007 per thousand cubic feet (MCF).

Total Current Charges \$111.70
Total Account Balance \$858.05

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

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

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

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

We can provide this plan only as long as you make your monthly payments in full and on time. If you are dropped from the plan, your full account balance will be due. If you have recently made your payment, thank you. Please call 1-800-950-7989 if you have any questions or need assistance.

If you have an Energy Choice supplier, you must pay the amount due on time each month to retain your current contract.

Please Pay \$331.93 = theft & fraud

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

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

\$331.93
Plan Amount

I owe

000010187

I=1011

101871 AV 0.378
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Monthly Usage Comparison

Average Daily Temperature 2013 2014
For This Billing Period 22°F
Gas Use in MCF 2013 2014
20 20
15 15
10 10
5 5
0 0

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

Billing Period and Meter Readings

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

Unreasonable Request

84.77
+4.92
89.69

Removing Yourself from Customer Listing

We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please sign in or register in Manage Your Account at www.dom.com, call us at 1-800-362-7557, or write us at P.O. Box 5759, Cleveland, OH 44101-0759.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

0115000605283560000000011170000000331939

GWENDOLYN C TANDY

Page 2

1439 SULZER AVE
EUCLID OH 44132-2725

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

Cycle 04

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

Credits and Charges Since Your Last Bill

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

Current Charges**Dominion East Ohio Distribution Charges**

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

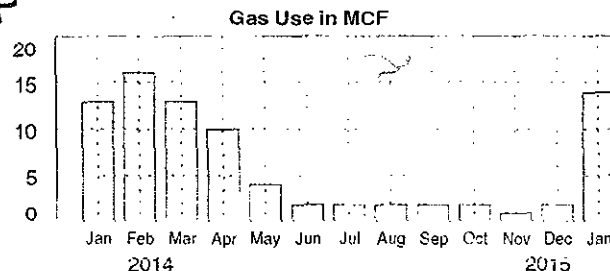
Constellation Gov Agg, Euclid Charges

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

Total Current Charges \$103.02
Total Account Balance \$50.00 1-12-15 \$1,071.17

Monthly Usage Comparison

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



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

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number 13825215			
Jan 9, 2015	Actual	455.4	
Dec 8, 2014	Actual	441.1	1
MCF Used in 32 Days			1

THIS IS A SHUT OFF NOTICE

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

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

Finally, you owe \$117.98 in current charges since your last bill, which is due by Jan 28, 2015. If unpaid in full by the due date, it will be added to your past-due amount along with a late payment fee of 1.5%. You will be billed a reconnection fee. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at your current rate.

\$32.74
 70.28
 103.02
 - 64.96
 38.06

\$14.30
 66
 \$14.96
 50.00 1-12-15
 64.96

252
 48 4

This time Dom. add an additional \$350 Security Deposit
Installment on Sep 10, 2013 and a 736 late fee.
on 7/2013

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared February 11, 2013 Next Meter Reading 03/11 - 03/14/2013

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

Credits And Charges Since Your Last Bill

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

Current Charges

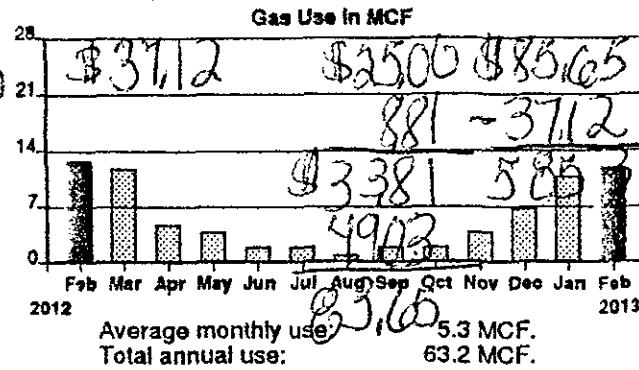
Dominion East Ohio Distribution Charges
Basic Service Charge \$20.80
Usage-Based Charges 12.4 MCF @ \$1.1846 14.69
Gross Receipts Tax (4.6044%) 1.63
Total Dominion East Ohio Charges \$37.12
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

Hess Corporation Charges
Standard Choice Offer (SCO)

Gas Cost 12.4 McF @ \$3.954 49.03
Sales Tax 3.80
Total HESS CORPORATION Charges \$52.83
For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.
Total Current Charges \$99.95
Total Account Balance \$736.17

Monthly Usage Comparison

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



Billing Period And Meter Readings

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

THIS IS A SHUT OFF NOTICE *This is racist harassment*

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

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

Finally, you owe \$124.17 in current charges since your last bill, which is due by Feb 27, 2013. If unpaid in full by the due date, it will be added to your past-due amount along with a late payment fee of 1.5%. You will be billed a reconnection fee. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at your current rate.

Handwritten calculations:

$$\begin{array}{r}
 \$25.00 \\
 881 \\
 3381 \\
 115.89 \\
 \$149.70 \\
 114.03 \\
 \$263.73
 \end{array}$$

Other handwritten notes: \$37.12, \$99.95 HESS, \$490.64

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

WENDOLYN C TANDY

139 SULZER AVE
JCLID OH 44132-2725

count Number Date Prepared
000 4953 1404 March 12, 2013

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

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

Owed \$1200

Edits And Charges Since Your Last Bill:

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

Current Charges

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

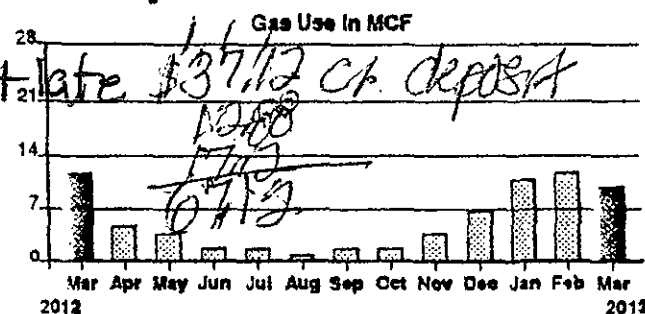
For questions about Dominion East Ohio charges, call 1-800-362-7557.

Hess Corporation Charges

Standard Choice Offer (SCO) \$39.79
Gas Cost 10.4 MCF @ \$3.826 3.08
Sales Tax 3.08
Total HESS CORPORATION Charges \$42.87
For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.
Total Current Charges \$79.27
Total Account Balance \$758.82

Monthly Usage Comparison

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



Average monthly use: 5.2 MCF.
Total annual use: 62.0 MCF.

Billing Period And Meter Readings

Date	Meter Number	Head Type	Reading	Difference
Mar 11, 2013	13825215	Actual	354.0	
Feb 8, 2013		Actual	343.6	10.4

MCF Used in 31 Days 10.4

Handwritten calculations and notes:
36.40
42.87 HESS Dispute
\$71.16 Credit
42.87 HESS
114.03

Don wants \$98.17 by

\$37.12 Dep Refund March 11, 2013

12.88 Dep Refund \$37.12 Dep. CR

to get 17.12 credit 12.88 CR Dept of Develop

67.12 50.00 Dep \$37.12 Dep. CR

10.04 Net 1 17.12 12.88 Dep. CR

71.16 50.00

21.16 46.13

42.87

\$110.59

WENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

0800014 C1E114

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 4953 1404
Date Prepared April 26, 2013

April 24, 2013 Disconnection For
\$8432 Credit making Complaints to PUCO
Disconnection April 24, 2013 after made to be run

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

Credits And Charges Since Your Last Bill

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

Current Charges

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

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

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

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

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

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

This is your Final Bill.

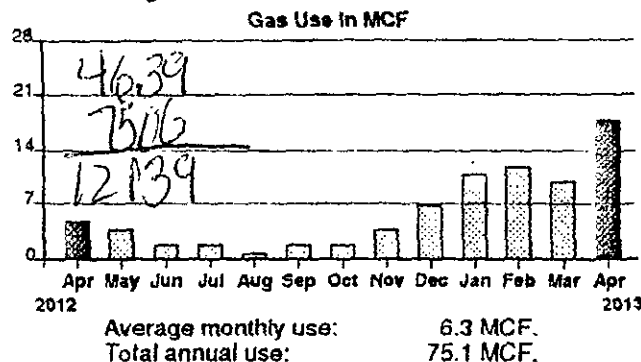
\$88.66
89.95
178.61
79.27
257.88

\$22.76
+ 2.96
\$25.72

25.72
\$283.60

Monthly Usage Comparison

Average Daily Temperature 2012 2013
For This Billing Period 52°F 42°F



Billing Period And Meter Readings

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

MCF Used in 4 Days

April 24, 2013 \$46.39
Sec. Dep \$75.00
\$121.39
- 25.72
\$95.67

\$235.14 CR

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

1439 SULZER AVE
EUCLID OH 44132-2725

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

Page 34

Credits and Charges Since Your Last Bill

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

Current Charges

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

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

\$479.18

\$30.00 5-9-13

70:00 6-24-13

4276 95-13

142 760

175.00

317.76

5
\$796.94

317. 716

279.18

30.00

70.00

2427b

75.00

317.70

PLEASE PAY Plan Amount of \$79.88 by December 27, 2013

This is a Reminder Notice

Monthly Plan Amount

\$79.86

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

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

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

FINAL ACCOUNT

\$79.86

Plan Amount

Amount Enclosed

New AMR Rider Approved

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

000014980

I=0001



13001 AT 0 181
GEORGE DOLYN C TANDY

1419 SULZER AVE
EUCALID OH 44132-2725

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

DOMINION EAST OHIO

PO BOX 26795

RICHMOND VA 23261-6785

011 5000495314040000000000000000079862

PIPP PLUS Started Nov 1, 2010

\$789.45 Credit Jan 2011
Oct \$445.45 CL
12-10 \$314.45 CL

Owed PIPP Payments
\$149.11 - 72.00 = \$77.11 forgiven CR
128.51 - 72.00 = 56.51 forgiven CR
109.77 - 345.02 = 235.25 credit

1-18-10

2-15-10

3-17-10

4-14-10

5-14-10

6-14-10

7-15-10

8-12-10

9-14-10

10-12-10

11-9-10

12-9-10

47.51 - 72.00 = 24.59 "

46.74 - 72.00 = 25.26 "

32.13 - 72.00 = 40.87 "

31.93 - 72.00 = 40.87 "

30.97 - 72.00 = 41.03 "

33.62 - 72.00 = 38.38 "

31.51 - 43.00 = 445.45 credit

59.59 - 43.00 = 129.00

87.97 - 43.00 = 37.45

\$129.00 owed

\$179.07 owed

(Aug 2009 \$72.00 PIPP PLAN) \$445.45 credit

Aug, Sept, Oct, Nov, Dec

Jan, Feb, March, Apr, May, June

July / Aug 2010 12 months

-179.05

\$266.40

523.05 XT-UTG 2/2/11

\$789.45 Credit 2010

I did not make application for PIPP PLUS which started Nov 1, 2010

Nov 1, 2011 Dominion gives me a credit plan of \$300/mth

(614) 644-6600 Dept.
Ohio Develop. Serving Agency
(216) 787-3240
1615 W. Superior 12th

Dept of Dev
1800 282-0880

72.00 ended

New Plan 43.00

No plan

New Plan

PIPP PLUS begins

8980
1888 (263) 8980 Dom

Dec \$1,074.99 Credit 12-10-10
 + 287.24
 \$1,362.23 Dec 2010
~~owed~~ Credits

PIPP
 PLUS
 Credits
 2222

1-12-11 \$158.20 - 43.00 = \$115.20 + 38.09 = \$153.29
 2-10-11 144.94 - 43.00 = 101.94
 3-11-11 108.66 - 43.00 = 65.66
 4-11-11 81.89 - 43.00 = 38.89
 4-24-11

141.00
 101.94
 65.66
 38.89

~~Dominion illegally disconnected my service and sold my \$500.68 CR.~~
 The service was off for 7 months.

\$500.68
 43.00

Total Acc Bal \$493.69

Additional payments \$4300 5-5-11
 \$158.20 6555 5-24-11
 144.94 4300 6-10-11
 4300 7-6-11
 4300 9-20-11

6555
 4300
 4300
 4300
 117.10
 855.33

The April 2011 disconnection was not warranted

Dec 2011 \$1,295.88 Prefunctional 17.10 12-1-11
 \$354.65

\$33.00 to restore service = illegal
 332.13 From Final-Debit

\$365.73

855.33
 33.00
 365.73
 \$1,254.03

Nov 2011 AC#1500049531404 Additional → Dec 13, 2011
 Dec 28, 2011
 Jan 6, 2012

29.00
 29.00
 30.00

1-12-12 Balance from last bill = theft
 April 24, 2011 disconnection was unwarranted. And from Jan 12, 2011 - Jan 6, 2012 I had A \$1,634.59 CR

\$1,332.08
 → +307.56
 \$1,639.59

Dec 12, 2012 End my previous complaint

Add Jan-Dec 2012

Dominick

\$311.10
88.00
 399.10

Paid in
 Nov+Dec

Payments
 \$43.00 5-5-11 Payments
 65.00 5-24-11 Credit
 43.00 6-10-11
 43.00 9-20-11
117.10 12-20-11

\$311.10 payments from May 2011-Dec 2011
 2012 \$311.10 credit

24.00 12-13-11 paid Jan \$102.44-29.00 = \$73.44
29.00 12-20-11 Feb 92.24-29.00 = 63.00
 58.00 Mar 57.94-30.00 27.94
30.00 30.00
 88.00

April- 27.97-30.00 3.03
 May 27.63-30.00
 June 24.28-30.00
 July 24.28-30.00
 Aug 23.76-30.00 6.24
 Sept 23.65-30.00 6.35
 Oct 23.65-30.00 6.35
 Nov 26.65-30.00 3.35
 Dec 30.15-30.00 0.15

Dec 2012

This would have ended my 2 yr

PIPP PLUS payment plan. And at that
 time all arrears should have been
 forgiven

Jan 2013- Zero - 0- past due balance

PIPP PLUS Payment \$29.00 amth
 \$480.00 Credit 12/

Statements Current
 Jan-12 2012 \$102.44
 Feb 2012 92.29
 March 81.92

Payment

Dec 13, 2011 29.00

Bal
 Disputed

Dec 28, 2011 29.00

Paid - March 2012

\$307.59

\$30.00 1-6-12

Payment Early
 bal reduction

28.44 1-12-12

117.10 12-1-11

12-1-11

59.00

365.73 12-1-11

12-1-11

30.00

117.44

117.44

\$102.44 - 29.00 = 73.44

Credit - PIPP PLUS Credit

92.29 - 29.00 = 63.29

81.92 - 30.00 = 51.92

46.17 - 30.00 = 16.17

40.26 - 30.00 = 10.26

29.11 - 30.00 = 215.58 Credit

29.28 - 30.00

28.74 - 30.00

29.94 - 30.00

28.88 - 30.00

42.65

59.54 - 30.00 = 29.54

PIPP PLUS Anniversary

365.73 20

Dec 1, 2011

117.10 12

Dec 13, 2011

\$29.00 12

Dec 28, 11

29.00 12

1-6-12

30.00 12

\$298.27

paid 1/2/12

611.88

59.54

\$88.66

30.00

89.95

29.54

79.27

25.72

46.37 - 12.00 = 12.37

2011/12

\$155.15 owed from Jan-Apr 2012

January 2014 From Jan-Dec 2013
 I had A \$1,800.00 credit
 Balance On Jan 10, 2013 The \$547.61 = Theft
 Paid 25.00 12-12-12
 1-10-13 \$35.89 \$30.00 1/2 5.00 12-12-12
 2-11-13 37.12 67.12 36.65
 3-12-13 36.40 46.39 32
 4-24-13 (Disconnect) 7.36
 (Retaliation) 25.00
 34
 \$ 635.28 illegal chr.

The \$490.64 Subtotal equals theft

HESS is not a legitimate source OF SCO \$635.28
 \$52.77 + 52.77
 \$ 688.05

Feb 11, 2013 \$612.00 = theft
 HESS 25.00
 \$ 727.80
 52.83
 41
 \$ 775.10

March 12, 2013 not late 10.44
 April 26, 2013 Sec. Dep Refund 75.00
 \$ 860.54

I had A \$860.54 Refund
 owed for illegal Balances,
 illegal late charges, and HESS
 Charges 42.76
 75.00
 \$ 1,188.30
 Unwarranted
 Paid to Reconnect Service

I continual to make payments
 through NOV 27, 2013 Jan 2014 \$1,800.00 cr

Hess is
not a legal
source of
SCD

1-10-13 \$ 547.61 illegal Balance + \$ 200.00 infraction

total Cur. Payment & date received

1-10-13 \$ 35.89
2-11-13 37.12
3-12-13 36.40
4-26-13 25.72
\$ 135.13

4-24-13 illegal disconnection)
for retaliation

\$ 30.00 12-12-12
26.66 1-7-12
7.36 illegal not late
25.00 illegal Sec. Dep
89.02

Hess
\$ 52.77
52.83
42.87
\$ 158.47

88.1 50.00 Sec. Dep Refund
25.00 illegal Sec. Dep = theft
+ 27.82 Not late payment
149.65

46.39 4-24-13
+ 75.00
272.04

3000 5-9-13
7000 6-24-13
+ 42.76 9-5-13
\$ 414.80

+ 175.00 Paid 12-7-13 to
589.80 restore
+ 158.47 illegal Hess
748.27 Credit

+ 547.61 Jan total Ac = the ft 2013
\$ 1295.88

\$ 135.13
\$ 1160.75

Jan 1, 2014 Credit

Gwendolyn Tandy Jan 2014 Am given A
 1439 Sulzer Ave new account number
 Euclyd, Ohio 44132

Phone (216) 853-2015 Dominion

| | total Due | total Paid | total |
|---------|----------------|-----------------------------|---------|
| 1-13-14 | \$85.03 | \$27.00 | \$85.03 |
| 2-12-14 | 89.69 | 28.20 | 89.62 |
| | | 605.98 = Theft = credit | 115.22 |
| 3-13-14 | Final Debit | 54.00 Dep. Credit | 86.82 |
| | 3011 Dom | 31.03 | 376.69 |
| 4-11-14 | 8511 Volunteer | 111.70 | 43.93 |
| | 2850 Dom | 28.22 Dep. Cr. | 37.07 |
| | 0682 Vol | 27.00 Credit | 457.69 |
| | 0682 | 88.27 3-28-14 | 35.44 |
| | | 689.60 Subtotal equal theft | 37.13 |
| 5- | \$26.60 | 4396 received May 30 2014 | 37.22 |
| | 47.33 | May 31 2014 Disconnection | 35.62 |
| | 4393 owed | 770.97 total Ac Bal = Theft | 32.33 |
| | | 36.23 CR 6-11-14 | 630.48 |

illegal Fees & Payments

| | | | |
|---------|--------------------------|------------------------|------------|
| 6-11-14 | \$25.68 Dom No Service - | | \$27.00 |
| | 58.32 Vol | | 27.00 |
| | 81.00 | | 1.28 |
| | 25.68 Dom | | 605.98 |
| | 11.34 Const. | | 31.03 |
| | \$37.07 | \$67.30 Dep CR 6-27-14 | 111.70 |
| | | 27.00 3-28 | 1.22 |
| | | -37.07 | 27.06 |
| | | 30.23 | 1,132.07 |
| 7-11-14 | \$37.44 | | 88.27 |
| 8 | 37.13 | | 2.55 |
| 9 | 37.127 | | 4.92 |
| 10 | 35.62 | | |
| 11-7-14 | 32.33 | | |
| 12-9-14 | 37.28 | | |
| | | Payments for not late | |
| | | \$1,248.06 | \$1,248.06 |
| | | 49.80 12-4-14 | 37.28 |
| | | 14.92 | 1,285.34 |
| | | \$1,313.78 not late | 14.92 |
| | | | 1,300.26 |