

FILE

MS. LYDIA L PATTERSON

891 Babbitt rd.
Euclid, Ohio 44123-2559

(216) 261-1788 Devine73@peoplepc.com

November 15, 2006

Case ID #LPATO72106X3

06-1403-6A-CSS

PUCO

2006 NOV 29 AM 11:12

RECEIVED - DOCKETING DIV

RE: Commission of P.U.C.O

Ms. Lydia L. Patterson is filing a formal complaint against the Dominion gas company account # 7500017350394. I've been having problems with dominion for years. I have written the company certified letters they have not had the courtesy of a letter or an phone call in regards to the letters I have mailed. I have had quite a few problems with dominion 1. they claim they have not received payments, which had been paid on time. That's the main issue. 2. I receive shut off notices occasionally and the bill has been paid 3. the payment dates has been changing frequently, in the past they have not changed that often. I'm on disability, I have explained this over and over to dominion. Sometimes the bill may be a little early because I mail all my bills at the same time. I never pay two months at the same time their always on or about the 19th of each month. I'm on the pipp plan. I have spoke to so many people about this matter they tell me that it will be corrected and they never do. I have spoke to many supervisor over and over I have some names. I last spoke to a Mrs. Early. Here are some dates which they with drawn from my checking account since 9-19-05, 10-19-05, 11-19-05, 12-15-05, 1-19-06, 2-21-06, 3-22-06, 4-20-06, 5-19-06, 6-13-06, 7-025-06, 8-23-06 these dates I got from the bank. That the checks were cashed that's a year I will try to get a letter but there charging outrageous prices for a research charge. I wrote these dates just to show how I pay my bill each and every month on time I'm also enclosing the letter or letters that was sent to me about the program. In January of 2005 they credit my account for the third they agreed upon. But know they wont do the credit that's very unfair. I'm so tired of calling being hold on the telephone for long periods of time and lied to will you please help me. I have had the first complaint nothing has been done. Will you please arrange a meeting, hearing what ever is necessary. I have been a good paying customer of dominion since or before 1990. Please reply as soon as possible.
Thank-you..

Sincerely,

Signature

MS. Lydia L. Patterson

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician SB Date Processed 11-29-06

P.O. BOX 20666
Richmond, VA 23261-6666



Dominion®

To be eligible, you must make your required payment in full and on time each month. If you do so for 36 consecutive months, you can completely eliminate any outstanding account balance. No additional action is required on your part, except to pay in full and on time by each due date.

As part of this program, the company will provide the following rewards:

- **At the end of the 12th month,** Dominion East Ohio will credit one-third (33%) of the account balance you had at the start of the 12-month period.
- **At the end of the 24th month,** Dominion will credit half (50%) of your account balance.
- **At the end of the 36th month,** the company will credit your remaining balance.

To get your reward at the end of each period, all payments must be made on time and in full.

Thank you for your cooperation.

Sincerely,

Customer Service Center
Dominion East Ohio

lca098

MS. LEONA L. PATTERSON

891 Babbitt rd.
Euclid, Ohio 44123-2559

(216) 261-1788
(216) 355-5542
devine73@peoplepc.com

November 15, 2006

Attention J,A,D - 7 th floor
P-U-C-O
180 E. Broad st.
Columbus, Ohio 43215
case #lpato71706b2

RE: I have enclosed two other letters with information , reason why I'm filing a formal complaint

This is the second letter I have sent. I mailed the other letter return receipt through the postal service I was

Told By a supervisor that the letter was never received . So please process this letter as soon as possible.

Please let me know you have received these letters. Call or email.

Sincerely,

Signature