

FILE

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07-325-GA-CSS



The Public Utilities Commission of Ohio 2007 MAR 27 AM 10:54

Case Number

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

PUCO
Formal Complaint Form

Jacob A. and Bobbi R. Grimm
Customer Name

6408 S. Main St.
Customer Address

Clinton OH 44216
City State Zip

Against

3 5000 2731 2530
Account Number

907 Ada St.
Customer Service Address (if different from above)

Dominion East Ohio
Utility Company Name

Akron OH 44306
City State Zip


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

please see attached sheets

Jacob A. Grimm
Signature

330-882-4758
Customer Telephone Number

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  Date Processed 3-22-07

The Public Utilities Commission of Ohio
Ted Strickland, Governor • Alan R. Schriber, Chairman
Commissioners: Ronda Hartman Fergus, Judy A. Jones, Valerie A. Lemmie, Donald L. Mason
180 E. Broad Street, Columbus, Ohio 43215-3793 • An Equal Opportunity Employer and Service Provider

Jacob A. and Bobbi R. Grimm
Against
Dominion East Ohio

Re: 907 Ada St., Akron, OH 44306

The property that is the subject of this Formal Complaint was rented to Toka Watson, who moved out of the property in February 2006. On February 2, 2006, the gas was automatically reverted back to our name through Dominion's Landlord Program. Enclosed is a copy of the letter that we received from Dominion. We thought at that time that Dominion had come out to read the meter. We later discovered that they had not. Had Dominion properly read the meter at the time of transfer or installed a passby meter, which is installed on two other properties that we own, this would not be an issue.

Since the house was unoccupied, we received estimated bills through July 2006. These bills were paid in full and on time. Please see enclosed copies. We thought that these bills would actually be a bit on the high side since it was spring then summer, the house was unoccupied, the water heater had been set to "vacant," and the furnace was turned off.

On August 10, 2006, Dominion sent us a letter stating that our gas meter had not been read for over a year and that they needed to gain access to the house to read the meter. This meant that the meter had not been read since August 2005. We were surprised because we had thought the meter had been read in February 2006 when it reverted back to our names. We immediately called and gave them the lockbox code for the house and they came and read the meter on August 15, 2006. Subsequently, on September 8, 2006, we received a bill for \$628.68 (see copy enclosed). This difference was in addition to the estimated bills that we had already paid in the amount of \$364.29.

Upon receiving the bill, we called Dominion's customer service number (1-800-362-7557) and explained the problem. If the meter had not been read in a year, then we were being billed for several months of our tenant's responsibility. The first representative, Ms. Blake, argued with Jacob for quite some time. When asked to speak to a manager, Ms. Blake said that her manager was not there and that there was no one available. When asked to be transferred to someone who had a manager available, she put Jacob on hold and after several minutes, we were disconnected.

Jacob tried the number again and reached a representative named Paul who was very helpful over the phone. He said he had never seen this problem before and would work on it and get back to us. We did not hear from him, so after a few days, we called back and were told that a note was on our account that a meter reading had been done in February 2006. This is information that was not there when we first called. We believe that Paul added this to our account and washed his hands of our problem. At that time, Jacob talked with a representative named Shalania who was very helpful. She said that she would send the account to special billing and it would be revised. We would then receive a new bill.

A tenant moved into the property on September 14, 2006 and on September 21, 2006, a final bill was printed and sent to us. The balance was now \$654.59. No adjustment had been made. In the meantime, Dominion had sent the account to their collection agency, NCO Financial Systems, and we were receiving several phone calls from them per day.

We tried the customer service number again and worked our way up to Sue Marois located in Virginia. Her number is 757-857-2522. She said the bill would be reviewed, an adjustment made, and we would receive a new bill. On January 2, 2007, we received a revised bill for \$655.78 (see copy enclosed). We went over the bill several times and could not make any sense of it. We were now being charged for 74.9MCF when the previous bill was for 49.3MCF. Also, the rate had increased from \$12.6312 to \$13.0102. Feeling that we were at the end of our rope with Dominion, we filed an informal complaint with PUCO.

The PUCO Investigator, Stephen Watson, did a great job and worked very well with us. Dominion responded and reduced the bill to \$283.69. While we were happy to see that they reduced the bill, we still thought it was too high considering we had already paid \$364.29 for that time period. A representative from Dominion called our house and explained that they had reduced the bill. When we requested information on how the new bill had been calculated, the representative refused to give that out and hung up on us.

We would like to get this matter resolved and the account paid, but after contacting several representatives from Dominion and filing an informal complaint with PUCO, Dominion has not satisfactorily dealt with this problem. We have no problem paying for gas that we used from February 2, 2006 to September 14, 2006, but we do not want to pay for gas that our previous tenant used and is responsible for. We do not feel that their reduction is reasonable considering the seasonal period the gas was on and that the property was unoccupied during that time.

If you need anything further, please let us know. We look forward to having this matter resolved.



Dominion®

February 02, 2006

JACOB A GRIMM
6408 S MAIN ST
CLINTON OH 44216-9664

ACCOUNT NO:
3500027312530
SERVICE ADDRESS:
907 ADA ST
AKRON OH 44306-1921

Subject: Revert to Landlord

Our records indicate that you have an Automatic Transfer Agreement for 907 Ada St.

The customer at the above address requested that service be discontinued as of **2/2/2006**.
Per your agreement, the gas service will be transferred into your name.

If you have any questions regarding your Automatic Transfer Agreement or the current transfer, please call us at **(800)362-7557** Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,

Customer Service Center
Dominion East Ohio

Is0009

2-10-06 → called electric - will turn on Monday, Feb 13

JACOB A GRIMM

907 ADA ST
AKRON OH 44306-1921



Dominion®

Account Number 3 5000 2731 2530 Date Prepared March 10, 2006

Next Meter Reading 04/05 - 04/10/2006

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid a estimate-enter a read between 04/06 & 5 p.m. on 04/10/2006 at www.dom.com.

Current Charges

General Sales Service Rate	
Monthly Service Charge	\$5.70
Gas Usage Charge	
6.8 MCF @ \$13.8279	94.03
Total Current Charges	\$99.73
Total Account Balance	\$99.73

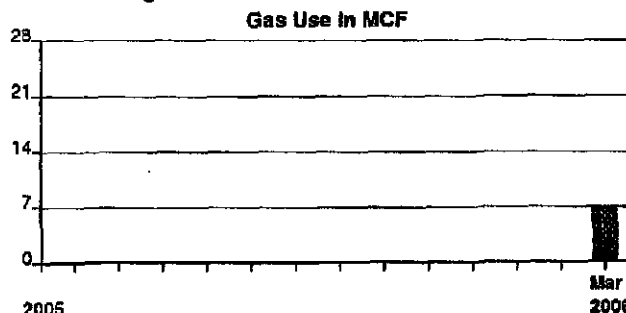
This bill includes \$75.31 for gas cost recovery at \$11.074 per thousand cubic feet (MCF) and \$3.68 for Gross Receipts Tax.

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

#1041
3-20

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2006
27°F



Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	19406792		
Mar 8, 2006	Estimate	8.7	
Feb 9, 2006	Estimate	1001.9	6.8
MCF Used in 27 Days			6.8

Please Pay **Account Balance of \$99.73 by March 28, 2006**

Let Your Bank Pay Your Bills

Join our Automatic Bank Draft and stop writing checks, buying money orders, paying postage or standing in line to pay your bill. Your financial institution can deduct your payment directly from your checking account and forward it to Dominion East Ohio. Once you're on the plan, we still send you a bill each month that tells you how much to deduct from your checking account. To join, visit us at www.dom.com or call us at the number listed at the top of this bill. You also 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.

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.

JACOB A GRIMM907 ADA ST
AKRON OH 44306-1921**Dominion®**Account Number 3 5000 2731 2530
Date Prepared April 10, 2006Next Meter Reading
06/06 - 06/09/2006For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid a
estimate-enter a read between 05/08 & 5 p.m. on 05/10/2006 at www.dom.com.**Credits And Charges Since Your Last Bill**

Balance from last bill	\$99.73
Payment on Mar 24, 2006 - Thank You	99.73 CR
Balance	\$0.00

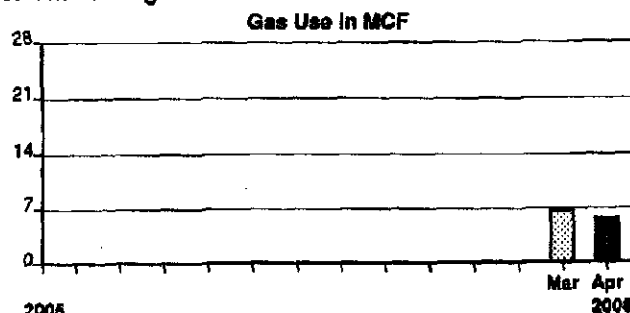
Current Charges

General Sales Service Rate	
Monthly Service Charge	\$5.70
Gas Usage Charge	
5.8 MCF @ \$12.4068	71.96
Total Current Charges	\$77.66
Total Account Balance	\$77.66

This bill includes \$56.36 for gas cost recovery at \$9.716 per thousand cubic feet (MCF) and \$2.76 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.

61744
4-17

Monthly Usage ComparisonAverage Daily Temperature
For This Billing Period2006
39°FAverage monthly use: 6.3 MCF.
Total annual use: 12.6 MCF.**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	19406792		
Apr 6, 2006	Estimate	14.5	
Mar 8, 2006	Estimate	8.7	5.8
MCF Used in 29 Days			5.8

Please Pay Account Balance of \$77.66 by April 26, 2006**When To Call Us**

Have a question? Dial the number listed on the top of the bill to talk to one of our employees. We can answer billing questions, schedule service and tell you about assistance programs. Our customer information lines are open from 7 a.m. to 7 p.m., Monday through Friday. Best times to call are before 9 a.m. or after 2 p.m.

Call 1-877-542-2630 any hour, any day for emergency service. You may want to keep the number near your phone. (It is an emergency when you smell gas or when all of your gas appliances are out.)

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.

JACOB A GRIMM907 ADA ST
AKRON OH 44306-1921**Dominion®****Account Number** 3 5000 2731 2530
Date Prepared May 10, 2006**Next Meter Reading**
06/06 - 06/09/2006For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 06/07 & 5 p.m. on 06/09/2006 at www.dom.com.**Credits And Charges Since Your Last Bill**

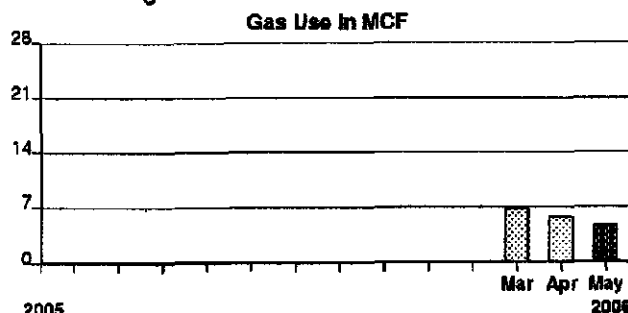
Balance from last bill	\$77.66
Payment on Apr 20, 2006 - Thank You	77.66 CR
Balance	\$0.00

Current Charges

General Sales Service Rate	
Monthly Service Charge	\$5.70
Gas Usage Charge	
4.5 MCF @ \$13.6822	61.57
Total Current Charges	\$67.27
Total Account Balance	\$67.27

This bill includes \$49.20 for gas cost recovery at \$10.934 per thousand cubic feet (MCF) and \$2.41 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.

5.15
#1761**Monthly Usage Comparison**Average Daily Temperature For This Billing Period 2006
54°FAverage monthly use: 5.7 MCF.
Total annual use: 17.1 MCF.**Billing Period And Meter Readings**

Date	Meter Number	Head Type	Reading	Difference
May 8, 2006	19406792	Estimate	19.0	
Apr 6, 2006		Estimate	14.5	4.5
MCF Used in 32 Days				4.5

Please Pay Account Balance of \$67.27 by May 26, 2006**When To Call Us**

Have a question? Dial the number listed on the top of the bill to talk to one of our employees. We can answer billing questions, schedule service and tell you about assistance programs. Our customer information lines are open from 7 a.m. to 7 p.m., Monday through Friday. Best times to call are before 9 a.m. or after 2 p.m.

Call 1-877-542-2630 any hour, any day for emergency service. You may want to keep the number near your phone. (It is an emergency when you smell gas or when all of your gas appliances are out.)

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.

JACOB A GRIMM907 ADA ST
AKRON OH 44306-1921**Dominion®**

Account Number 3 5000 2731 2530 Date Prepared June 9, 2006

Next Meter Reading 08/04 - 08/09/2006

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 07/07 & 5 p.m. on 07/11/2006 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill	\$67.27
Payment on May 19, 2006 - Thank You	67.27 CR
Balance	\$0.00

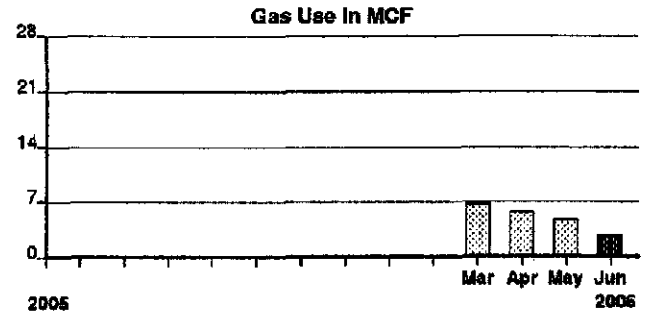
Current Charges

General Sales Service Rate	
Monthly Service Charge	\$5.70
Gas Usage Charge	
2.8 MCF @ \$11.8107	33.07
Total Current Charges	\$38.77
Total Account Balance	\$38.77

This bill includes \$25.62 for gas cost recovery at \$9.152 per thousand cubic feet (MCF) and \$1.25 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.

619
\$1784

Monthly Usage ComparisonAverage Daily Temperature
For This Billing Period2006
59°F

Average monthly use: 5.0 MCF.
Total annual use: 19.9 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	19406792		
Jun 7, 2006	Estimate	21.8	
May 8, 2006	Estimate	19.0	2.8
MCF Used in 30 Days			2.8

Please Pay Account Balance of \$38.77 by June 27, 2006**Servicing the Meter**

We need your help. If you have an inside meter, please clear furniture or boxes away from the meter. Outside air conditioners or shrubs can block access to meters. And dogs can endanger all our employees and can keep them from doing their jobs. If we cannot get close enough to read the meter, we might have to estimate your bill. Servicing a blocked meter is also difficult and can be a safety hazard in an emergency.

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.

JACOB A GRIMM907 ADA ST
AKRON OH 44306-1921**Dominion®**

Account Number 3 5000 2731 2530 Date Prepared July 11, 2006

Next Meter Reading 08/04 - 08/09/2006

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid a estimate-enter a read between 08/07 & 5 p.m. on 08/09/2006 at www.dom.com.**Credits And Charges Since Your Last Bill**

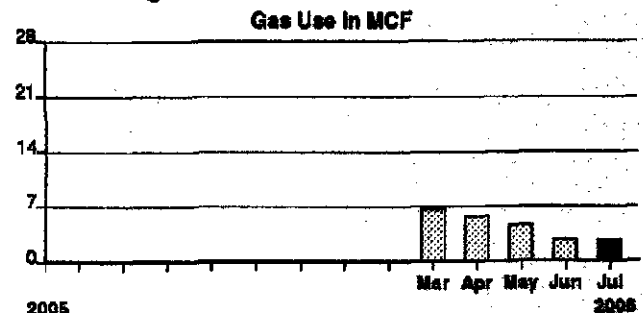
Balance from last bill	\$38.77
Payment on Jun 22, 2006 - Thank You	38.77 CR
Balance	\$0.00

Current Charges

General Sales Service Rate	
Monthly Service Charge	\$5.70
Gas Usage Charge	
2.8 MCF @ \$12.5892	35.25
Total Current Charges	\$40.95
Total Account Balance	\$40.95

This bill includes \$27.60 for gas cost recovery at \$9.859 per thousand cubic feet (MCF) and \$1.35 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.

717
#1804**Monthly Usage Comparison**Average Daily Temperature For This Billing Period 2006
66°FAverage monthly use: 4.5 MCF.
Total annual use: 22.7 MCF.**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	19406792		
Jul 7, 2006	Estimate	24.8	
Jun 7, 2006	Estimate	21.8	2.8
MCF Used In 30 Days			2.8

Please Pay **Account Balance of \$40.95 by July 27, 2006****Let Your Bank Pay Your Bills**

Join our Automatic Bank Draft and stop writing checks, buying money orders, paying postage or standing in line to pay your bill. Your financial institution can deduct your payment directly from your checking account and forward it to Dominion East Ohio. Once you're on the plan, we still send you a bill each month that tells you how much to deduct from your checking account. To join, visit us at www.dom.com or call us at the number listed at the top of this bill. You also 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.

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.

JACOB A GRIMM

907 ADA ST
AKRON OH 44306-1921

**Dominion®**

Account Number Date Prepared
3 5000 2731 2530 August 9, 2006

Next Meter Reading
10/04 - 10/09/2006

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid a
estimate-enter a read between 09/06 & 5 p.m. on 09/08/2006 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill	\$40.95
Payment on Jul 20, 2006 - Thank You	40.95 CR
Balance	\$0.00

Current Charges

General Sales Service Rate	
Monthly Service Charge	\$5.70
Gas Usage Charge	
2.9 MCF @ \$11.7965	34.21
Total Current Charges	\$39.91
Total Account Balance	\$39.91

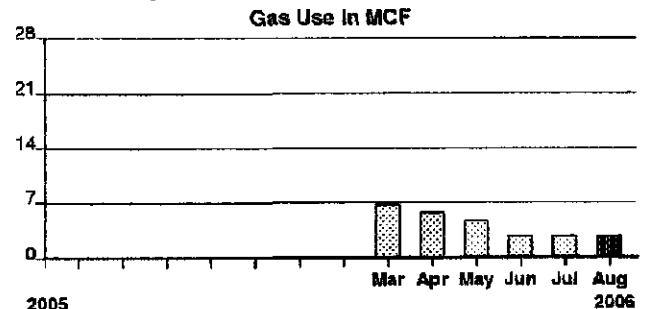
This bill includes \$26.40 for gas cost recovery at: \$9.102 per thousand
cubic feet (MCF) and \$1.29 for Gross Receipts Tax.

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

8-21
#1022

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2006 74°F
--	--------------



Average monthly use: 4.3 MCF.
Total annual use: 25.6 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	19406792		
Aug 7, 2006	Estimate	27.5	
Jul 7, 2006	Estimate	24.6	2.9
MCF Used in 31 Days			2.9

Please Pay **Account Balance of \$39.91 by August 25, 2006**

Filters and Heating System Inspections

Change or clean your furnace filter at least three times during the heating season. A clean filter will help your
furnace operate more effectively and could save you money.

Keep your heating system running safely and efficiently. A qualified heating contractor should inspect it once a
year and make repairs when needed. It's best to have the system checked during summer months -- before you'll need it.

ENERGYSHARE: Help people without heat by donating to EnergyShare. 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.

JACOB A GRIMM

907 ADA ST
AKRON OH 44306-1921

Account Number 3 5000 2731 2530
Date Prepared September 8, 2006

Next Meter Reading 10/04 - 10/09/2006

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 10/05 & 5 p.m. on 10/09/2006 at www.dom.com.



Dominion

Nothing ← time
Shalanina helped → to billing
Ms. Blake ditched

Credits And Charges Since Your Last Bill

Balance from last bill \$39.91
Payment on Aug 24, 2006 - Thank You 39.91 CR
Balance \$0.00

Current Charges

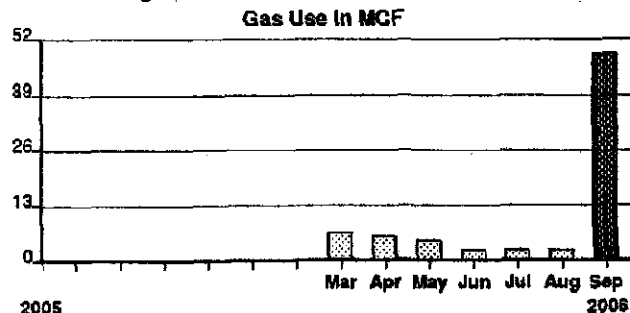
General Sales Service Rate
Monthly Service Charge \$5.70
Gas Usage Charge
49.3 MCF @ \$12.6365 622.98
Total Current Charges \$628.68
Total Account Balance \$628.68

This bill includes \$488.12 for gas cost recovery at \$9.901 per thousand cubic feet (MCF) and \$23.90 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.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2006 68°F



Average monthly use: 10.7 MCF.
Total annual use: 74.9 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	19406792		
Sep 6, 2006	Estimate	76.8	
Aug 15, 2006	Actual	74.7	
Aug 7, 2006	Estimate	27.5	49.3
MCF Used in 30 Days			49.3

Please Pay Account Balance of \$628.68 by September 26, 2006

Attention, Landlords

Own or manage rental properties? Consider signing up for our Automatic Transfer Plan. This service keeps the gas on when your tenant moves out. You benefit by having a warm place to show possible renters. Plus, you avoid costly damage from frozen water pipes.

We leave the gas on when one of your tenants calls us to stop service. We list the bill in your name until your new tenant calls us with the information to transfer the bill.

To sign up for the Automatic Transfer Plan, go to www.dom.com or call the number listed at the top of this bill.

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 Sep 26, 2006 Account No. 3 5000 2731 2530

\$628.68

Account Balance

Amount Enclosed

01 150

*****AUTO** SCH 3-DIGIT 442
13521 1 AT 0.308 T#000054
JACOB A GRIMM
6408 S MAIN ST
CLINTON OH 44216-9664



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.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



Sue Marois Marois

in Va.
757-857-2522

0135000273125300000000062868000000628686

JACOB A GRIMM907 ADA ST
AKRON OH 44306-1921Account Number Date Prepared
3 5000 2731 2530 September 21, 2006**Dominion®**

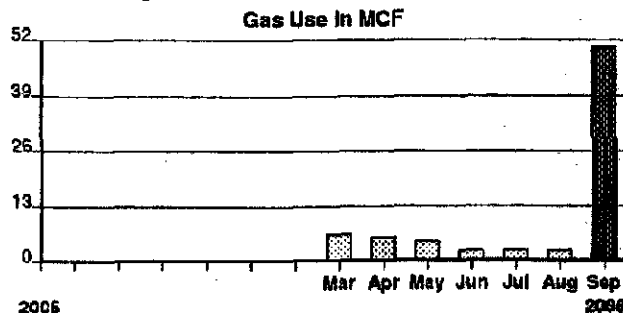
For questions about Dominion East Ohio charges call 1-800-362-7557.

Credits And Charges Since Your Last BillBalance from last bill \$628.68
Balance \$628.68**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 \$654.59

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.

This is your Final Bill.

Monthly Usage ComparisonAverage Daily Temperature 2006
For This Billing Period 63°FAverage monthly use: 10.9 MCF.
Total annual use: 76.5 MCF.**Billing Period And Meter Readings**

Date	Head Type	Reading	Difference
Meter Number	19406792		
Sep 20, 2006	Estimate	78.4	
Sep 6, 2006	Estimate	76.8	1.6
MCF Used in 14 Days			1.6

Please Pay **Account Balance of \$654.59 by October 9, 2006****Attention, Landlords**

Own or manage rental properties? Consider signing up for our Automatic Transfer Plan. This service keeps the gas on when your tenant moves out. You benefit by having a warm place to show possible renters. Plus, you avoid costly damage from frozen water pipes.

We leave the gas on when one of your tenants calls us to stop service. We list the bill in your name until your new tenant calls us with the information to transfer the bill.

To sign up for the Automatic Transfer Plan, go to www.dom.com or call the number listed at the top of this bill.**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 Oct 9, 2006 Account No. 3 5000 2731 2530

FINAL BILL**\$654.59**

Account Balance

Amount Enclosed

01

*****AUTO** 5-DIGIT 44216
00739 1 AV 0.293 T#000004
JACOB A GRIMM
6408 S MAIN ST
CLINTON OH 44216-9664**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.DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

013500027312530000000002591000000654597

JACOB A GRIMM907 ADA ST
AKRON OH 44306-1921Account Number Date Prepared
3 5000 2731 2530 December 27, 2006**Dominion**

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

Credits And Charges Since Your Last Bill

Balance from last bill	\$654.59
Cancel Billing	1,018.88 CR
Balance	\$364.29 CR
Current Charges	
General Sales Service Rate	
Monthly Service Charges	\$45.60
Gas Usage Charge	
74.9 MCF @ \$13.0102	974.47
Total Current Charges	\$1,020.07
Total Account Balance	\$655.78

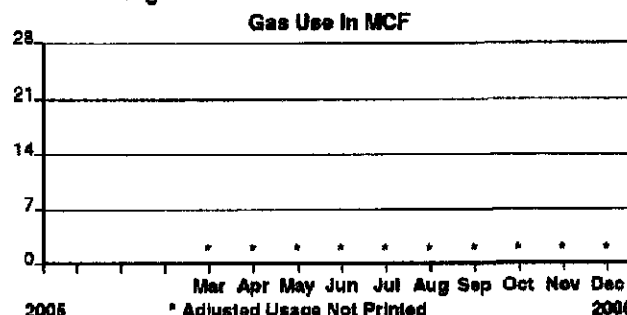
This bill includes \$770.54 for gas cost recovery at \$10.288 per thousand cubic feet (MCF) and \$37.72 for Gross Receipts Tax.

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

This is your Final Bill.

Monthly Usage Comparison

Average Daily Temperature	2006
For This Billing Period	56°F

**Billing Period And Meter Readings**

Date	Meter Number	Read Type	Reading	Difference
Sep 20, 2006	19406792	Estimate	76.8	
Feb 9, 2006		Estimate	1.9	74.9
MCF Used in 223 Days				74.9

Please Pay **Account Balance of \$655.78 by January 12, 2007**

It's Our Pleasure to Serve You

All of us at Dominion East Ohio thank you for your business. You could choose another form of energy, but you put your trust in us to deliver economical, clean-burning natural gas to your home or business. We're committed to doing everything we can to honor that trust.

If you have a question, please call the number listed on the top of this bill. Our customer information phone hours are 7 a.m. to 7 p.m., Monday through Friday. If you have an emergency, you can call us anytime, day or night. (It is an emergency when you smell gas or when all of your gas appliances are out.)

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	Jan 12, 2007	Account No.	3 5000 2731 2530
FINAL BILL			
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> \$655.78 </div>		<div style="border: 1px solid black; width: 100px; height: 20px; margin: 0 auto;"></div>	
Account Balance		Amount Enclosed	

01

*****AUTO** SCH 3-DIGIT 442
08801 1 AT 0.308 T#000038
JACOB A GRIMM
6408 S MAIN ST
CLINTON OH 44216-9664



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.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



0135000273125300000000102007000000655782

907 ADA ST
AKRON OH 44306-1921



Dominion®

Account Number **Date Prepared**
3 5000 2731 2530 **January 17, 2007**

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

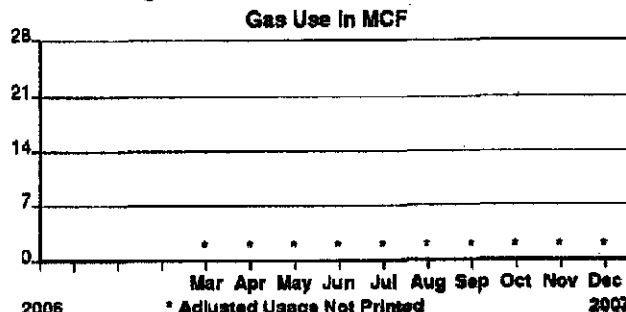
Credits And Charges Since Your Last Bill

Balance from last bill	\$655.78
Billing Adjustment - Credit	372.09 CR
Balance	\$283.69
Current Charges	
Total Account Balance	\$283.69

This Is your Final Bill.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	<u>2006</u> 28°F	<u>2007</u> 38°F
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Billing Period And Meter Readings

<u>Date</u>	<u>Read Type</u>	<u>Reading</u>	<u>Difference</u>
MCF Used in 0 Days			.0

Please Pay Account Balance of \$283.69 by February 2, 2007

Filters and Heating System Inspections

Change or clean your furnace filter at least three times during the heating season. A clean filter will help your furnace operate more effectively and could save you money. Keep your heating system running safely and efficiently. A qualified heating contractor should inspect it once a year and make repairs when needed. It's best to have the system checked during summer months -- before you'll need it.

ENERGYSHARE: Help people without heat by donating to EnergyShare. 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 2, 2007	Account No.	3 5000 2731 2530
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FINAL BILL

\$283.69

Account Balance

Amount Enclosed

01

*****AUTO** SCH 3-DIGIT 442
15563 1 AT 0.308 T#000059
JACOB A GRIMM
6408 S MAIN ST
CLINTON OH 44216-9664



View and Pay Your Bill On-Line

Save time and money by receiving and paying your bills electronically. Learn more or enroll in eBill by visiting 'Manage Your Account' on www.dom.com. It's worth the trip!

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RICHMOND VA 23261-6785



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