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BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

2007 DEC 18 PM 3:28

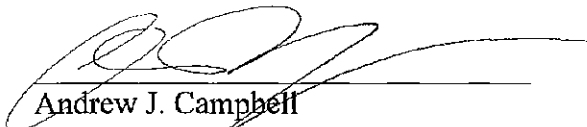
In the Matter of the Amendment of Certain)
Rules to Revise Language Requirements on)
Utility Bills and Other Documents.)

PUCO
Case No. 07-1042-AU-ORD

FILING OF REVISED BILL FORMAT

In accordance with the Commission's Finding and Order of November 20, 2007, in the above-captioned case, The East Ohio Gas Company d/b/a Dominion East Ohio ("DEO") hereby files its revised bill format, which is attached as Exhibit A. The revised bill format reflects changes made to the back of DEO's bills.

Respectfully submitted,



Andrew J. Campbell

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COMPANY D/B/A DOMINION EAST OHIO

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PAYING YOUR BILL . . .

This bill may be paid at any authorized payment agency. Be sure to bring the entire bill when paying in person. For the location of a payment agency near you, please visit www.dom.com or call the number listed at the top right corner on the front of this bill. Also, pay online anytime at www.dom.com via debit/credit card or electronic check, or call BillMatrix Corporation, toll free at 1-800-573-1153. **Service fee applies.**

For your own protection, **do not send cash through the mail.** Allow six days for payments to be applied to your account. Please record your account number on your check or money order and mail to Dominion East Ohio, PO Box 26785, Richmond, VA 23261-6785. Do not include correspondence with your payment.

ELECTRONIC CHECK CONVERSION – When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. If you do not want your check converted or have questions, please call the number on the front of this bill.

HOW TO REACH US . . .

By Internet – Visit us online at <http://www.dom.com> to 'Manage Your Account' 365 days a year!

By Phone – To contact Dominion East Ohio about your bill or service, please call us at the number listed at the top right corner on the front of this bill. Our office hours are 7 a.m. to 7 p.m. Monday through Friday.

For Hearing-Impaired Customers – Cleveland customers with a Telecommunications Device for the Deaf can call 216-736-6789. Those in other areas can call toll free at 1-800-633-8903.

By Mail – Write to Dominion East Ohio, PO Box 26666, Richmond, VA 23261-6666. Please do not include payment with your correspondence.

QUESTIONS OR CONCERNS . . .

If you have a **billing or service problem**, please call Dominion East Ohio first at the number listed at the top right corner on the front of this bill.

If your complaint is not resolved after you have called Dominion East Ohio, or your Energy Choice supplier or governmental aggregator at the number listed on the front of your bill, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance toll free at 1-800-686-7826 or for TTY toll free at 1-800-686-1570 from 8 a.m. to 5 p.m. weekdays, or visit www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel (OCC) for assistance with complaints and utility issues toll free at 1-877-742-5622 from 8 a.m. to 5 p.m. weekdays, or visit www.pickocc.org.

UNDERSTANDING YOUR BILL . . .

Transportation Charges – These charges cover all 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. The transportation charges do not include the cost of the gas. Like all of our charges, they are approved by the Public Utilities Commission of Ohio.

CR – CR means credit.

Estimated Gas Bill – During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com.

Gas Cost – This is the price charged to cover the cost of natural gas.

Gas Usage Charge – This covers all expenses, including SSO gas cost and transportation charges, involved in bringing gas services to customers who purchase gas from Dominion East Ohio.

Reset Read – This adjusted reading establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

Standard Service Offer (SSO) Gas Cost – This is the cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio.

MCF – MCF means 1,000 Cubic Feet. It is an abbreviation for the standard measure of gas.

Monthly Service Charge – The service charge is a fee that covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

EMERGENCY SERVICE . . .

We consider it an emergency when you smell a gas odor or when none of your gas appliances are working. Call toll free 1-877-542-2630. If you call after business hours, a recording tells you that our offices are closed. It instructs you to stay on the line to report an emergency. Our 24-hour emergency personnel will take your call.

FOR HELP WITH YOUR BILL . . .

There are several programs available that could help you with your winter heating bills. For more information, call us at the number listed on the front of this bill.

Medical Certification – 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. 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. If gas service is off, return the signed form within 21 days to restore service.

Apples to Apples – To obtain an "Apples to Apples" comparison of available competitive natural gas suppliers, visit the PUCO Web site at www.puco.ohio.gov or call 1-800-299-7271.

Form No. 721045(Dec 2007)

If you are moving, or wish to change the name on your account, please call our Customer Service Center telephone number listed on the front of your bill or in your local directory.

If you are **not** moving but wish to change the address where you receive your mail, or if your **address changed** as a result of a **new 911 telephone system**, please enter your new address below.

Please check **one** of the following boxes:

- ☐ Address change is both **service** and **mailing** address
- ☐ Address change is **service** address only
- ☐ Address change is **mailing** address only; if temporary – Expiration Date

Month Day Year

House No.	N, S, E, W, NW, SE, etc.	Street Name / P. O. Box Number	Blvd., Cir., Dr., Ln., Pl., Rd., St., etc.	N, S, E, W, NW, SE, etc.
Apartment No.	City	State	Zip Code (Zip +4)	

The information provided above is **confidential** and strictly for internal use by Dominion East Ohio.