

FILE

**BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO**

**In the Matter of the Application of The
East Ohio Gas Company d/b/a Dominion
East Ohio for Approval of a General
Exemption of Certain Natural Gas
Commodity Sales Services or Ancillary
Services from Chapters 4905, 4909, and
4935 Except Sections 4905.10, 4935.01, and
4935.03, and from Specified Sections of
Chapter 4933 of the Revised Code**

Case No. 07-1224-GA-EXM

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**MOTION FOR APPROVAL OF REVISED BILL FORMAT
AND MEMORANDUM IN SUPPORT
(EXPEDITED RULING REQUESTED)**

Pursuant to Rules 4901:1-13-11(D) and 4901-1-11(C), The East Ohio Gas Company d/b/a Dominion East Ohio ("DEO") hereby files its Motion for Approval of Revised Bill Format, with a request for an expedited ruling.

The revised bill format is being filed for approval in accordance with Rule 4901:1-13-11(D), and it has been reviewed by Commission Staff and reflects its comments. Revisions to the bill format, which are generally related to DEO's Standard Service Offer ("SSO"), Standard Choice Offer ("SCO") and Monthly Variable Rate ("MVR") plans approved in Case No. 07-1224-GA-EXM, include the following:¹

- The "Explanation of Billing Terms" section has been moved from the back of the bill onto its own page, which will be the new last page of the bill. This means that DEO's bills will now have an additional page that will list the "billing terms" (i.e., definitions).

This change will allow DEO more flexibility in making changes to the definitions

¹ The attached bill samples reflect current commodity rates. New rates for SSO and SCO service will be substituted following approval of the applicable tariffs by the Commission.

without having to reorder new stock for the entire bill, for which there is normally a 6-week lead time. It will also open up space on the back of the bill for a "change of address" form that was eliminated in October 2008 to make room for other format changes in connection with the recent rate case. Examples of the new "billing terms" page are attached as Exhibit A. The "address" line at the bottom of these samples reflects the conditions for each sheet.

- At the top of the new last page of the bill ("Explanation of Billing Terms" page), DEO will leave open space to include important customer messages regarding the transition to SSO, SCO or MVR rates. Examples of these messages are shown on the new "billing terms" pages included in Exhibit A.
- DEO is re-adding to the pre-printed back of the bill a section that customers can use to report a change in address. DEO eliminated this portion of the bill to make room for other format changes in connection with the recent rate case, but is re-adding this section because of the number of customers who use this form to report address changes. To accommodate the form, the billing terms had to be removed from the back of the bill. A sample of this new format is attached as Exhibit B.
- Also attached as Exhibit C are sample bills for the following:
 - SSO, SCO and MVR bills reflecting the applicable rate name, with no terms sheet;
 - An SSO bill with a terms sheet reflecting definitions only;
 - Low Usage Heat Pilot Program bills for SSO, Energy Choice, SCO and MVR customers reflecting the applicable rate name; and
 - SSO, SCO, MVR, payment plan and PIPP Replayment Plan bills showing a revised "please pay" line to inform customers of amounts that must be paid to avoid the late

payment charge, which was granted as part of the rate case. DEO agreed not to implement this charge for 180 days after the Commission order so that customers could be made aware of the charge. Accordingly, the late payment charge will commence in April 2009.

DEO is requesting expedited treatment of this motion pursuant to Rule 4901-1-11(C). Expedited treatment is requested to ensure that approval of the changes is granted prior to the implementation of the new SSO, SCO and MVR rates in April 2009 so that these changes will be properly identified on customer bills. Expedited treatment is also requested to reduce the already significant lead time required in ordering new billing stock. Without expedited treatment, DEO may not have sufficient time to order new bill stock and/or may incur a long period of overlap in using the old bill stock concurrently with the new "Explanation of Billing Terms" page.

For the reasons stated above, DEO respectfully requests the Commission provide an expedited ruling on DEO's motion, grant that motion, and approve the revised bill format.

Respectfully submitted,



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ATTORNEYS FOR THE EAST OHIO GAS
COMPANY D/B/A DOMINION EAST OHIO

CERTIFICATE OF SERVICE

I certify that a copy of the foregoing Motion for Approval of Revised Bill Format and Memorandum in Support of The East Ohio Gas Company d/b/a Dominion East Ohio was delivered to the following persons by electronic mail this 3rd day of March, 2009.


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Exhibit A

Important Message for Account Number 999999999999 for bill prepared on February 24, 2009

With this bill, you will find an assigned supplier listed that will provide natural gas at the regulated Standard Choice Offer (SCO) rate. The assigned supplier will continue to provide you with gas unless you choose a new supplier or participate in an aggregation program.

For contact information on participating Energy Choice suppliers, you have several options:

- Visit www.DominionGasChoice.com for Energy Choice information.
- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is 1-800-686-7826 (TDD 800-686-1570)
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

Explanation of Billing Terms

(The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders.

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.

Cancel Billing - A credit issued to the account when a correction is needed on past charges.

CR - Credit

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be added to the past-due amount of your bill if you do not pay the minimum required amount by the bill due date. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

Monthly Variable Rate (MYR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment.

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments.

Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate.

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.

**FIRST SCO WITH NO ARREARS
TERMS BILL PAGE SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789**



Important Message for Account Number 999999999999 for bill prepared on February 24, 2009

With this bill, you will find an assigned supplier listed that will provide natural gas at the regulated Standard Choice Offer (SCO) rate. The assigned supplier will continue to provide you with gas unless you choose a new supplier or participate in an aggregation program.

For contact information on participating Energy Choice suppliers, you have several options:

- Visit www.DominionGasChoice.com for Energy Choice information.
- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is 1-800-686-7826 (TDD 800-686-1570)
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

PLEASE NOTE: Because you have past-due amounts owed to Dominion East Ohio, you have been automatically enrolled in Dominion's Payment Plan program. The plan amount (current amount due, plus one-sixth of the past-due balance) is stated on this bill.

Explanation of Billing Terms
(The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders.

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.

Cancel Billing - A credit issued to the account when a correction is needed on past charges.

CR - Credit

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be added to the past-due amount of your bill if you do not pay the minimum required amount by the bill due date. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment.

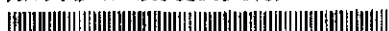
Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments.

Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate.

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.

**FIRST SCO WITH ARREARS
TERMS BILL PAGE SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789**



Important Message for Account Number 999999999999 for bill prepared on February 24, 2009

You have been placed on Dominion East Ohio's Standard Service Offer (SSO) rate. If you remain credit eligible for two consecutive bills, you will be assigned a supplier to provide you with gas at the regulated Standard Choice Offer (SCO) rate. The assigned SCO supplier will be listed on your monthly statement. The assigned supplier will continue to provide gas to you unless you choose a new supplier or participate in an aggregation program.

For contact information on participating Energy Choice suppliers, you have several options:

- Visit www.DominionGasChoice.com for Energy Choice information.
- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is 1-800-686-7826 (TDD 800-686-1570)
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

PLEASE NOTE: If you have past-due amounts owed to Dominion East Ohio and are not on a payment plan at the time of your first SCO bill, you will be automatically enrolled in Dominion's Payment Plan program. The plan amount (current amount due, plus one-sixth of the past-due balance) will be stated on that bill.

Explanation of Billing Terms
(The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders.

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.

Cancel Billing - A credit issued to the account when a correction is needed on past charges.

CR - Credit

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be added to the past-due amount of your bill if you do not pay the minimum required amount by the bill due date. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment.

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments.

Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate.

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.

FIRST SSO WITH PENDING SCO; NEW CUSTOMER
TERMS BILL PAGE SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789



Important Message for Account Number 999999999999 for bill prepared on February 24, 2009

Dominion East Ohio recently received word from your gas supplier, XYZ Supplier, that it will no longer supply gas to you. If you have any questions, please contact XYZ Supplier at 123-456-7890.

You have been placed on Dominion East Ohio's Standard Service Offer (SSO) rate. If you remain credit eligible for two consecutive bills, you will be assigned a supplier to provide you with gas at the regulated Standard Choice Offer (SCO) rate. The assigned SCO supplier will be listed on your monthly statement. The assigned supplier will continue to provide gas to you unless you choose a new supplier or participate in an aggregation program.

For contact information on participating Energy Choice suppliers, you have several options:

- Visit www.DominionGasChoice.com for Energy Choice information.
- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is 1-800-686-7826 (TDD 800-686-1570)
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

PLEASE NOTE: If you have past-due amounts owed to Dominion East Ohio and are not on a payment plan at the time of your first SCO bill, you will be automatically enrolled in Dominion's Payment Plan program. The plan amount (current amount due, plus one-sixth of the past-due balance) will be stated on that bill.

Explanation of Billing Terms

(The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders.

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.

Cancel Billing - A credit issued to the account when a correction is needed on past charges.

CR - Credit

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be added to the past-due amount of your bill if you do not pay the minimum required amount by the bill due date. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

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Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

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Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate.

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.

FIRST SSO WITH PENDING SCO; DROP INITIATED BY SUPPLIER

TERMS BILL PAGE SAMPLE

123 MAIN ST

ANYTOWN OH 12345-6789



Important Message for Account Number 999999999999 for bill prepared on February 24, 2009

You have been placed on Dominion East Ohio's Standard Service Offer (SSO) rate. If you remain credit eligible for two consecutive bills, you will be assigned a supplier to provide you with gas at the unregulated Monthly Variable Rate (MVR). The assigned MVR supplier will be listed on your monthly statement. The assigned supplier will continue to provide gas to you unless you choose a new supplier or participate in an aggregation program. You may call Dominion East Ohio and request to move to the regulated Standard Choice Offer (SCO) rate.

For contact information on participating Energy Choice suppliers, you have several options:

- Visit www.DominionGasChoice.com for Energy Choice information.
- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is 1-800-686-7826 (TDD 800-686-1570)
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

PLEASE NOTE: If you have past-due amounts owed to Dominion East Ohio and are not on a payment plan at the time of your first MVR bill, you will be automatically enrolled in Dominion's Payment Plan program. The plan amount (current amount due, plus one-sixth of the past-due balance) will be stated on that bill.

Explanation of Billing Terms
(The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders.

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.

Cancel Billing - A credit issued to the account when a correction is needed on past charges.

CR - Credit

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

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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.

FIRST SSO WITH PENDING MVR; DROP BY CUSTOMER
TERMS BILL PAGE SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789



Important Message for Account Number 999999999999 for bill prepared on February 24, 2009

Dominion East Ohio recently received word from your gas supplier, XYZ Supplier, that it will no longer supply gas to you. If you have any questions, please contact XYZ Supplier at 123-456-7890.

You have been placed on Dominion East Ohio's Standard Service Offer (SSO) rate. If you remain credit eligible for two consecutive bills, you will be assigned a supplier to provide you with gas at the unregulated Monthly Variable Rate (MVR). The assigned MVR supplier will be listed on your monthly statement. The assigned supplier will continue to provide gas to you unless you choose a new supplier or participate in an aggregation program. You may call Dominion East Ohio and request to move to the regulated Standard Choice Offer (SCO) rate.

For contact information on participating Energy Choice suppliers, you have several options:

- Visit www.DominionGasChoice.com for Energy Choice information.
- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is 1-800-686-7826 (TDD 800-686-1570)
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

PLEASE NOTE: If you have past-due amounts owed to Dominion East Ohio and are not on a payment plan at the time of your first MVR bill, you will be automatically enrolled in Dominion's Payment Plan program. The plan amount (current amount due, plus one-sixth of the past-due balance) will be stated on that bill.

Explanation of Billing Terms
(The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders.

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Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment.

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments.

Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate.

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.

FIRST SSO WITH PENDING MVR; DROP INITIATED BY SUPPLIER
TERMS BILL PAGE SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789

|||||

Important Message for Account Number 999999999999 for bill prepared on February 24, 2009

With this bill, you will find an assigned supplier listed that will provide natural gas at the unregulated Monthly Variable Rate (MVR). The assigned supplier will continue to provide you with gas unless you choose a new supplier or participate in an aggregation program. You may call Dominion East Ohio and request to move to the regulated Standard Choice Offer (SCO) rate.

For contact information on participating Energy Choice suppliers, you have several options:

- Visit www.DominionGasChoice.com for Energy Choice information.
- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is 1-800-686-7826 (TDD 800-686-1570)
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

Explanation of Billing Terms

(The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders.

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.

Cancel Billing - A credit issued to the account when a correction is needed on past charges.

CR - Credit

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be added to the past-due amount of your bill if you do not pay the minimum required amount by the bill due date. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

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Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

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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.

**FIRST MVR WITH NO ARREARS
TERMS BILL PAGE SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789**



Important Message for Account Number 999999999999 for bill prepared on February 24, 2009

With this bill, you will find an assigned supplier listed that will provide natural gas at the unregulated Monthly Variable Rate (MVR). The assigned supplier will continue to provide you with gas unless you choose a new supplier or participate in an aggregation program. You may call Dominion East Ohio and request to move to the regulated Standard Choice Offer (SCO) rate.

For contact information on participating Energy Choice suppliers, you have several options:

- Visit www.DominionGasChoice.com for Energy Choice information.
- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is 1-800-686-7826 (TDD 800-686-1570)
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

PLEASE NOTE: Because you have past-due amounts owed to Dominion East Ohio, you have been automatically enrolled in Dominion's Payment Plan program. The plan amount (current amount due, plus one-sixth of the past-due balance) is stated on this bill.

Explanation of Billing Terms

(The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders.

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.

Cancel Billing - A credit issued to the account when a correction is needed on past charges.

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Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be added to the past-due amount of your bill if you do not pay the minimum required amount by the bill due date. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

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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.

**FIRST MVR WITH ARREARS
TERMS BILL PAGE SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789**



Exhibit B

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 1-800-362-7557. 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 1-800-362-7557.

Manage Your Account—Register for free at www.dom.com. Make payments, get e-Bills, view billing and usage history 365 days a year!

Billing, Service Inquiries or Concerns

If you have a billing or service problem, please call Dominion East Ohio first at 1-800-362-7557. 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.

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. 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 1-800-362-7557.

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.

Energy Choice – This program provides eligible customers the ability to purchase gas from a supplier. To obtain an "Apples to Apples" comparison of available competitive natural gas supplier offers, visit the PUCO Web site at www.puco.ohio.gov or call 1-800-299-7271. Another resource for information is www.DominionGasChoice.com.

HOW TO REACH US . . .

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

By Phone – Call us at 1-800-362-7557. 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 5759, Cleveland, OH 44101. Please do not include payment with your correspondence.

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	Bvd., Gr., 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.

Exhibit C

123 MAIN ST
ANYTOWN OH 12345-6789

Account Number **Date Prepared**
9 9999 9999 9999 February 16, 2009

Next Meter Reading
03/12 - 03/17/2009

For questions about **Dominion East Ohio** charges call **1-800-362-7557**. Avoid an estimate-enter a read between 03/13 & 5 p.m. on 03/17/2009 at www.dom.com.

Balance from last bill	\$213.80
Payment on Jan 28, 2009 - Thank You	213.80 CR
Balance	\$0.00

General Sales Service Rate
(See last page for important message)
Standard Service Offer (SSO)

Basic Monthly Charge	\$12.50
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Gas Usage Charges

7.2 MCF @	\$10.9486	78.83
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Gross Receipts Tax	4.21
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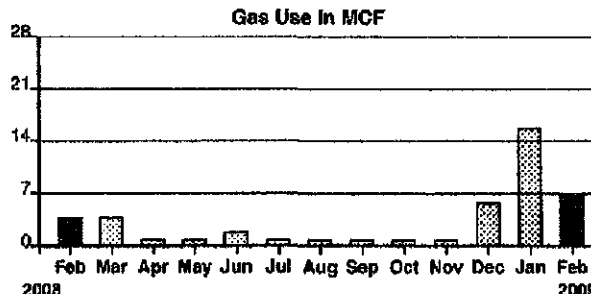
This bill includes \$60.96 for SSO gas cost at \$8.466 per thousand cubic feet (MCF).

Total Current Charges	\$95.54
------------------------------	----------------

Total Account Balance	\$95.54
------------------------------	----------------

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

Average Daily Temperature For This Billing Period	<u>2008</u> 26°F	<u>2009</u> 19°F
--	---------------------	---------------------



Average monthly use: 3.5 MCF.
Total annual use: 42.2 MCF.

<u>Date</u>	<u>Read Type</u>	<u>Reading</u>	<u>Difference</u>
Meter Number	99999999		
Feb 12, 2009	Estimate	783.6	
Jan 13, 2009	Actual	776.4	7.2
MCF Used In 30 Days			7.2

Please Pay Account Balance of \$95.54 by March 4, 2009

We provide a return envelope for customers who like to pay their gas bills by mail.

If you pay your bill by a different method, please do not use our envelope for other mail.

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.

Thank you for your cooperation.

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 PAY BY	Mar 4, 2009	Account No	9 9999 9999 9999
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\$95.54

Account Balance

Amount Enclosed

02

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.

SSO BILL SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789

1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 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, 26

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

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 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 104

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123 MAIN ST
ANYTOWN OH 12345-6789

Next Meter Reading
04/16 - 04/20/2009

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 03/19/2009 at www.dom.com.

Balance from last bill	\$335.97
Payment on Feb 4, 2009 - Thank You	335.97 CR
Balance	\$0.00

Basic Monthly Charge	\$12.50
Usage-Based Charges	
29.7 MCF @ \$2.4649	73.21
Gross Receipts Tax	3.95
Total Dominion East Ohio Charges	\$89.66

Total Current Charges	\$402.91
Total Account Balance	\$402.91

<u>Date</u>	<u>Read Type</u>	<u>Reading</u>	<u>Difference</u>
Meter Number	99999999		
Feb 13, 2009	Actual	453.5	
Jan 15, 2009	Estimate	423.8	29.7
MCF Used In 29 Days			28.7

[illegible]

123 MAIN ST
ANYTOWN OH 12345-6789

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 03/19/2009 at www.dom.com.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period

Year	Average Daily Temperature
2008	26°F
2009	20°F

Gas Use In MCF

Month	2008	2009
Feb 2008	30	
Mar 2008	18	
Apr 2008	17	
May 2008	2	
Jun 2008	4	
Jul 2008	0	
Aug 2008	0	
Sep 2008	0	
Oct 2008	0	
Nov 2008	6	
Dec 2008	20	
Jan 2009		24
Feb 2009		30

Average monthly use: 11.0 MCF.
Total annual use: 131.7 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	99999999		
Feb 13, 2009	Actual	453.5	
Jan 15, 2009	Estimate	423.8	29.7
MCF Used In 29 Days			29.7

Please Use Our Return Envelope

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 PAY BY		Mar 4, 2008	Account No.	9 9999 9999 9999
\$402.91				
Account Balance		Amount Enclosed		

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

1. The first part of the document is a header section containing the title "THE HISTORY OF THE UNITED STATES OF AMERICA" and the author "BY HENRY REEVE".

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SSO BILL SAMPLE (definitions only pg)

123 MAIN ST
ANYTOWN OH 12345-6789

Account Number 9 9999 9999 9999 Date Prepared February 16, 2009 Next Meter Reading 03/12 - 03/17/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/13 & 5 p.m. on 03/17/2009 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill \$213.80
Payment on Jan 28, 2009 - Thank You 213.80 CR
Balance \$0.00

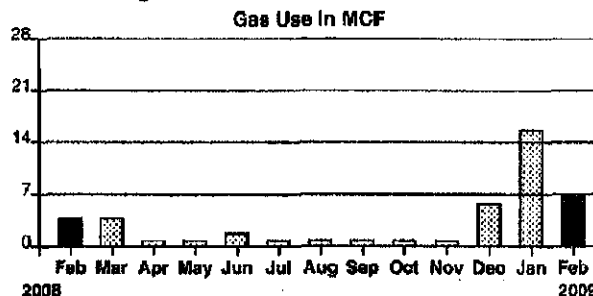
Current Charges

General Sales Service Rate
Standard Service Offer (SSO)
Basic Monthly Charge \$12.50
Gas Usage Charges
7.2 MCF @ \$10.9486 78.83
Gross Receipts Tax 4.21
This bill includes \$60.96 for SSO gas cost at \$8.466 per thousand cubic feet (MCF).
Total Current Charges \$95.54
Total Account Balance \$95.54

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

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2008 26°F 2009 19°F



Average monthly use: 3.5 MCF.
Total annual use: 42.2 MCF.

Billing Period And Meter Readings

Date	Meter Number	Head Type	Reading	Difference
Feb 12, 2009	99999999	Estimate	783.6	
Jan 13, 2009		Actual	776.4	7.2
MCF Used in 30 Days				7.2

Please Pay Account Balance of \$95.54 by March 4, 2009

Please Use Our Return Envelope

We provide a return envelope for customers who like to pay their gas bills by mail.
If you pay your bill by a different method, please do not use our envelope for other mail.
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.
Thank you for your cooperation.

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 PAY BY Mar 4, 2009 Account No. 9 9999 9999 9999

\$95.54

Account Balance

Amount Enclosed

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.

SSO BILL SAMPLE (definitions only pg)
123 MAIN ST
ANYTOWN OH 12345-6789



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



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Explanation of Billing Terms
(The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders.

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.

Cancel Billing - A credit issued to the account when a correction is needed on past charges.

CR - Credit

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be added to the past-due amount of your bill if you do not pay the minimum required amount by the bill due date. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to reconnect service at a service address following a shutoff for nonpayment.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment.

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments.

Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate.

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.

Definitions Only
TERMS BILL PAGE SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789



LOW INCOME/LOW USAGE - SSO

123 MAIN ST
ANYTOWN OH 12345-6789

Account Number 9 9999 9999 9999 Date Prepared December 23, 2008 Next Meter Reading 01/22 - 01/27/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 01/23 & 5 p.m. on 01/27/2009 at www.dom.com.

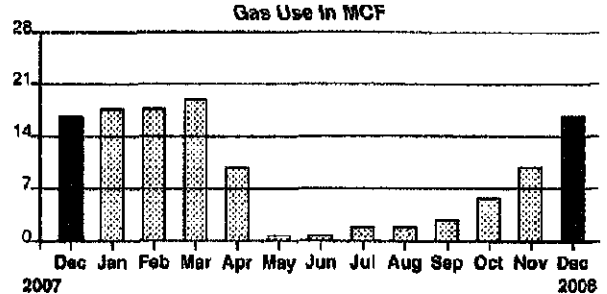
Credits And Charges Since Your Last Bill

Balance from last bill	\$219.69
Balance	\$219.69
Current Charges	
Low Usage Heat Pilot	
(See last page for important message)	
Standard Service Offer (SSO)	
Basic Monthly Charge	\$12.50
Basic Monthly Charge Discount	4.00 CR
Gas Usage Charges	
17.1 MCF @ \$11.5011	196.67
Gross Receipts Tax	9.45
This bill includes \$157.63 for SSO gas cost at \$9.218 per thousand cubic feet (MCF).	
Total Current Charges	\$214.62
Total Account Balance	\$434.31

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

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2007 32°F 2008 31°F



Average monthly use: 8.9 MCF.
Total annual use: 106.3 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	99999999		
Dec 19, 2008	Estimate	844.5	
Nov 18, 2008	Estimate	827.4	17.1
MCF Used in 31 Days			17.1

Please Pay **Account Balance of \$434.31 by January 12, 2009**

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 PAY BY Jan 12, 2009 Account No. 9 9999 9999 9999

\$434.31

Account Balance

Amount Enclosed

90807 0

Gas Base Rates Revised

On December 19, 2008, the Public Utilities Commission of Ohio granted a rehearing on Case No. 07-0829-GA-AIR and restored an agreement by the parties to increase revenue for Dominion East Ohio to \$40.5 million, an increase of 3.95% over 2007 base rates, effective December 22, 2008. Average residential customers will see delivery costs increase by 0.5%, or \$0.17 per month over delivery costs in effect in November 2008.

LOW INCOME/LOW USAGE - SSO
123 MAIN ST
ANYTOWN OH 12345-6789



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



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123 MAIN ST
ANYTOWN OH 12345-6789

Account Number	Date Prepared	Next Meter Reading
9 9999 9999 9999	December 23, 2008	02/20 - 02/25/2009

For questions about **Dominion East Ohio** charges call **1-800-362-7557**. Avoid an estimate-enter a read between 01/23 & 5 p.m. on 01/27/2009 at www.dorn.com.

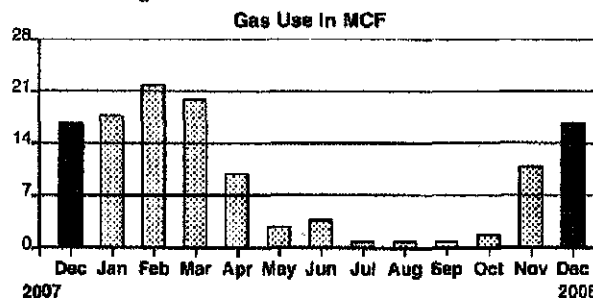
Balance from last bill	\$212.51
Balance	\$212.51

Basic Monthly Charge	\$12.50
Basic Monthly Charge Discount	4.00 CR
Usage-Based Charges	
17.2 MCF @ \$2.2651	38.96
Gross Receipts Tax	2.19
Total Dominion East Ohio Charges	\$49.65

Gas Cost 17.2 MCF @ \$16.02	\$275.54
Sales Tax	17.22

Total Current Charges	\$342.41
Total Account Balance	\$554.92

Average Daily Temperature For This Billing Period	2007 32°F	2008 31°F
--	--------------	--------------



Average monthly use: 9.1 MCF.
Total annual use: 109.7 MCF.

Date	Read Type	Reading	Difference
Meter Number	99999999		
Dec 19, 2008	Estimate	465.4	
Nov 18, 2008	Estimate	448.2	17.2
MCF Used In 31 Days			17.2

Budget Reminder Notice

Current Dominion East Ohio Budget	\$182.00
Past Due Amount	\$182.00
Amount Due	\$364.00

Dominion East Ohio can provide this plan only if you make your monthly payments on time.

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 PAY BY	Jan 12, 2009	Account No.	9 9999 9999 9999
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\$364.00

Budget Amount

Amount Enclosed

K 05001 0

Gas Base Rates Revised

On December 19, 2008, the Public Utilities Commission of Ohio granted a rehearing on Case No. 07-0829-GA-AIR and restored an agreement by the parties to increase revenue for Dominion East Ohio to \$40.5 million, an increase of 3.95% over 2007 base rates, effective December 22, 2008. Average residential customers will see delivery costs increase by 0.5%, or \$0.17 per month over delivery costs in effect in November 2008.

LOW INCOME/LOW USAGE - EC
123 MAIN ST
ANYTOWN OH 12345-6789

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

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123 MAIN ST
ANYTOWN OH 12345-6789

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 01/23 & 5 p.m. on 01/27/2009 at www.dom.com.

Balance from last bill	\$212.51
Balance	\$212.51

Basic Monthly Charge	\$12.50
Basic Monthly Charge Discount	4.00 CR
Usage-Based Charges	
17.2 MCF @ \$2.2651	38.96
Gross Receipts Tax	2.19
Total Dominion East Ohio Charges	\$49.65

Total Current Charges	\$342.41
Total Account Balance	\$554.92

Average Daily Temperature For This Billing Period	<u>2007</u> 32°F	<u>2008</u> 31°F
--	---------------------	---------------------



<u>Date</u>	<u>Head Type</u>	<u>Reading</u>	<u>Difference</u>
Meter Number	99999999		
Dec 19, 2008	Estimate	465.4	
Nov 18, 2008	Estimate	448.2	17.2
MCF Used In 31 Days			17.2

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LOW INCOME/LOW USAGE - MVR

123 MAIN ST
ANYTOWN OH 12345-6789

Account Number 9 9999 9999 9999 Date Prepared December 23, 2008 Next Meter Reading 02/20 - 02/25/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 01/23 & 5 p.m. on 01/27/2009 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill \$212.51
Balance \$212.51

Current Charges

Low Usage Heat Pilot Transport Charges

Basic Monthly Charge \$12.50
Basic Monthly Charge Discount 4.00 CR
Usage-Based Charges 17.2 MCF @ \$2.2651 38.96
Gross Receipts Tax 2.19
Total Dominion East Ohio Charges \$49.65

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

XYZ SUPPLIER Charges

(See last page for important message)

Monthly Variable Rate (MVR)

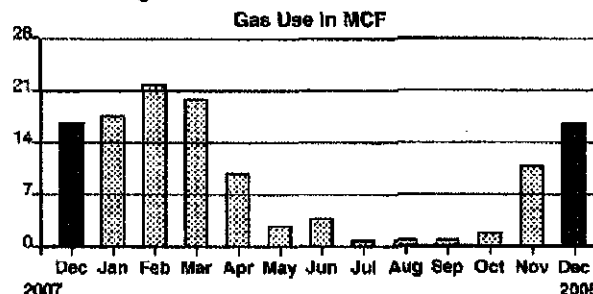
Gas Cost 17.2 MCF @ \$16.02 \$275.54
Sales Tax 17.22
Total XYZ SUPPLIER Charges \$292.76

For questions about gas supply costs, contact XYZ SUPPLIER at 1-999-999-9999 or 123 Any St Anytown, OH 12345-67890 or www.xyzsupplier.com.

Total Current Charges \$342.41
Total Account Balance \$554.92

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2007 32°F 2008 31°F



Average monthly use: 9.1 MCF.
Total annual use: 109.7 MCF.

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
		99999999		
Dec 19, 2008		Estimate	465.4	
Nov 18, 2008		Estimate	448.2	17.2
MCF Used in 31 Days				17.2

Please Pay Budget Amount of \$364.00 by January 12, 2009

Budget Reminder Notice

Current Dominion East Ohio Budget	\$182.00
Past Due Amount	\$182.00
Amount Due	\$364.00

We have not received last month's budget payment. If you recently made your payment, thank you.

Dominion East Ohio can provide this plan only if you make your monthly payments on time.

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 PAY BY Jan 12, 2009 Account No. 9 9999 9999 9999

\$364.00

Budget Amount

Amount Enclosed

K 06001 0

Gas Base Rates Revised

On December 19, 2008, the Public Utilities Commission of Ohio granted a rehearing on Case No. 07-0829-GA-AIR and restored an agreement by the parties to increase revenue for Dominion East Ohio to \$40.5 million, an increase of 3.95% over 2007 base rates, effective December 22, 2008. Average residential customers will see delivery costs increase by 0.5%, or \$0.17 per month over delivery costs in effect in November 2008.

LOW INCOME/LOW USAGE - MVR
123 MAIN ST
ANYTOWN OH 12345-6789



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



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LPC BILL SAMPLE (SSO)

123 MAIN ST
ANYTOWN OH 12345-6789

Account Number 9 9999 9999 9999 Date Prepared February 6, 2009

Next Meter Reading 03/04 - 03/09/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/05 & 5 p.m. on 03/09/2009 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill \$259.07
Payment on Jan 12, 2009 - Thank You 259.07 CR
Balance \$0.00

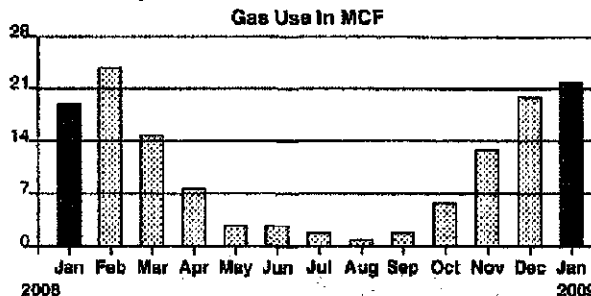
Current Charges

General Sales Service Rate
(See last page for important message)
Standard Service Offer (SSO)
Basic Monthly Charge \$12.50
Gas Usage Charges
22.0 MCF @ \$10.9481 240.86
Gross Receipts Tax 11.67
This bill includes \$186.25 for SSO gas cost at \$8.466 per thousand cubic feet (MCF).
Total Current Charges \$265.03
Total Account Balance \$265.03

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

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2008 29°F 2009 17°F



Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
	99999999			
Feb 4, 2009		Estimate	814.5	
Jan 5, 2009		Estimate	792.5	22.0
MCF Used In 30 Days				22.0

Please Pay Account Balance of \$265.03 by February 24, 2009 to Avoid a Late Payment Charge of 1.5% per month.

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 PAY BY	Feb 24, 2009	Account No.	9 9999 9999 9999
<div style="border: 1px solid black; padding: 5px; width: 100px; text-align: center;">\$265.03</div>		<div style="border: 1px solid black; width: 100px; height: 20px;"></div>	
Account Balance		Amount Enclosed	

17

Gas Base Rates Revised

On December 19, 2008, the Public Utilities Commission of Ohio granted a rehearing on Case No. 07-0829-GA-AIR and restored an agreement by the parties to increase revenue for Dominion East Ohio to \$40.5 million, an increase of 3.95% over 2007 base rates, effective December 22, 2008. Average residential customers will see delivery costs increase by 0.5%, or \$0.17 per month, over delivery costs in effect in November 2008.

LPC BILL SAMPLE (SSO)
123 MAIN ST
ANYTOWN OH 12345-6789



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



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123 MAIN ST
ANYTOWN OH 12345-6789

Next Meter Reading
04/02 - 04/07/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/05 & 5 p.m. on 03/09/2009 at www.dom.com.

Balance from last bill	\$282.87
Payment on Jan 23, 2009 - Thank You	282.87 CR
Balance	\$.00

Basic Monthly Charge	\$12.50
Usage-Based Charges	
21.5 MCF @ \$2.4646	52.99
Gross Receipts Tax	3.02

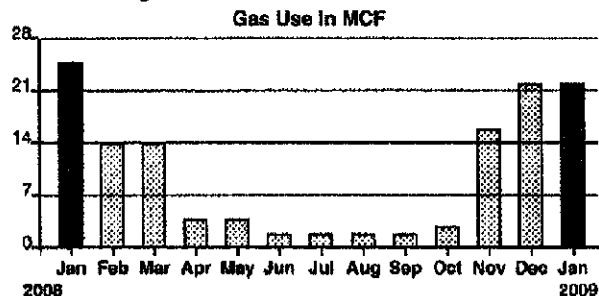
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

Gas Cost 21.5 MCF @ \$9.5821	\$206.02
Sales Tax	12.36
Total XYZ Supplier Charges	\$218.38

For questions about gas supply costs, contact XYZ Supplier at 123-456-7890 or P.o. Box 9999 Anytown, ZZ 12345-6789 or www.xyzsupplier.com.

Total Current Charges	\$286.89
Total Account Balance	\$286.89

Average Daily Temperature For This Billing Period	<u>2008</u> 29°F	<u>2009</u> 17°F
--	---------------------	---------------------



Average monthly use: 8.7 MCF.
Total annual use: 104.8 MCF.

<u>Date</u>	<u>Read Type</u>	<u>Reading</u>	<u>Difference</u>
Meter Number	99999999		
Feb 4, 2009	Estimate	639.3	
Jan 5, 2009	Estimate	617.8	21.5
MCF Used In 30 Days			21.5

Please Pay Account Balance of \$286.89 by February 24, 2009 to Avoid a Late Payment Charge of 1.5% per month.

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 PAY BY	Feb 24, 2009	Account No.	9 9999 9999 9999
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\$286.89

Account Balance

Amount Enclosed

17

On December 19, 2008, the Public Utilities Commission of Ohio granted a rehearing on Case No. 07-0829-GA-AIR and restored an agreement by the parties to increase revenue for Dominion East Ohio to \$40.5 million, an increase of 3.95% over 2007 base rates, effective December 22, 2008. Average residential customers will see delivery costs increase by 0.5%, or \$0.17 per month, over delivery costs in effect in November 2008.

LPC BILL SAMPLE (SCO)
123 MAIN ST
ANYTOWN OH 12345-6789

Abstract

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

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[illegible]

LPC BILL SAMPLE (MVR)

123 MAIN ST
ANYTOWN OH 12345-6789

Account Number 9 9999 9999 9999
Date Prepared February 6, 2009

Next Meter Reading 04/02 - 04/07/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/05 & 5 p.m. on 03/09/2009 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill \$282.87
Payment on Jan 23, 2009 - Thank You 282.87 CR
Balance \$0.00

Current Charges

Dominion East Ohio Distribution Charges

Basic Monthly Charge \$12.50
Usage-Based Charges 21.5 MCF @ \$2.4646 52.99
Gross Receipts Tax 3.02
Total Dominion East Ohio Charges \$68.51

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

XYZ Supplier Charges

(See last page for important message)

Monthly Variable Rate (MVR)

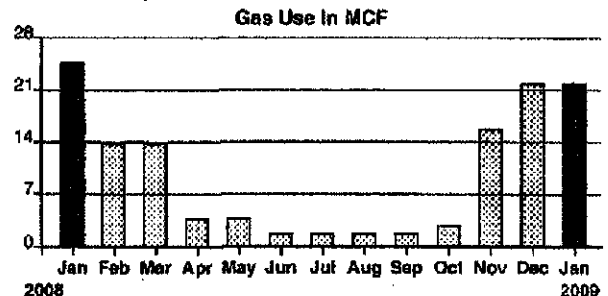
Gas Cost 21.5 MCF @ \$9.5821 \$206.02
Sales Tax 12.36
Total XYZ Supplier Charges \$218.38

For questions about gas supply costs, contact XYZ Supplier at 123-456-7890 or P.O. Box 9999 Anytown, ZZ 12345-6789 or www.xyzsupplier.com.

Total Current Charges \$286.89
Total Account Balance \$286.89

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2008 29°F 2009 17°F



Average monthly use: 8.7 MCF.
Total annual use: 104.8 MCF.

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Feb 4, 2009	99999999	Estimate	639.3	
Jan 5, 2009		Estimate	617.8	21.5
MCF Used in 30 Days				21.5

Please Pay Account Balance of \$286.89 by February 24, 2009 to Avoid a Late Payment Charge of 1.5% per month.

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 PAY BY Feb 24, 2009 Account No. 9 9999 9999 9999

\$286.89

Account Balance

Amount Enclosed

17

Gas Base Rates Revised

On December 19, 2008, the Public Utilities Commission of Ohio granted a rehearing on Case No. 07-0829-GA-AIR and restored an agreement by the parties to increase revenue for Dominion East Ohio to \$40.5 million, an increase of 3.95% over 2007 base rates, effective December 22, 2008. Average residential customers will see delivery costs increase by 0.5%, or \$0.17 per month, over delivery costs in effect in November 2008.

LPC BILL SAMPLE (MVR)
123 MAIN ST
ANYTOWN OH 12345-6789



DOMINION EAST OHIO
PO BOX 26786
RICHMOND VA 23261-6786



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123 MAIN ST
ANYTOWN OH 12345-6789

Next Meter Reading
04/03 - 04/08/2009

For questions about **Dominion East Ohio** charges call **1-800-362-7557**. Avoid an estimate-enter a read between 03/06 & 5 p.m. on 03/10/2009 at www.dom.com.

Balance from last bill	\$449.07
Payment on Jan 23, 2009 - Thank You	89.81 CR
Balance	\$359.26

General Sales Service Rate
(See last page for important message)
Standard Service Offer (SSO)

Total Account Balance	\$628.85
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YOU ARE ON A CURRENT PLUS (\$89.81) PAYMENT PLAN.

Average monthly use: 10.5 MCF.
Total annual use: 125.4 MCF.

<u>Date</u>	<u>Read Type</u>	<u>Reading</u>	<u>Difference</u>
Meter Number	99999999		
Feb 6, 2009	Actual	851.6	
Jan 6, 2009	Estimate	829.2	22.4
MCF Used In 31 Days			22.4

Special Payment Plan

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.

Please detach and return this coupon with a check made payable to Dominion East Ohio.

\$359.40

Plan Amount

Amount Enclosed

18

On December 19, 2008, the Public Utilities Commission of Ohio granted a rehearing on Case No. 07-0829-GA-AIR and restored an agreement by the parties to increase revenue for Dominion East Ohio to \$40.5 million, an increase of 3.95% over 2007 base rates, effective December 22, 2008. Average residential customers will see delivery costs increase by 0.6%, or \$0.17 per month, over delivery costs in effect in November 2008.

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.

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123 MAIN ST
ANYTOWN OH 12345-6789

Next Meter Reading
04/03 - 04/08/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/06 & 5 p.m. on 03/10/2009 at www.dom.com.

| | |
|------------------------|-------------------|
| Balance from last bill | \$2,335.97 |
| Balance | \$2,335.97 |

General Sales Service Rate
Standard Service Offer (SSO)

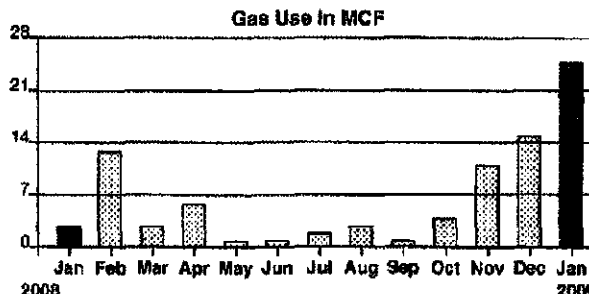
| | |
|----------------------|--------|
| Gas Usage Charges | |
| 24.5 MCF @ \$10.9481 | 268.23 |

This bill includes \$207.42 for SSO gas cost at \$8.466 per thousand cubic feet (MCF).

| | |
|------------------------------|-------------------|
| Total Current Charges | \$2,629.63 |
| Total Account Balance | \$2,629.63 |

YOU ARE ON THE PERCENTAGE OF INCOME (\$20.00) REPAYMENT PLAN.

| | | |
|--|---------------------|---------------------|
| Average Daily Temperature
For This Billing Period | <u>2008</u>
29°F | <u>2009</u>
17°F |
|--|---------------------|---------------------|



Average monthly use: 6.9 MCF.
Total annual use: 82.3 MCF.

| <u>Date</u> | <u>Read Type</u> | <u>Reading</u> | <u>Difference</u> |
|----------------------------|------------------|----------------|-------------------|
| Meter Number | 13753669 | | |
| Feb 5, 2009 | Actual | 392.5 | |
| Jan 6, 2009 | Estimate | 368.0 | 24.5 |
| MCF Used in 30 Days | | | 24.5 |

Please Pay PRP Plan Amount of \$100.00 by February 24, 2009 to Avoid a Late Payment Charge of 1.5% per month.

| | |
|----------------------------------|-----------------|
| Monthly PRP Plan Amount | \$20.00 |
| Past Due Amount | \$80.00 |
| Total PRP Plan Amount Due | \$100.00 |

You are on the PIPP Repayment Plan and you have a balance of \$2,629.63 as of Feb 6, 2009. For you to avoid a shut-off notice on this plan, your payment of \$100.00 must be in our office by Feb 24, 2009.

You are legally responsible for your entire utility bill. If you have questions, please call toll-free 1-800-950-7989.

Please detach and return this coupon with a check made payable to Dominion East Ohio.

| | | | |
|---------------|--------------|-------------|------------------|
| PLEASE PAY BY | Feb 24, 2009 | Account No. | 9 9999 9999 9999 |
|---------------|--------------|-------------|------------------|

\$100.00

PRP Plan Amount

Amount Enclosed

18

On December 19, 2008, the Public Utilities Commission of Ohio granted a rehearing on Case No. 07-0829-GA-AIR and restored an agreement by the parties to increase revenue for Dominion East Ohio to \$40.5 million, an increase of 3.95% over 2007 base rates, effective December 22, 2008. Average residential customers will see delivery costs increase by 0.5%, or \$0.17 per month, over delivery costs in effect in November 2008.

LPC BILL SAMPLE (PRP)
123 MAIN ST
ANYTOWN OH 12345-6789

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 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 104

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

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