

FILE



The Public Utilities
Commission of Ohio

RECEIVED-DOCKETING DIV

2009 SEP 18 PM 12:22

27
09-828-GA-CSS
Case Number

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

PUCO
Formal Complaint Form

Randy Coleman Sr.
Customer Name

5333 Saint Andrews St. NW
Customer Address

Canton, Ohio 44708
City State Zip

Against

6500033515913
Account Number

Customer Service Address (if different from above)

Dominion / IGS Energy
Utility Company Name

City State Zip

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

310-625-1675 Cell

Randy E. Coleman
Signature

Signature

310-7209573

Customer Telephone Number

This is to certify that the images appearing are an
accurate and complete reproduction of a case file
document delivered in the regular course of business

Technician Shane

Date Processed SEP 18 2009

To: The Public Utilities Commission of Ohio
180 East Broad Street, Columbus, Ohio

Utility Company: Dominion Gas Interstate Gas Supply

Account Number: 6500033515913

Address: 5333 Saint Andrews Street NW
Canton, Ohio 44708

Subject: Slamming of my Account

Date: September 15, 2009

Sir or Madame:

I would kindly solicit your help in the above matter because of the following reasons:

- 1) I am the only authorizer on this account, and I never gave permission to any third party to be my gas supplier prior to this situation.
- 2) The Gas Company's policy is only to speak to the authorizer on the account, and I never spoke to them to authorize IGS Gas as a supplier under East Ohio Gas.
- 3) I never received any written confirmation of any changes from the current program, that Was originally established with East Ohio Gas.

When I realized the high billing on my account started December of 2008, I contacted East Ohio Gas. That's when they informed me that I had selected this program through IGS. I then called IGS who played a phone taped conversation of some lady making a change on my account. This is where the

slamming occurred! I am the only one on my account, no one else! No one can speak to Dominion on my behalf without my consent, how could anyone change my gas supplier without my consent?

As you can see, why would I elect to choose to increase my billing by going to a new payment plan and company! I am submitting copies of all of my billing from December 2, 2008 through September 1, 2009 showing IGS unauthorized charges starting with the following billing:

12/3/08	IGS Charges	=	\$320.88
01/02/09	IGS Charges	=	\$418.64
02/05/09	IGS Charges	=	\$498.00
03/04/09	IGS Charges	=	\$427.84
04/06/09	IGS Charges	=	\$273.72
05/01/09	IGS Charges	=	\$181.42
06/09/09	IGS Charges	=	\$ 58.94
07/02/09	IGS Charges	=	\$ 34.64
08/01/09	IGS Charges	=	\$ 35.83
09/01/09	IGS Charges	=	\$ 28.89
Total Charges by IGS		=	\$2,278.88 of unauthorized billing!

At the very ^{max} ~~least~~ my balance should be no more than \$557.68, and should be on the current plus plan established by Dominion. I am also sending copies of my August through November billing prior to IGS, to show that they were not needed!

Would you kindly help me resolve this matter, so that my gas does not get shut off!

A Desperate Consumer,


Randy Coleman Sr.

RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Account Number 6 5000 3351 5913 Date Prepared July 2, 2008

Next Meter Reading 08/28 - 09/03/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 07/31 & 5 p.m. on 08/04/2008 at www.dom.com



Dominion®

Credits And Charges Since Your Last Bill

Balance from last bill	\$1,485.45
Reconnect Charge	20.00
Balance	\$1,505.45
Current Charges	
General Sales Service Rate	\$5.70
Monthly Service Charge	(211.07)
Gas Usage Charge	\$216.77
12.4 MCF @ \$17.0217	
Total Current Charges	\$1,722.22
Total Account Balance	

This bill includes \$165.61 for SSO gas cost at \$13.356 per thousand cubic feet (MCF) and \$8.11 for Gross Receipts Tax.

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

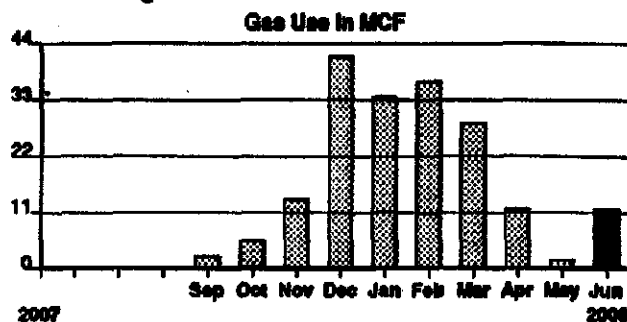
YOU ARE ON A CURRENT PLUS (\$123.79) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period

2007
68°F

2008
69°F



Average monthly use: 19.2 MCF.
Total annual use: 192.4 MCF.

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Jul 2, 2008	18815062	Actual	192.6	
Jun 2, 2008		Estimate	180.2	12.4
MCF Used in 30 Days				12.4

Please Pay **Plan Amount of \$639.56 by July 18, 2008**

Special Payment Plan

Thank you for participating in our special payment plan. We designed the plan to help you pay off your balance and to keep you current with new bills. The due date and the amount you owe appear each month on the payment stub below.

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. Please see reverse side for mailing address change instructions.

PLEASE PAY BY **Jul 18, 2008** Account No. **6 5000 3351 5913**

\$639.56

Plan Amount

Amount Enclosed

18 150

*****AUTO**5-DIGIT 44708
19202 1 AV 0.324 T#000076
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



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



0165000335159130000000021677000000639568

RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



Dominion®

Page 1 of 2

Account Number 6 5000 3351 5913
Date Prepared August 4, 2008

Next Meter Reading 08/28 - 09/03/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 08/29 & 5 p.m. on 09/03/2008 at www.dom.com

Summary of Payment Due

Current Plan Amount	189.44
Past Due Plan Amount	639.56
Total Payment Due by August 20, 2008	\$829.00

****** THIS IS A SHUT-OFF NOTICE ******

YOU ARE ON A CURRENT PLUS PAYMENT PLAN.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$340.56 in full by August 20, 2008, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you arrange one of the following payment plans with us in advance, if eligible:

Current Plus - You pay your current charges, and make one of up to six equal payments of the past-due amount, each month.

Percentage of Income Payment Plan (PIPP) - Income-eligible customers pay 10% of their monthly gross household income. Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

One-Third Option - Between November 1 and April 15, customers can pay one third of their total bill to avoid a shutoff of service.

If the company shuts off your gas service for nonpayment, you must pay a reconnection fee of up to \$20.00 in addition to the past-due amount. Also, you must pay a security deposit of \$132.00 or have a creditworthy guarantor.

Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$3.95 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$0.84 for each transaction.

Energy Assistance. If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Department of Development, Office of Community Services, at 1-800-282-0880 or contact us.

Medical Certificate. A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. You can get a medical certification form by calling 1-800-950-7889. A licensed medical professional must sign the form. You can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

If you have made your payment, please accept our thanks and disregard this notice.

Please detach and return this coupon with a check made payable to Dominion East Ohio. Please see reverse side for mailing address change instructions.

PLEASE PAY BY Aug 20, 2008 **Account No.** 6 5000 3351 5913

\$829.00

Plan Amount

Amount Enclosed

16

*****AUTO**5-DIGIT 44708
22209 1 AV 0.324 T#000059
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



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



0165000335159130000000006565000000829003

RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Account Number 6 5000 3351 5913 Date Prepared August 4, 2008

Next Meter Reading 08/28 - 09/03/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 08/29 & 5 p.m. on 09/03/2008 at www.dom.com



Dominion

Page 2 of 2

Credits And Charges Since Your Last Bill

Balance from last bill \$1,722.22
Balance \$1,722.22

Current Charges

General Sales Service Rate
Monthly Service Charge \$5.70
Gas Usage Charge
3.3 MCF @ \$18.1666 59.95
Total Current Charges \$65.65
Total Account Balance \$1,787.87

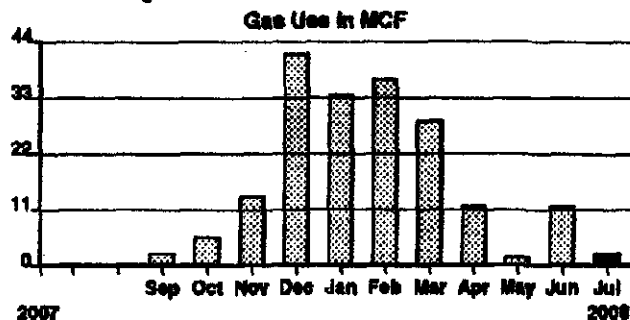
This bill includes \$48.00 for SSO gas cost at \$14.545 per thousand cubic feet (MCF) and \$2.35 for Gross Receipts Tax.

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

YOU ARE ON A CURRENT PLUS (\$123.79) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2007 69°F 2008 71°F



Average monthly use: 17.8 MCF.
Total annual use: 195.7 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	18815062		
Jul 31, 2008	Estimate	195.9	
Jul 2, 2008	Actual	192.6	3.3
MCF Used in 29 Days			3.3

Please Pay **Plan Amount of \$829.00 by August 20, 2008**

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$340.56 by Aug 20, 2008, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts, a new security deposit and a reconnection fee before we can turn the gas back on. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed physician or local Board of Health physician must sign the form.

16

*****AUTO**5-DIGIT 44708
22209 1 AV 0.324 T#000059
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



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Page 1 of 2

Account Number 6 5000 3351 5913 Date Prepared December 3, 2008

Next Meter Reading 12/31 - 01/06/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avok estimate-enter a read between 01/02 & 5 p.m. on 01/06/2009 at www.dom.com

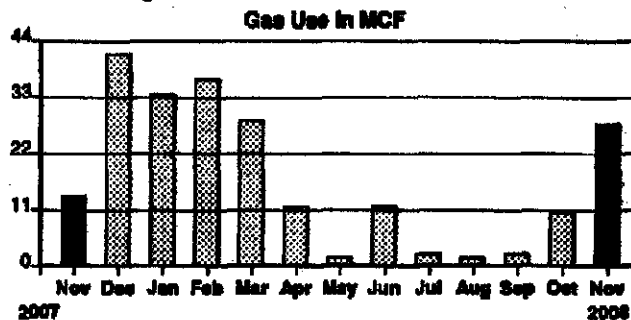
Credits And Charges Since Your Last Bill

Balance from last bill	\$1,524.17
Balance	\$1,524.17
Current Charges	
Dominion East Ohio Distribution Charges (See last page for new rate information)	
Basic Monthly Charge	\$12.50
Usage-Based Charges	
27.9 MCF @ \$2.4451	68.22
Gross Receipts Tax	3.72
Total Dominion East Ohio Charges	\$84.44
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.	
IGS Energy(Interstate Gas Supply) Charge	
Gas Cost 27.9 MCF @ \$10.85	\$302.72
Sales Tax	18.16
Total IGS ENERGY(INTERSTATE GAS SUPPLY) Cha	\$320.88
For questions about gas supply costs, contact IGS ENERGY(INTERSTATE GAS SUPPLY) at 1-800-280-4474 or 5020 Bradenton Ave, Dublin, OH 43017 or www.igsenergy.com.	
Total Current Charges	\$405.32
Total Account Balance	\$1,929.49

YOU ARE ON A CURRENT PLUS (\$254.02) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2007 40°F	2008 38°F
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Average monthly use: 17.9 MCF.
Total annual use: 215.0 MCF.

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Dec 1, 2008	18815062	Estimate	238.5	
Oct 29, 2008		Remote	210.6	27.9
MCF Used in 33 Days				27.9

Please Pay **Plan Amount of \$679.34 by December 19, 2008**

Special Payment Plan

Thank you for participating in our special payment plan. We designed the plan to help you pay off your balance and to keep you current with new bills. The due date and the amount you owe appear each month on the payment stub below.

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. Please see reverse side for mailing address change instructions.

PLEASE PAY BY **Dec 19, 2008** Account No. **6 5000 3351 5913**

\$679.34

Plan Amount

679.34

Amount Enclosed

1/3 total bill

Web Site Provides Gas Supply Options

A new Web site, www.DominionGasChoice.com, can help you make an informed choice when you shop for a natural gas supplier through the Energy Choice program. Other resources include the Public Utilities Commission of Ohio at www.puco.ohio.gov or call 1-800-299-7271; or the Ohio Consumers' Counsel at www.pickocc.org or 1-877-742-5622.

*****AUTO**6-DIGIT 44708
18553 1 AV 0.324 T#000072
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

*pd over phone
639.67*

DOMINION EAST OHIO
PO BOX 28785
RICHMOND VA 23261-6785

12/30/08

2-payments

*500.00
139.67*

plus 2 more 2.95 ea

01650003351591300000000405320000000679348

RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Account Number Date Prepared
6 5000 3351 5913 December 3, 2008



Dominion[®]

Page 2 of 2

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

CHANGES IN GAS BASE RATES

On October 15, 2008, in case number 07-0829-GA-AIR, the Public Utilities Commission of Ohio (PUCO) granted Dominion East Ohio a revenue increase of \$37.5 million, which is reflected in an approximate 3.7% increase in base rates charged on customer bills. All approved rate changes are effective October 16, 2008, except as noted. Explanations of new items and fees will not appear on the back of bills until a later date.

Energy Choice Transportation Service

Residential and small commercial customers who use less than 3,000 MCF (thousand cubic feet) per year and who purchase their gas supply from an Energy Choice supplier will see a Basic Monthly Charge of \$12.50. The Usage-Based Charges are initially set at \$2.27 per thousand cubic feet (MCF) for the first 50 MCF per month. These rates have been redesigned to include most of the fixed costs for delivering gas, such as the pipes in the ground, meters, billing and meter reading in the new basic monthly charge, along with reduced fees for delivery based on gas usage. Residential customers, who use on average 99.1 MCF annually, will see their monthly delivery costs increase by approximately \$2.98 per month.

Service & Delivery Charges

Basic Monthly Charge. With the rate redesign, this new charge replaces the Monthly Service Charge for the GSS and ECTS rate schedules. It includes the fixed costs for delivering gas, which do not change with usage. It will also include the following charges:

AMR Cost Recovery. This charge recovers expenses associated with the installation of automated meter reading (AMR) equipment. It will be implemented in early 2009.

PIR Cost Recovery. This charge recovers expenses associated with the pipeline infrastructure replacement (PIR) program. This charge is expected to be implemented in November 2009.

Usage-Based Charges. These charges recover a portion of the costs associated with delivering gas to the meter as well as applicable riders and taxes. They do not include the cost of the gas. Also included is the new Demand Side Management Rider. This charge recovers the cost to promote energy efficiency and conservation.

Gross Receipts Tax. An Ohio tax levied on public utilities. Applies to all charges billed by the company, excluding security deposits and charges billed on behalf of Energy Choice suppliers and separate entities.

Other Fees

Reconnection Fee. This fee increases to \$33 and is charged to reconnect service at a service address following a shutoff for nonpayment.

Returned Payment Fee. A new fee of \$12 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.

Investigation Fee. A new fee of \$112 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. Beginning in April 2009, 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 late charge applies only to the past-due plan amount.

For more information and rate schedules, contact Dominion East Ohio at 1-800-362-7557 or visit www.dom.com, key word Ohio Rate Case.

*****AUTO**5-DIGIT 44708
16553 1 AV 0.324 T#000072
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Account Number 6 5000 3351 5913
Date Prepared January 2, 2009

Next Meter Reading
03/03 - 03/06/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid
estimate-enter a read between 02/03 & 5 p.m. on 02/05/2009 at www.dom.com

330-477-0094
phone # listed on
account



Dominion

Credits And Charges Since Your Last Bill

Balance from last bill	\$1,929.49
Payment on Dec 30, 2008 - Thank You	137.67 CR
Payment on Dec 30, 2008 - Thank You	500.00 CR
Balance	\$1,291.82

Current Charges

Dominion East Ohio Distribution Charges	
Basic Monthly Charge	\$12.50
Usage-Based Charges	
36.4 MCF @ \$2.4651	89.73
Gross Receipts Tax	4.71
Total Dominion East Ohio Charges	\$106.94

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

Igs Energy(Interstate Gas Supply) Charge	
Gas Cost 36.4 MCF @ \$10.85	\$394.94
Sales Tax	23.70
Total IGS ENERGY(INTERSTATE GAS SUPPLY) Cha	\$418.64

For questions about gas supply costs, contact IGS
ENERGY(INTERSTATE GAS SUPPLY) at
1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH
43017 or www.igsenergy.com.

Total Current Charges	\$526.58
Total Account Balance	\$1,817.40

YOU ARE ON A CURRENT PLUS (\$254.02) PAYMENT PLAN.

Please Pay **Plan Amount of \$801.27 by January 20, 2009**

Special Payment Arrangements

Monthly Plan Amount	\$779.60
Past Due Amount	\$21.67
Total Plan Amount due	\$801.27

We can provide this plan only as long as you make your monthly payments in full and on time. If you are dropped
from the plan, your full account balance will be due. If you have recently made your payment, thank you.

Please call 1-800-950-7989 if you have any questions or need assistance.

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

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

PLEASE PAY BY Jan 20, 2009 Account No. 6 5000 3351 5913

\$801.27

Plan Amount

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.

*****AUTO**5-DIGIT 44708
16637 1 AV 0.324 T#000063
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



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RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Account Number 6 5000 3351 5913
Date Prepared February 5, 2009

Next Meter Reading 03/03 - 03/06/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 03/04 & 5 p.m. on 03/06/2009 at www.dom.com



Dominion®

Page 1 of 2

Summary of Payment Due

Current Plan Amount	876.74
Past Due Plan Amount	801.27
Total Payment Due by February 23, 2009	\$1,678.01

****** THIS IS A SHUT-OFF NOTICE ******

YOU ARE ON A CURRENT PLUS PAYMENT PLAN.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$801.27 in full by February 23, 2009, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you arrange one of the following payment plans with us in advance, if eligible:

Current Plus - You pay your current charges, and make one of up to six equal payments of the past-due amount, each month.

Percentage of Income Payment Plan (PIPP) - Income-eligible customers pay 10% of their monthly gross household income. Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

One-Third Option - Between November 1 and April 15, customers can pay one third of their total bill to avoid a shutoff of service.

If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$89.00 in three equal monthly installments or you need to have a creditworthy guarantor.

Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$3.95 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$0.84 for each transaction.

Energy Assistance. If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Department of Development, Office of Community Services, at 1-800-282-0880 or contact us.

Medical Certificate. A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. 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. You can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

If you have made your payment, please accept our thanks and disregard this notice.

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

PLEASE PAY BY Feb 23, 2009 **Account No.** 6 5000 3351 5913

\$1,678.01

Plan Amount

Amount Enclosed

18

*****AUTO**5-DIGIT 44708
18767 1 AV 0.324 T#000069
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



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.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



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RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Account Number 6 5000 3351 5913 Date Prepared February 5, 2009

Next Meter Reading 03/03 - 03/06/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 03/04 & 5 p.m. on 03/06/2009 at www.dom.com



Dominion

Page 2 of 2

Credits And Charges Since Your Last Bill

Balance from last bill \$1,817.40
Balance \$1,817.40

Current Charges

Dominion East Ohio Distribution Charges
Basic Monthly Charge \$12.50
Usage-Based Charges
43.3 MCF @ \$2.4648 106.73
Gross Receipts Tax 5.49
Total Dominion East Ohio Charges \$124.72

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

Igs Energy(Interstate Gas Supply) Charge

Gas Cost 43.3 MCF @ \$10.85 \$469.81
Sales Tax 28.19
Total IGS ENERGY(INTERSTATE GAS SUPPLY) Cha \$498.00

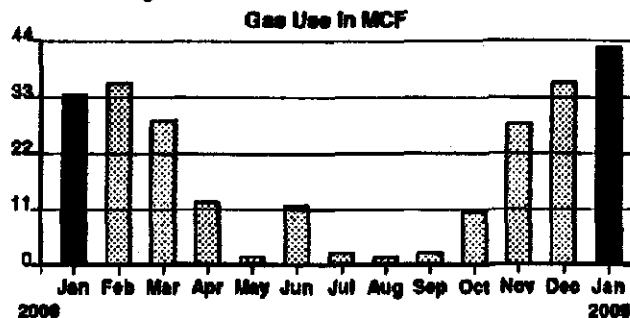
For questions about gas supply costs, contact IGS ENERGY(INTERSTATE GAS SUPPLY) at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

Total Current Charges \$622.72
Total Account Balance \$2,440.12

YOU ARE ON A CURRENT PLUS (\$254.02) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2008 28°F 2009 18°F



Average monthly use: 18.2 MCF.
Total annual use: 218.7 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	18815062		
Feb 3, 2009	Estimate	318.2	
Jan 2, 2009	Remote	274.9	43.3
MCF Used in 32 Days:			43.3

Please Pay Plan Amount of \$1,678.01 by February 23, 2009

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$801.27 by Feb 23, 2009, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts, a new security deposit and a reconnection fee before we can turn the gas back on. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed physician or local Board of Health physician must sign the form.

10

*****AUTO**5-DIGIT 44708
18767 1 AV 0.324 T#000069
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



0165000335159130000000054864000002480672

RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Account Number 6 5000 3351 5913
Date Prepared March 4, 2009

Next Meter Reading
05/01 - 05/08/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid
estimate-enter a read between 04/02 & 5 p.m. on 04/06/2009 at www.dom.com



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Page 2 of 2

Credits And Charges Since Your Last Bill

Balance from last bill \$2,440.12
Balance \$2,440.12

Current Charges

Dominion East Ohio Distribution Charges
Basic Monthly Charge \$12.50
Usage-Based Charges
37.2 MCF @ \$2.7682 102.98
Gross Receipts Tax 5.32
Total Dominion East Ohio Charges \$120.80

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

Igs Energy(Interstate Gas Supply) Charge
Gas Cost 37.2 MCF @ \$10.85 \$403.62
Sales Tax 24.22
Total IGS ENERGY(INTERSTATE GAS SUPPLY) Cha \$427.84

For questions about gas supply costs, contact IGS
ENERGY(INTERSTATE GAS SUPPLY) at
1-800-290-4474 or 5020 Bradenton Ave. Dublin, OH
43017 or www.igsenergy.com.

Total Current Charges \$548.64
Total Account Balance \$2,988.76

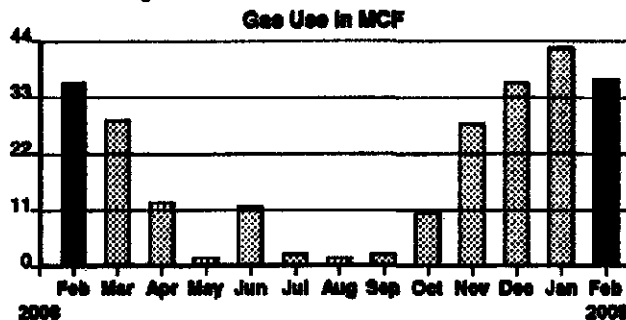
YOU ARE ON A CURRENT PLUS (\$254.02) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature
For This Billing Period

2008
26°F

2009
28°F



Average monthly use: 18.3 MCF.
Total annual use: 219.5 MCF.

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Mar 3, 2009	18815062	Remote	355.4	
Feb 3, 2009		Estimate	318.2	37.2
MCF Used in 28 Days				37.2

Please Pay **Plan Amount of \$2,460.67 by March 20, 2009**

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$1,678.01 by Mar 20, 2009, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

18

*****AUTO**5-DIGIT 44708
16097 1 AV 0.324 T#000061
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Account Number 6 5000 3351 5913 Date Prepared April 8, 2009

Next Meter Reading 05/01 - 05/06/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 05/04 & 5 p.m. on 05/06/2009 at www.dom.cor



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Page 1 of 2

Credits And Charges Since Your Last Bill

Balance from last bill	\$2,988.76
Payment on Apr 1, 2009 - Thank You	175.00 CR
Reconnection Fee	33.00
Gross Receipts Tax	1.52
Balance	\$2,848.28

Current Charges

Dominion East Ohio Distribution Charges	
Basic Monthly Charge	\$12.50
Usage-Based Charges	
23.8 MCF @ \$2.7680	65.88
Gross Receipts Tax	3.61
Total Dominion East Ohio Charges	\$81.99

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

Igs Energy(Interstate Gas Supply) Charge

Gas Cost 23.8 MCF @ \$10.85	\$258.23
Sales Tax	15.49
Total IGS ENERGY(INTERSTATE GAS SUPPLY) Cha	\$273.72

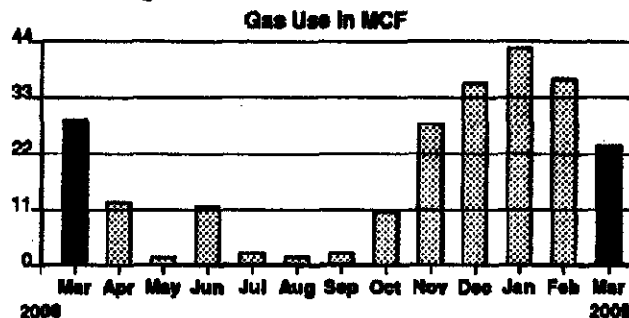
For questions about gas supply costs, contact IGS ENERGY(INTERSTATE GAS SUPPLY) at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

Total Current Charges	\$355.71
Total Account Balance	\$3,203.99

YOU ARE ON A CURRENT PLUS (\$498.13) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2008	2009
	33°F	41°F



Average monthly use:	17.9 MCF.
Total annual use:	214.3 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	18815062		
Apr 1, 2009	Actual	379.2	
Mar 3, 2009	Remote	355.4	23.8
MCF Used in 29 Days			23.8

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

PLEASE PAY BY **Apr 22, 2009** Account No. **6 5000 3351 5913**

\$888.36

Plan Amount

Amount Enclosed

18

*****AUTO**5-DIGIT 44708
164511 AV 0.324 T#000057
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



Late Payment Charge to Begin in April
Beginning April 14, 2009, Dominion East Ohio will add a 1.5% Late Payment Charge (LPC) on any past-due Dominion East Ohio charges or plan amounts. To avoid a late payment charge, you must pay at least the minimum amount due by the due date stated on each bill. This change is a result of Case No. 07-0829-GA-AIR approved by the Public Utilities Commission of Ohio.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



0165000335159130000000035571000000888361

RANDY E COLEMAN

**5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841**

Account Number Date Prepared
6 5000 3351 5913 April 6, 2009

Next Meter Reading
05/01 - 05/06/2009



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Page 2 of :

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 05/04 & 5 p.m. on 05/06/2009 at www.dom.co

Please Pay Plan Amount of \$888.36 by April 22, 2009

Special Payment Plan

Thank you for participating in our special payment plan. We designed the plan to help you pay off your balance and to keep you current with new bills. The due date and the amount you owe appear each month on the payment stub below.

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.

16

*****AUTO**5-DIGIT 44708
16451 1 AV 0.324 T#000057
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841





April 03, 2009

*****AUTO**5-DIGIT 44708
13298 1 AV 0.324 T#000039
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



ACCOUNT NO:
6500033515913
SERVICE ADDRESS:
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Subject: Late Payment Charge to Begin in April 2009 – Residential

Dear Customer,

Beginning April 14, 2009, Dominion East Ohio will add a 1.5% Late Payment Charge (LPC) on any past-due Dominion East Ohio charges or plan amounts. From that date forward, customers must pay at least the minimum amount due as stated on each bill by the due date to avoid a Late Payment Charge. This change is a result of Case No. 07-0829-GA-AIR approved by the Public Utilities Commission of Ohio (PUCO).

The current late payment charge of \$0.05 per thousand cubic feet of gas charged to West Ohio Gas division customers will be replaced with the 1.5% LPC.

According to our records, you currently have a past-due amount owed to Dominion East Ohio. If you have paid off your past-due amount in the past few days, we thank you.

We encourage residential customers to call us at **1-800-950-7989** between 7 a.m. and 7 p.m. Monday through Friday to learn what payment plans may be available to avoid a Late Payment Charge.

Also, you or someone you know may be eligible for energy assistance through the State of Ohio. The Ohio Department of Development offers several programs with credits or grants that are used by income-eligible customers to maintain gas service or restore service if it has been turned off for non-payment. Please call the Ohio Department of Development at 1-800-282-0880 for more information.

Dominion East Ohio appreciates your attention to this matter.

Sincerely,

Customer Service Center
Dominion East Ohio

eog060

RANDY E COLEMAN

**5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841**

Account Number Date Prepared
6 5000 3351 5913 May 5, 2009

Next Meter Reading
07/01 - 07/07/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 06/03 & 5 p.m. on 06/05/2009 at www.dom.com



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Page 1 of 3

Summary of Payment Due

Current Plan Amount	752.04
Past Due Plan Amount	888.36
Total Payment Due by May 21, 2009	\$1,640.40

****** THIS IS A SHUT-OFF NOTICE ******

YOU ARE ON A CURRENT PLUS PAYMENT PLAN.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$853.84 in full by May 21, 2009, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you arrange one of the following payment plans with us in advance, if eligible:

Current Plus - You pay your current charges, and make one of up to six equal payments of the past-due amount, each month.

Percentage of Income Payment Plan (PIPP) - Income-eligible customers pay 10% of their monthly gross household income. Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

One-Third Option - Between November 1 and April 15, customers can pay one third of their total bill to avoid a shutoff of service.

If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.06. Also, you will be billed for a security deposit of \$71.00 in three equal monthly installments or you need to have a creditworthy guarantor.

Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Access logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$3.95 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$0.84 for each transaction.

Energy Assistance. If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Department of Development, Office of Community Services, at 1-800-282-0880 or contact us.

Medical Certificate. A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. 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. You can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

If you have made your payment, please accept our thanks and disregard this notice.

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

PLEASE PAY BY May 21, 2009 Account No. 6 5000 3351 5913

\$1,640.40

Plan Amount

Amount Enclosed

18

*****AUTO**5-DIGIT 44708
20603 1 AV 0.324 T#000086
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



Save Time, Stamps

Enroll online in eBill through Manage Your Account at www.dom.com. Also, choose Automatic Bank Draft for the ultimate in bill payment convenience.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



0165000335159130000000023997000001640402

RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



Dominion

Page 2 of 3

Account Number 6 5000 3351 5913
Date Prepared May 5, 2009

Next Meter Reading
07/01 - 07/07/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 06/03 & 5 p.m. on 06/05/2009 at www.dom.com

Credits And Charges Since Your Last Bill

Balance from last bill	\$3,203.99
Late Payment Charge	13.33
Gross Receipts Tax	.61
Balance	\$3,217.93

Current Charges

Dominion East Ohio Distribution Charges	
Basic Monthly Charge	\$12.50
Usage-Based Charges	
15.7 MCF @ \$2.7687	43.47
Gross Receipts Tax	2.58
Total Dominion East Ohio Charges	\$58.55

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

IGS ENERGY(INTERSTATE GAS SUPPLY) Charge

Gas Cost 15.7 MCF @ \$10.85	\$170.35
Sales Tax	11.07
Total IGS ENERGY(INTERSTATE GAS SUPPLY) Charge	\$181.42

For questions about gas supply costs, contact IGS ENERGY(INTERSTATE GAS SUPPLY) at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

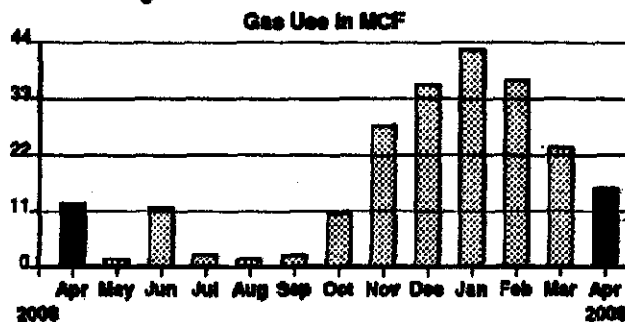
Total Current Charges	\$239.97
Total Account Balance	\$3,457.90

YOU ARE ON A CURRENT PLUS (\$498.13) PAYMENT PLAN.

Please Pay Plan Amount of \$1,640.40 by May 21, 2009 to Avoid Late Payment Charge of 1.5% per month.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2008 35°F	2009 50°F
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Average monthly use: 18.1 MCF.
Total annual use: 216.9 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	18815062		
May 4, 2009	Remote	394.9	
Apr 1, 2009	Actual	379.2	15.7
MCF Used in 33 Days			15.7

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$853.84 by May 21, 2009, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

10

*****AUTO**5-DIGIT 44708
206031 AV 0.324 T#000086
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



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Page 1 of 3

Account Number 6 5000 3351 5913 Date Prepared June 9, 2009

Next Meter Reading 07/01 - 07/07/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 07/02 & 5 p.m. on 07/07/2009 at www.dom.com

Summary of Payment Due

Current Plan Amount	618.58
Past Due Plan Amount	691.94
Total Payment Due by June 25, 2009	\$1,310.50

(See Next Page for Usage Comparison and Meter Readings)

Please Pay Plan Amount of \$1,310.50 by June 25, 2009

Special Payment Arrangement and Explanation

Monthly Plan Amount	\$618.58
Other Amounts Due	\$657.42
Taxes & Reconnection Fee	\$34.52
Total Plan Amount due	\$1,310.50

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

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

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

PLEASE PAY BY Jun 25, 2009 **Account No.** 6 5000 3351 5913

\$1,310.50

Plan Amount

Amount Enclosed

18

*****AUTO**SCH 3-DIGIT 446
216671 AT 0.357 T#000089
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



New AMR Rider Approved

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

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-8785



0165000335159130000000008591000001310505

RANDY E COLEMAN

Page 2 of 3

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Account Number Date Prepared
6 5000 3351 5913 June 9, 2009

Next Meter Reading
07/01 - 07/07/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 07/02 & 5 p.m. on 07/07/2009 at www.dom.cor



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Credits And Charges Since Your Last Bill

Balance from last bill	\$3,457.90
Payment on Jun 8, 2009 - Thank You	500.00 CR
Payment on Jun 8, 2009 - Thank You	400.00 CR
Reconnection Fee	33.00
Gross Receipts Tax	1.52
Balance	\$2,592.42

Current Charges

Dominion East Ohio Distribution Charges	
Basic Monthly Charge	\$12.80
Usage-Based Charges	
5.1 MCF @ \$2.5450	12.98
Gross Receipts Tax	1.19
Total Dominion East Ohio Charges	\$26.97

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

I G S ENERGY Charges

Gas Cost 5.1 MCF @ \$10.85	\$55.34
Sales Tax	3.60
Total I G S ENERGY Charges	\$58.94

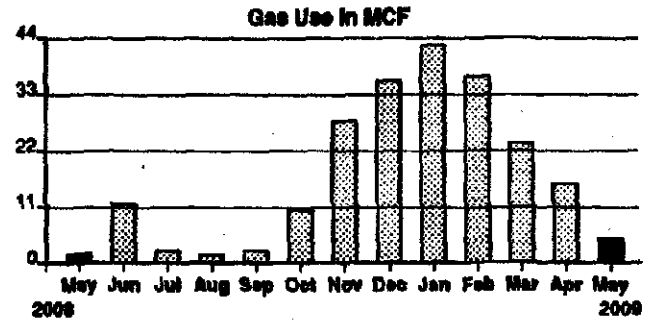
For questions about gas supply costs, contact I G S ENERGY at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

Total Current Charges	\$85.91
Total Account Balance	\$2,678.33

YOU ARE ON A CURRENT PLUS (\$498.13) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2008 55°F	2009 60°F
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Average monthly use: 18.3 MCF.
Total annual use: 219.8 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	18815062		
Jun 5, 2009	Actual	400.0	
May 4, 2009	Remote	394.9	5.1
MCF Used in 32 Days			5.1

18

*****AUTO**SCH 3-DIGIT 446
21867 1 AT 0.357 T#000089
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



Dominion

Page 1 of 3

Account Number Date Prepared
6 5000 3351 5913 July 2, 2009

Next Meter Reading
08/31 - 09/03/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid
estimate-enter a read between 08/03 & 5 p.m. on 08/05/2009 at www.dom.com

Summary of Payment Due

Current Plan Amount 565.09
Past Due Plan Amount 1,310.50
Total Payment Due by July 21, 2009 \$1,875.53

**** THIS IS A SHUT-OFF NOTICE ****

YOU ARE ON A CURRENT PLUS PAYMENT PLAN.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$1,310.50 in full by July 21, 2009, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you arrange one of the following payment plans with us in advance, if eligible:

Current Plus - You pay your current charges, and make one of up to six equal payments of the past-due amount, each month.

Percentage of Income Payment Plan (PIPP) - Income-eligible customers pay 10% of their monthly gross household income. Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

One-Third Option - Between November 1 and April 15, customers can pay one third of their total bill to avoid a shutoff of service.

If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$62.00 in three equal monthly installments or you need to have a creditworthy guarantor.

Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$3.95 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$0.88 for each transaction.

Energy Assistance. If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Department of Development, Office of Community Services, at 1-800-282-0880 or contact us.

Medical Certificate. A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. You can get a medical certification form by calling 1-800-950-7389. A licensed medical professional must sign the form. You can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

If you have made your payment, please accept our thanks and disregard this notice.

Handwritten signature: AHS

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

PLEASE PAY BY Jul 21, 2009 Account No. 6 5000 3351 5913

\$1,875.53

Plan Amount

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.

*****AUTO**S-DIGIT 44708
13029 1 AV 0.335 T#000055
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



DOMINION EAST OHIO
PO BOX 26786
RICHMOND VA 23261-8785



0165000335159130000000005604000001875538

RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Account Number 6 5000 3351 5913
Date Prepared July 2, 2009

Next Meter Reading
08/31 - 09/03/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 08/03 & 5 p.m. on 08/05/2009 at www.dom.com



Dominion®

Page 2 of 3

Credits And Charges Since Your Last Bill

Balance from last bill	\$2,678.33
Late Payment Charge	10.38
Gross Receipts Tax	.48
Balance	\$2,689.19

Current Charges

Dominion East Ohio Distribution Charges	
Basic Monthly Charge	\$12.80
Usage-Based Charges	
3.0 MCF @ \$2.5433	7.63
Gross Receipts Tax	.94
Total Dominion East Ohio Charges	\$21.37

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

I G S ENERGY Charges

Gas Cost 3.0 MCF @ \$10.85	\$32.55
Sales Tax	2.12
Total I G S ENERGY Charges	\$34.67

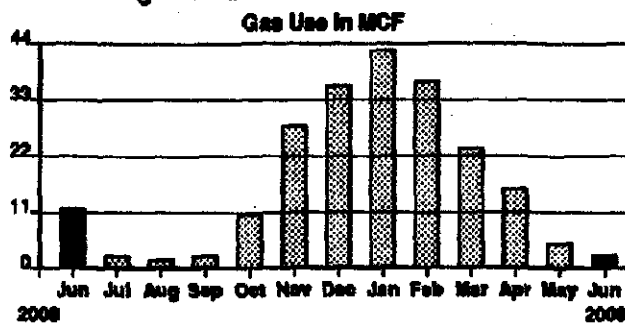
For questions about gas supply costs, contact I G S ENERGY at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

Total Current Charges	\$56.04
Total Account Balance	\$2,745.23

YOU ARE ON A CURRENT PLUS (\$498.13) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2008 89°F	2009 68°F
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Average monthly use: 17.5 MCF.
Total annual use: 210.4 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	18815062		
Jul 2, 2009	Remote	403.0	
Jun 5, 2009	Actual	400.0	3.0
MCF Used in 23 Days			3.0

Please Pay Plan Amount of \$1,875.53 by Jul 21, 2009 to Avoid Late Payment Charge of 1.5% per month.

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$1,310.50 by Jul 21, 2009, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

18

*****AUTO**5-DIGIT 44708
13029 1 AV 0.335 T#000056
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Account Number 6 5000 3351 5913
Date Prepared August 5, 2009

Next Meter Reading 08/31 - 09/03/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 09/01 & 5 p.m. on 09/03/2009 at www.dom.com



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Page 1 of 2

Credits And Charges Since Your Last Bill

Balance from last bill	\$2,745.23
Reconnection Fee	33.00
Gross Receipts Tax	1.52
Balance	\$2,779.75

Current Charges

Dominion East Ohio Distribution Charges	
Basic Monthly Charge	\$12.80
Usage-Based Charges	
3.1 MCF @ \$2.3161	7.18
Gross Receipts Tax	.92
Total Dominion East Ohio Charges	\$20.90

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

I G S ENERGY Charges

Gas Cost 3.1 MCF @ \$10.85	\$33.64
Sales Tax	2.19
Total I G S ENERGY Charges	\$35.83

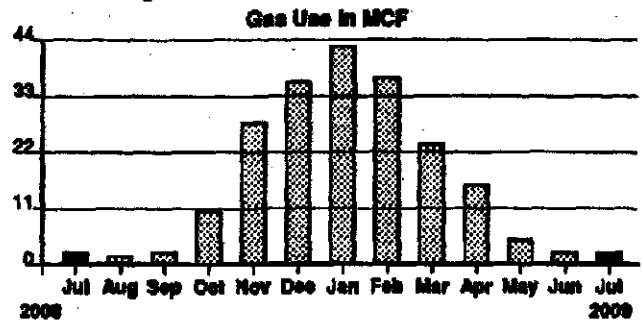
For questions about gas supply costs, contact I G S ENERGY at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

Total Current Charges	\$56.73
Total Account Balance	\$2,836.48

YOU ARE ON A CURRENT PLUS (\$457.54) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2008 71°F	2009 68°F
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Average monthly use: 17.5 MCF.
Total annual use: 210.2 MCF.

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Aug 3, 2009	18815062	Estimate	406.1	
Jul 2, 2009		Remote	403.0	3.1
MCF Used in 32 Days				3.1

Please Pay Plan Amount of \$548.79 by Aug 21, 2009 to Avoid Late Payment Charge of 1.5% per month.

Special Payment Plan

Thank you for participating in our special payment plan. We designed the plan to help you pay off your balance and to keep you current with new bills. The due date and the amount you owe appear each month on the payment stub below.

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. Please see reverse side for mailing address change instructions.

PLEASE PAY BY Aug 21, 2009 Account No. 6 5000 3351 5913

\$548.79

Plan Amount

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 28666, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

*****AUTO**5-DIGIT 44708
11239 1 AV 0.335 T#000048
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



DOMINION EAST OHIO
PO BOX 28785
RICHMOND VA 23261-8785



0165000335159130000000005673000000548791

RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



Dominion

Account Number 6 5000 3351 5913 Date Prepared September 3, 2008 Next Meter Reading 10/28 - 10/31/2008

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 09/30 & 5 p.m. on 10/02/2008 at www.dom.com

Credits And Charges Since Your Last Bill

Balance from last bill \$1,787.87
Payment on Aug 22, 2008 - Thank You 500.00 CR
Reconnect Charge 20.00
Balance \$1,307.87

Current Charges

General Sales Service Rate
Monthly Service Charge \$5.70
Gas Usage Charge
1.5 MCF @ \$14.0866 21.13
Total Current Charges \$26.83
Total Account Balance \$1,334.70

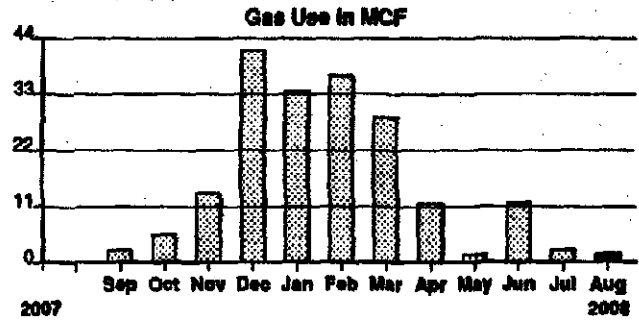
This bill includes \$15.99 for SSO gas cost at \$10.657 per thousand cubic feet (MCF) and \$.78 for Gross Receipts Tax.

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

YOU ARE ON A CURRENT PLUS (\$123.79) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2007 73°F 2008 69°F



Average monthly use: 16.4 MCF.
Total annual use: 197.2 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	18815062		
Sep 2, 2008	Remote	197.4	
Jul 31, 2008	Estimate	195.9	1.5
MCF Used in 33 Days			1.5

Please Pay Plan Amount of \$200.62 by September 19, 2008

Special Payment Arrangements

We all forget sometimes. Special payment arrangements were made for you to pay an agreed amount each month. We want to remind you that we have not received your payment for last month. We can provide this plan only as long as you make your monthly payments in time. If you are dropped from the plan, your full account balance will be due. If you have recently made your payment, thank you. Please call 1-800-950-7999 if you have any questions or need assistance.

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. Please see reverse side for mailing address change instructions.

LEASE PAY BY Sep 19, 2008 Account No 6 5000 3351 5913

\$200.62

Plan Amount

Amount Enclosed

18

*****AUTO**5-DIGIT 44708
18347 1 AV 0.324 T#000086
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



SSO Rate Component Changes

Effective for bills rendered on or after September 16, 2008, the add-on component to the month-end closing price for natural gas on the NYMEX will increase from \$1.44 to \$2.33. This cost is included in the Standard Service Offer (SSO) rate for customers without a natural gas supplier. The Public Utilities Commission of Ohio approved this change in Case No. 07-1224-GA-EXM.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



0165000335159130000000002683000000200627

RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



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Page 1 of 1

Account Number 6 5000 3351 5913
Date Prepared September 1, 2009

Next Meter Reading 10/29 - 11/03/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 10/01 & 5 p.m. on 10/05/2009 at www.dom.co

Summary of Payment Due

Current Plan Amount 514.49
Past Due Plan Amount 548.79
Total Payment Due by September 17, 2009 \$1,063.28

**** THIS IS A SHUT-OFF NOTICE ****

YOU ARE ON A CURRENT PLUS PAYMENT PLAN.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$548.79 in full by September 17, 2009, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you arrange one of the following payment plans with us in advance, if eligible:

Current Plus - You pay your current charges, and make one of up to six equal payments of the past-due amount, each month.

Percentage of Income Payment Plan (PIPP) - Income-eligible customers pay 10% of their monthly gross household income. Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

One-Third Option - Between November 1 and April 15, customers can pay one third of their total bill to avoid a shutoff of service.

If the company shuts off your gas service for nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$58.00 in three equal monthly installments or you need to have a creditworthy guarantor.

Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$3.95 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$0.88 for each transaction.

Energy Assistance. If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Department of Development, Office of Community Services, at 1-800-282-0880 or contact us.

Medical Certificate. A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. 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. You can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

If you have made your payment, please accept our thanks and disregard this notice.

Handwritten: *Fast*
6/14/99
2008
Tramie

Please detach and return this coupon with a check made payable to Dominion East Ohio. Please see reverse side for mailing address change instructions.

PLEASE PAY BY Sep 17, 2009 Account No. 6 5000 3351 5913

\$1,063.28

Plan Amount

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 26668, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

*****AUTO**5-DIGIT 44708
13840 2 AV 0.460 T#000059
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

Handwritten: *Doc*

0165000335159130000000004834000001063281

RANDY E COLEMAN

**5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841**



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Page 2 of 4

Account Number 6 5000 3351 5913
Date Prepared September 1, 2009

Next Meter Reading
10/29 - 11/03/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid estimate-enter a read between 10/01 & 5 p.m. on 10/05/2009 at www.dom.co

Summary of Payment Due

Current Plan Amount	514.49
Past Due Plan Amount	548.79
Total Payment Due by September 17, 2009	\$1,063.28

(See Next Page for Usage Comparison and Meter Readings)

Please Pay Plan Amount of \$1,063.28 by Sep 17, 2009 to Avoid Late Payment Charge of 1.5% per month.

THIS IS A SHUT-OFF NOTICE

Unless we receive your past-due amount of \$548.79 by Sep 17, 2009, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

10

*****AUTO**5-DIGIT 44708
13640 2 AV 0.480 T#000059
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



RANDY E COLEMAN

5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841

Account Number 6 5000 3351 5913
Date Prepared September 1, 2009

Next Meter Reading
10/29 - 11/03/2009



Dominion

Page 3 of

For questions about Dominion East Ohio charges call 1-800-362-7557. Avo estimate-enter a read between 10/01 & 5 p.m. on 10/05/2009 at www.dom.cc

Credits And Charges Since Your Last Bill

Balance from last bill	\$2,836.48
Late Payment Charge	8.23
Security Deposit Interest	8.62 CR
Gross Receipts Tax	.38
Balance	\$2,836.47

Current Charges

Dominion East Ohio Distribution Charges	
Basic Monthly Charge	\$12.80
Usage-Based Charges	
2.5 MCF @ \$2.3160	5.79
Gross Receipts Tax	.86
Total Dominion East Ohio Charges	\$19.45

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

I G S ENERGY Charges

Gas Cost 2.5 MCF @ \$10.85	\$27.13
Sales Tax	1.76
Total I G S ENERGY Charges	\$28.89

For questions about gas supply costs, contact I G S ENERGY at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

Total Current Charges	\$48.34
Total Account Balance	\$2,884.81

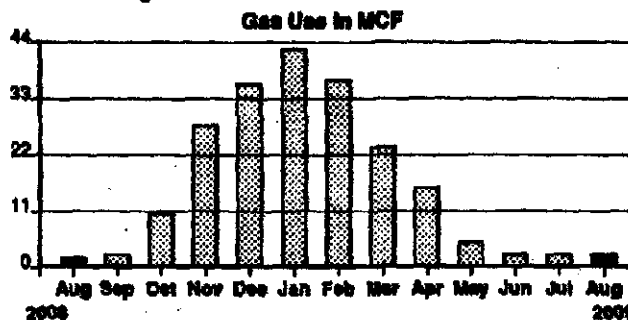
YOU ARE ON A CURRENT PLUS (\$457.54) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature
For This Billing Period

2008
69°F

2009
70°F



Average monthly use:
Total annual use:

17.6 MCF.
211.2 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	18815062		
Sep 1, 2009	Remote	408.6	
Aug 3, 2009	Estimate	406.1	2.5
MCF Used in 29 Days			2.5

16

*****AUTO**5-DIGIT 44708
13640 2 AV 0.460 T#000059
RANDY E COLEMAN
5333 SAINT ANDREWS ST NW
CANTON OH 44708-1841



Full
2,884.81
New 1,063.78
IFS: