

FILE

DEO EXHIBIT 1.0

BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO

RANDY COLEMAN, SR.,

Complainant,

v.

THE EAST OHIO GAS COMPANY D/B/A  
DOMINION EAST OHIO,

Respondent.

Case No. 09-828-GA-CSS

DIRECT TESTIMONY OF  
ROXIE EDWARDS  
ON BEHALF OF DOMINION EAST OHIO

PUCO

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1 **Direct Testimony of**

2 **Roxie Edwards**

3 **I. INTRODUCTION**

4 **Q1. Please state your name, occupation and business address.**

5 A1. My name is Roxie Edwards. I am employed by The East Ohio Gas Company d/b/a  
6 Dominion East Ohio ("DEO" or "Company") as a Customer Relations Support Manager. My  
7 business address is 1201 E. 55th Street, Cleveland, Ohio 44103.

8 **Q2. What is the purpose of your testimony?**

9 A2. My testimony explains the account history of Randy Coleman, Sr. for natural gas service  
10 provided to 5333 Saint Andrews St., NW, Canton, Ohio 44708, account No. 6500033515913.  
11 My testimony concludes: (1) DEO timely provided Mr. Coleman with the notice required by  
12 Commission rules informing him that he had enrolled with Interstate Gas Supply ("IGS") as his  
13 natural gas supplier on October 9, 2008, and that he had until October 23, 2008 to notify DEO if  
14 he wished to cancel his enrollment; (2) Mr. Coleman did not contact DEO on or before October  
15 23, 2008 to cancel his enrollment; and (3) Mr. Coleman has failed to pay substantial arrearages  
16 on undisputed charges, thereby warranting disconnection of service.

17 **II. BACKGROUND AND QUALIFICATIONS**

18 **Q3. Please describe your work history.**

19 A3. I have been employed by DEO since 1978 in various positions related to customer  
20 service, including call center representative, and representative in the consumer affairs, billing  
21 and customer relations departments.

**Q4. What are your current job responsibilities?**

A4. I am responsible for responding to general billing inquiries, administering payment plans and options for repayment of delinquent accounts, and handling customer billing disputes.

**Q5. What information have you reviewed to prepare your testimony?**

A5. I have reviewed the Complaint filed by Mr. Coleman on September 18, 2009. I have also reviewed documents pertaining to the history and current status of Mr. Coleman's account, particularly with respect to billing and payments, and documents pertaining to DEO's notifying Mr. Coleman of his October 9, 2008 enrollment with IGS. The documents are maintained by DEO in the ordinary course of business and are business records of DEO.

**Q6. What is your understanding of the dispute that gives rise to Mr. Coleman's Complaint?**

A6. According to the Complaint, Mr. Coleman claims he "never gave permission" to IGS to be his natural gas supplier. He also claims to have "never received any written confirmation" of his enrollment with IGS.

### **III. IGS ENROLLMENT**

**Q7. When did Mr. Coleman establish gas service with DEO?**

A7. Mr. Coleman became the customer of record at 5333 Saint Andrews St., NW, Canton, Ohio 44708 on August 23, 2007.

**Q8. What is DEO's Energy Choice Program?**

A8. Generally speaking, pursuant to Chapter 4901:1-29, Ohio Administrative Code ("O.A.C."), DEO's Energy Choice Program allows eligible customers to purchase natural gas from a Competitive Retail Natural Gas ("CRNG") supplier, such as IGS. CRNG suppliers must be registered with the Commission in order to serve customers. The relationship between DEO

and CRNG suppliers is governed by DEO's General Terms and Conditions of Energy Choice Pooling Service, which are part of DEO's tariffs. Customers who wish to buy gas from a CRNG supplier continue to receive their delivery service from DEO under DEO's Energy Choice Transportation Service ("ECTS") tariff.

**Q9. What are the eligibility criteria for customers to participate in Energy Choice?**

A9. DEO's ECTS tariff provides two main criteria for eligibility under the ECTS rate schedule. First, the customer must have purchased or otherwise arranged to receive all of their natural gas requirements from a qualified CRNG supplier. Second, the customer must have no arrears for 30 days or more, or, if eligible, be on a current payment plan to discharge an arrearage. Customers who have not broken more than one payment plan in the preceding 12 months are also Choice-eligible.

**Q10. Please describe the enrollment process for the Energy Choice program.**

A10. After a supplier enrolls a new customer, the supplier sends DEO an electronic file regarding the customer's request for enrollment with that supplier. DEO uses the information provided by the supplier to verify whether the customer is eligible for service under the ECTS rate schedule. If the customer is eligible, Rule 4901:1-29-06(C), O.A.C. requires DEO to "provide a written notice to customers that allow customers to rescind their enrollment with a [CRNG] supplier or governmental aggregator within seven business days from the postmark date of the notice." If the customer is not Choice-eligible, DEO notifies the customer and the supplier and no change is made to the customer's service.

**Q11. How long does the enrollment process take?**

A11. Ordinarily, one to two billing cycles.

1    **Q12. What is your understanding of the purpose of Rule 4901:1-29-06(C)?**

2    A12. My understanding of the intent of the Commission's rule is to prevent "slamming," or the  
3    unauthorized enrollment with a CRNG supplier without the customer's consent.

4    **Q13. Did DEO receive a request for CRNG enrollment for Mr. Coleman's account?**

5    A13. Yes. On October 9, 2008, IGS sent an electronic enrollment request to DEO informing  
6    DEO that Mr. Coleman had chosen to enroll with IGS as his CRNG supplier. DEO determined  
7    Mr. Coleman was eligible for Energy Choice participation. As such, on October 10, 2008, DEO  
8    provided Mr. Coleman the notice required by Rule 4901:1-29-06(C) by sending him the written  
9    "Energy Choice Program Confirmation of Supplier" (the "Confirmation"). A true and correct  
10   copy of the Confirmation referenced in my testimony is attached as DEO Exhibit 1.1. The  
11   Confirmation informed Mr. Coleman that he had enrolled with IGS as his CRNG supplier. The  
12   Confirmation instructed Mr. Coleman to contact DEO by no later than October 23, 2008 to  
13   cancel his enrollment. DEO thus gave Mr. Coleman the required 7 business days to contact DEO  
14   and cancel his IGS enrollment. The Confirmation was sent to Mr. Coleman at the address for the  
15   account and was not returned to DEO as undeliverable.

16   **Q14. Did Mr. Coleman contact DEO on or before October 23, 2008 regarding the**  
17   **Confirmation or his enrollment with IGS?**

18   A14. No. I have reviewed the account history for Mr. Coleman's account as documented by  
19   DEO's Customer Information System. The information contained in DEO's Customer  
20   Information System is kept in the ordinary course of business and maintained as business records  
21   of DEO. True and correct copies of the Customer Information System materials referenced in  
22   my testimony are attached collectively as DEO Exhibit 1.2. DEO's Customer Information  
23   System shows that Mr. Coleman did not contact DEO at all between October 9, 2008 and

1 October 23, 2008. Mr. Coleman did contact DEO regarding his IGS enrollment on March 31,  
2 2009, when he and someone identifying herself as Mr. Coleman's wife telephoned DEO. During  
3 the March 31, 2009 telephone call, Mr. and Mrs. Coleman said that they had not authorized the  
4 enrollment with IGS. DEO informed Mr. and Mrs. Coleman that DEO sent the Confirmation on  
5 October 10, 2008 and that the enrollment with IGS was confirmed and processed when the  
6 Colemans failed to respond to the Confirmation. DEO instructed Mr. and Mrs. Coleman to  
7 contact IGS directly if they were disputing their IGS enrollment. DEO also informed the  
8 Colemans that DEO could not make any adjustment to the account absent instructions to do so  
9 from IGS.

10 **Q15. Did Mr. or Mrs. Coleman contact DEO again regarding the IGS enrollment?**

11 A15. Yes. DEO's Customer Information System (DEO Exhibit 1.2) indicates that, on July 30,  
12 2009, Mr. Coleman again contacted DEO regarding the IGS charges. DEO once again explained  
13 the basis for the IGS supplier charges on Mr. Coleman's account. The call was disconnected by  
14 Mr. Coleman.

15 **Q16. Has DEO discussed the account with anyone else?**

16 A16. Yes. Based on information in DEO's Customer Information System (DEO Exhibit 1.2), on  
17 September 11, 2009, DEO received a call from the Office of Ohio Consumers' Counsel ("OCC")  
18 on Mr. Coleman's behalf regarding the IGS enrollment. DEO explained the history, process and  
19 procedures related to Mr. Coleman's enrollment. The OCC representative said that he was  
20 satisfied with DEO's explanation. DEO received no further calls from Mr. or Mrs. Coleman,  
21 OCC or any other party about Mr. Coleman's IGS enrollment after September 11, 2009.

**Q17. How long was Mr. Coleman enrolled with IGS as his CRNG supplier?**

A17. IGS was the CRNG supplier for Mr. Coleman's account for monthly bills issued from December 2008 through September 2009. For monthly bills issued prior to December 2008 and after September 2009, DEO has been the natural gas supplier for Mr. Coleman's account. True and correct copies of the bills issued from December 2008 through February 2010 referenced in my testimony are attached collectively as DEO Exhibit 1.3. All charges and fees appearing on these bills are bona fide and accurate.

**Q18. Were the IGS supplier charges identified on Mr. Coleman's bills from December 2008 through September 2009?**

A18. Yes. As required by Rule 4901:1-29-12, O.A.C., the bills issued for Mr. Coleman's account from December 2008 through September 2009 displayed that IGS was the CRNG supplier for the account. The bills separately itemized the IGS supplier charges from the DEO distribution charges.

#### **IV. ACCOUNT ARREARAGE**

**Q19. Is Mr. Coleman current on his DEO account?**

A19. No. Mr. Coleman's account arrearage through his February 4, 2010 bill is \$3,645.72. The arrearage includes in part \$1,524.17 for services rendered prior to December 2008, when Mr. Coleman's IGS enrollment began. The arrearage total also includes \$996.52 in unpaid charges for bills issued since October 2009, after Mr. Coleman's IGS enrollment ended. DEO has not received a payment on the account since June 8, 2009, almost nine months ago.

**Q20. Is Mr. Coleman's account subject to disconnection?**

A20. Yes. DEO understands that, pursuant to the Commission's September 24, 2009 entry in this proceeding, DEO may not disconnect service based upon Mr. Coleman's failure to pay



1 charges in dispute in this proceeding. The only charges disputed in the Complaint are charges  
2 incurred during his IGS enrollment from December 2008 through September 2009. As the  
3 Commission's September 24, 2009 entry also affirms, DEO is not prohibited from disconnecting  
4 Mr. Coleman's account for failure to pay charges accrued on his account prior to December 2008  
5 or after September 2009, as these charges and fees are expressly not in dispute. Accordingly,  
6 DEO has included the required "Shut-Off Notice" on each bill issued for the account from  
7 October 2009 through February 2010, informing Mr. Coleman that he is required to pay  
8 outstanding arrearages on the account to avoid disconnection, and encouraging him to contact  
9 DEO regarding the "Shut-Off Notice." (DEO Exhibit 1.3.) DEO has also complied with the  
10 Commission's winter disconnection requirements by providing Mr. Coleman, by telephone  
11 contact at the telephone number designated for the account, the information required by Rule  
12 4901:1-18-05(B). DEO provided this information by contact with a live person on November  
13 30, 2009, by leaving Mr. Coleman answering machine messages on December 17, 2009 and  
14 January 19, 2010, and by contact with a live person again on February 18, 2010. (DEO Exhibit  
15 1.2.) The person who answered the telephone on February 18, 2010 hung up before the call  
16 could be completed.

17 **Q21. Does this conclude your testimony?**

18 **A21. Yes.**

19

20

October 10, 2008

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: Energy Choice Program Confirmation Of Supplier**

This letter confirms your choice of Igs Energy (Interstate Gas Supply) as your natural gas supplier under the Dominion East Ohio Energy Choice program.

Unless your account status changes, you will start receiving one combined bill from Dominion East Ohio on or after 12/01/2008. It will include your transportation (delivery) service from Dominion East Ohio and your natural gas supply from Igs Energy (Interstate Gas Supply).

If any of this information is not correct, please contact our office at (800)362-7557 Monday through Friday from 7:00 a.m. through 7:00 p.m. by 10/23/2008. For your convenience, you can use our Interactive Voice Response program any time - day or night - to cancel this pending supplier change order, but you must do so by 10/23/2008. Simply call us at (800)362-7557.

- When prompted, choose "more options" and then say, or enter using your phone's keypad, your 13-digit account number (found at the top of this letter).
- Follow the prompts to "Energy Choice" and then "cancel pending supplier order."

If we do not hear from you by the deadline, we will assume this information is correct and will bill you accordingly.

**PLEASE NOTE:**

- If you are already a participant in the Energy Choice Program and your current contract has not yet expired, we urge you to review the terms of that contract for any fees which may apply. Please contact your supplier if you have any questions.
- If you have any past-due amounts owed to Dominion East Ohio by the date of your first Energy Choice bill, you will be enrolled automatically in Dominion's Payment Plan program. The plan amount (current amount due, plus one-sixth of your past-due balance) will be stated on your first Energy Choice bill.

We hope you will be pleased with our Energy Choice program and the natural gas supplier you chose. As always, Dominion East Ohio will continue to read your meter and provide you with the same quality service you now receive. Thank you for participating in the Energy Choice program.

Sincerely,

Customer Service Center  
Dominion East Ohio

lca176

DEO EXHIBIT  
1.1

Comments

Ref Flag	Type	Create Date	Remarks
N	PAYMENT INQUIRY	03/31/2009 05:18:45 PM	FD-5175 09000301 SETUP TON NON PAY FOR 41.09 A
N	CREDIT GENERAL	03/31/2009 04:18:55 PM	JUST CALLED TO GET SET UP 175 PAYMENT PLAN CRT
N	SUPPLIER INFORM	03/31/2009 02:39:48 PM	MRS COLEMAN SD SHE DID NOT GIVE OK TO GAS SUPP
N	CREDIT GENERAL	03/31/2009 02:26:24 PM	NEVER AUTHOR ZCD HER GAS SUPPLIER TO BE IG

Category

- ☒ All  
☐ Accounts/Programs  
☐ Billing  
☐ C&I  
☐ Credit/Chrg  
☐ Financials  
☐ Gas Measurements  
☐ General  
☐ Internal  
☐ Meter Reading  
☐ New Connections  
☐ Product Change  
☐ Payments  
☐ Regulatory  
☐ Rates  
☐ Service Orders

Type: CREDIT GENERAL

Remarks

NEVER AUTHORIZED HER GAS SUPPLIER TO BE IG. BILL NEEDS TO BE CORRECTED BECAUSE AMOUNT IS NOT RIGHT AND NEEDS TO BE CORRECTED SO BILL CAN BE PAID TO HAVE SERVICE RECONNECTED

☒ Link With Account

☐ RE-ENTRY

Last Updated: 03/31/2009

Updated By: BLAZE, KENDRA

Comments

Red Flag	Type	Create Date	Remarks
N	PAYMENT INQUIRY	03/31/2009 05:16:45 PM	RD 3175 09000130 SET UP TON DON PAY FOR AIGS A
N	CREDIT GENERAL	03/31/2009 04:19:56 PM	CUST CALLED TO GET SET UP 175 PAYMENT PLAN OPT
N	SUPPLIER INFORM	03/31/2009 02:33:43 PM	MRS COLEMAN SD SHE DID NOT GIVE OK TO IGS SUPP
N	CREDIT GENERAL	03/31/2009 02:26:24 PM	NEVER AUTHORIZED HER GAS SUPPLIER TO BE IGS

Category

- ☐ All  
☐ Assistance Programs  
☐ Bill to  
☐ Credit  
☒ Energy Choice  
☐ Pay Lease ID  
☐ Gas Measurement  
☐ General  
☐ Incentive  
☐ Meter Reading  
☐ New Constructio  
☐ Product Services  
☐ Program Admin  
☐ Read Meter  
☐ Repair  
☐ Service Order  
☐ Utility Transfer

Topic

Remarks: SUPPLIER INFORMATION  
MRS COLEMAN SD SHE DID NOT GIVE OK TO IGS SUPPLIER. ADV CUST WHEN IGS CONTACTED DOMINION FOR BILLING PURPOSES WE SENT ENERGY CHOICE PROGRAM CONFIRMATION ADV. NO RECORD THAT SHE NOR MR COLEMAN RESPONDED TO LTR. REFFRD HER TO IGS ADV IF SHE WAS ENROLLED IN ERROR IGS WILL NEED TO CONTACT DOMINION FOR BILLING. DID NOT TALK TO RANDY COLEMAN DID NOT MAKE ANY ADJUST MNTS TO CURRENT SUPPLIER.

☒ Unpaid Account

☐ Red Flag

Last Updated: 3/31/2009

Updated By: JORDAN, WANDA

Comments

Red Flag	Type	Create Date	Remarks
Y	CREDIT GENERAL	02/28/2010 09:58:33 AM	IMPORTANT DNP INFORMATION PLEASE RE-ADMITTUM
N	PUC EXPLANATION	09/11/2009 03:10:51 PM	INDUQRY CAME THRU PUC HOTLINE
N	BILLING EXPLANATION	07/30/2009 02:46:54 PM	EXPLAINED BILL MR COLEMAN ET ABOUT SUPPLIER CHA
N	ORDER STATUS	07/24/2009 02:16:33 PM	CUSTOMER CALLED REGARDING ORDER STATUS ADV

Category

- ☒ All  
☐ Assistance Program  
☐ Billing  
☐ Check  
☐ Credit Check  
☐ Credit Limit  
☐ Credit Review  
☐ Credit Transfer  
☐ Internet  
☐ Meter Reading  
☐ New Connection  
☐ Product Service  
☐ Payment  
☐ Service Fee  
☐ Rate  
☐ Service Area

Type: BILLING EXPLANATION

Remarks: EXPLAINED BILL MR COLEMAN ET ABOUT SUPPLIER CHARGES CALL WAS DISCONNECTED

☒ Not a Duplicate

☐ Red Flag

Last Updated: 7/30/2009

Updated By: PASCHAL DOLLEN

Comments

Flag	Type	Date	Remarks
Y	CREDIT GENERAL	02/28/2010 09:58:39 AM	IMPORTANT DNP INFORMATION: PLEASE READ!!!!!!
N	PLC EXPLANATION	09/17/2009 03:10:54 PM	INQUIRY CAME THRU PUCO HOTLINE
N	BILLING EXPLANATION	07/30/2009 02:45:54 PM	EXPLAINED BILL NR COLEMAN CI ABOUT SUPPLIER CH
N	ORDER STATUS	07/24/2009 02:18:33 PM	CUSTOMER CALLED REGARDING ORDER STATUS ADV

Category

- ☐ All
- ☐ Energy Choice
- ☐ Internal
- ☐ Payment
- ☐ Gas Service Program
- ☐ Tax/Lease ID
- ☐ Meter Reading
- ☐ Regulation
- ☐ Billing
- ☐ Gas Measurement
- ☐ New Construction
- ☐ Rate
- ☐ Credit
- ☐ General
- ☐ Product Service
- ☐ Other

Topic: PLC EXPLANATION

Remarks: INQUIRY CAME THRU PUCO HOTLINE FROM BRIAN OF OHIO CONSUMERS COUNCIL. EXPLAINED TO CALLER CURR GAS SUPPLIER IS CGS ENERGY RATE \$10.85 PER MCF. SHMT DEF NOTICE AMT \$549.79 MUST POST BY 09/17/09 TO AVOID A NON PAY TURN OFF. CALLER SATISFIED W/ BILLING EXPLANATION. /SDMA/

☒ Add to My Favorites

☐ Flag

Last Updated: 09/17/2009

Updated By: FORD, SHAFON



File

Col Admin

PIR

PIR Repayment

CAP

CAP Adjustments

CAP Summary

Exchange

Summary

Credit Forecast

NAB Certificate

Payment Plans

Credit Mark

Bankruptcy

## Account Information

Bill Cycle 16

Bill Date 03/03/2010

Account Balance \$4,049.36

Read Date 03/03/2010

Disconnect Amount \$3,645.72

Credit Rating PDDH

## Schedule Hold

Reason

Expiration Date 00/00/0000

Date

## Schedule Type

☒ Utility☐ Nonutility

Bill Month

OCTOBER

## 175 Rule

☐ Turnon/Avoidance

Effective Date 00/00/0000

## Credit Action Schedule

Schedule Name	Event Date	Event Description	Event Status	Notice Amount	Billed to
RESIDENTIAL PAYMENT PLAN	10/30/2009	BILL MAILING	COMPLETED	\$2,165.78	10/30/2009
RESIDENTIAL PAYMENT PLAN	10/30/2009	DISCONNECT 100	COMPLETED	\$1,373.58	10/30/2009
RESIDENTIAL PAYMENT PLAN	11/01/2009	PERSONAL CONTACT	COMPLETED	\$1,573.58	10/30/2009
RESIDENTIAL PAYMENT PLAN	12/01/2009	DNP 1		\$1,573.58	10/30/2009

Communication

Maintain

Equip Access

☒ For Customer
 ☐ For Account
 ☐ For Premise
 ☒ Save To Premise
 Returned Mail in Last 120 Days

Date/Time Received	Account No	Street Address	Method	Direction	Communit
01/19/2010 12:01 PM	6500033515913	5333 SAINT ANDREWS ST	PHONE	OUTGOING	CREDIT
12/17/2009 12:00 PM	6500033515913	5333 SAINT ANDREWS ST	PHONE	OUTGOING	CREDIT
11/30/2009 12:01 PM	6500033515913	5333 SAINT ANDREWS ST	PHONE	OUTGOING	CREDIT

Contact N/A

Date Closed 12/01/2009

Taken By BATCH SYSTEM

Closed By BATCH SYSTEM

☐ Plumb  
☐ Electric  
☐ Gas  
☐ Sewer  
☐ Lighting  
☐ Other

Reference

REASON

CONTACT MADE

CONTACT ATTEMPTED

CONTACT NO ATTEMPT

DENIED

Remarks

RESULTS OF CONTACT - LEFT MESSAGE WITH ADULT

Post Card Remarks

Suppression

Print

Request Letter



Final

Col Agency

PIP

PIP Replacement

CAP

CAP Adjustment

CAP Status/Notes

Exchange

Summary

Credit Forecast

Med Certificate

Payment Plans

Credit Maint

Bankruptcy

## Account Information

Bill Code 16

Bill Date 09/09/2010

Account Balance 64,049.36

Resc Date 03/03/2010

Disconnect Amount 33,545.72

Credit Rating POOR

## Schedule Hold

Reason

Expiration 00/00/0000

Date

## Schedule Type

☒ Utility☐ Non-Utility

Bill Month NOVEMBER

Contract

## 1/5 FILE

☐ Disen/Avoidance

Effective Date 00/00/0000

## Credit Action Schedule

Schedule Name	Event Date	Event Description	Event Status	Notice Amount	Bill Date
RESIDENTIAL PAYMENT PLAN	12/03/2009	BILL MAILING	COMPLETE	32,770.83	12/03/2009
RESIDENTIAL PAYMENT PLAN	12/03/2009	DISCONNECT INFO	COMPLETE	32,165.78	12/03/2009
RESIDENTIAL PAYMENT PLAN	12/17/2009	PERSONAL CONTACT	COMPLETE	32,165.78	12/03/2009
RESIDENTIAL PAYMENT PLAN	01/04/2010	DNF		32,165.78	12/03/2009

Communications - COLEMAN, RANDY E:5333 SAINT ANDREWS ST NW:6500033515413

Communication    Maintain    Equip/Access

☒ For Customer   
 ☐ For Account   
 ☐ For Premise   
☒ Save To Premise   
 Retained Mail In Lock 120 Days

Date/Time Received	Account No.	Street Address	Method	Direction	Comments
01/19/2010 12:01 PM	6500033515413	5333 SAINT ANDREWS ST	PHONE	OUTGOING	CREDIT
12/17/2009 12:10 PM	6500033515413	5333 SAINT ANDREWS ST	PHONE	OUTGOING	CREDIT
11/30/2009 12:01 PM	6500033515413	5333 SAINT ANDREWS ST	PHONE	OUTGOING	CREDIT

Contact: N/A   
 Taken By: BATCH SYSTEM   
☐ Dr. Myle   
☒ OK

Date Closed: 12/18/2009   
 Chg. By: BATCH SYSTEM   
☐ Pst. Compliance   
☐ Pst. 30   
☐ Customer Satisfied   
☐ OK

Referred To:   
 Hold Mail:   
 CONTACT MADE   
 CONTACT ATTEMPTED   
 CONTACT NO ATTEMPT   
 DENIED

Remarks: RESULTS OF CONTACT: ANSWERING MACHINE

Post-Cust Remarks:   
 Suggestions:

Final

Coll Agency

BIP

BIP Repayment

CAP

CAP Adjustment

CAP Special Act

Exchange

Summary

Credit Forecast

Med Certificate

Payment Plans

Credit Mktg

Bankruptcy

## Account Information

Bill Cycle 16

Bill Date 03/03/2010

Account Balance \$1,049.36

Read Date 03/03/2010

Disconnected Amount \$3,645.72

Credit Rating POOR

Schedule Type

☒ Utility☐ Nonutility

Contract

Bill Month DECEMBER

## Schedule Hold

Reason

Expiration Date 00/00/0000

Date

1/5 Rule

☐ Turn-in/Avoidance

Effective Date 00/00/0000

## Credit Action Schedule

Schedule Name	Event Date	Event Description	Event Status	Notice Amount	Bill Date
DEPOSIT LETTERS	01/06/2010	DEPOSIT LETTER PAID		\$0.00	01/06/2010
RESIDENTIAL POOR	01/05/2010	BILL MAILING	COMPLETE	\$3,645.72	01/05/2010
RESIDENTIAL POOR	01/05/2010	DISCONNECT FEE	COMPLETE	\$2,988.00	01/05/2010
RESIDENTIAL POOR	01/19/2010	PERSONAL CONTACT COMPLETE		\$2,988.00	01/19/2010

Communication    Maintain    Equip Access

☒ For Customer   
 ☐ For Account   
 ☐ For Premise   
 ☒ Save To Premise   
 Returned Mail to Last 120 Days:

Date/Time Received	Account No	Street Address	Method	Direction	Remittance
01/19/2010 12:01 PM	6500033515913	5333 SAINT ANDREWS ST	PHONE	OUTGOING	CREDIT
12/17/2009 12:00 PM	6500033515913	5333 SAINT ANDREWS ST	PHONE	OUTGOING	CREDIT
11/30/2009 12:01 PM	6500033515913	5333 SAINT ANDREWS ST	PHONE	OUTGOING	CREDIT

Contact:  N/A   
 Taken By:  BATCH SYSTEM   
 ☐ Dispute   
 ☒ Tax   
 ☐ Decide   
 ☐ Denial   
 ☐ Service

Date Closed:  01/20/2010   
 Ch. 180:  BATCH SYSTEM   
 ☐ FSD Compliance   
 ☐ Customer Satisfied

Resolution:  CONTACT MADE   
  CONTACT ATTEMPTED   
  CONTACT NOT ATTEMPTED   
  DENIED

Remarks:  RESULTS OF CONTACT: TRANSFERRING MACHINE

For Customer Remarks:

Suggestions:

Update   
 Record Log

Find

Ed Agency

PIP

PIP Repayment

CAP

CAP Adjustment

CAP Repayment

Exchange

Symbol

Credit Forecast

Med Certificate

Payment Plans

Credit Memo

Bankruptcy

## Account Information

Bill Cycle 15

Bill Date 03/03/2010

Account Balance \$1,049.05

Read Date 03/03/2010

Disconnect Amount \$3,645.72

Credit Rating POOR

## Schedule Hold

Reason

Expiration Date 00/00/0000

Date

175 Rule

Turnon/Avoidance

Effective Date 06/01/0000

## Schedule Type

DNP

Non-DNP

Bill Month JANUARY

Control

## Clock Action Schedule

Schedule Name	Event Date	Event Description	Event Status	Notice Amount	Bill Date
RESIDENTIAL POOR	02/04/2010	BILL MAILING	COMPLETED	\$1,049.05	02/04/2010
RESIDENTIAL POOR	02/04/2010	DISCONNECT 100	COMPLETED	\$3,645.72	02/04/2010
RESIDENTIAL POOR	02/18/2010	PERSONAL CONTACT	COMPLETED	\$3,645.72	02/18/2010
RESIDENTIAL POOR	03/05/2010	DNP 1		\$3,645.72	03/05/2010



Date/Tm	Fld Received	Account No.	Street Address	Md Mod	Dificltn	Credit Limit
02/18/2010 12:01 PM		6500033515913	5333 SAINT ANDREW'S ST	PHONE	OUTGOING	CREDIT
01/19/2010 12:01 PM		6500033515913	5333 SAINT ANDREWS ST	PHONE	OUTGOING	CREDIT
12/17/2009 12:00 PM		6500033515913	5333 SAINT ANDREWS ST	PHONE	OUTGOING	CREDIT

**Contact:** NYA      Taken By: BATCH SYSTEM      Disputed: ☐      Pending: ☒

**Data Obscd:** 02/18/2010    Signed By: BATCH SYSTEM      Fld Completed: ☐      Pending: ☐

**Referred To:** Resolution: CONTACT MADE      Denied/Satisfied: ☐      Other: ☐

**Status:** CONTACT ATTEMPTED  
CONTACT NO ATTEMPT  
DENIED

**Remarks:** RESULTS OF CONTACT 1) CONTACTS 4 SECONDS

**Post-Event Remarks:**

**Suggestions:**

**RANDY E COLEMAN**

Page 1 of 2

5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 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. Avoid an 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

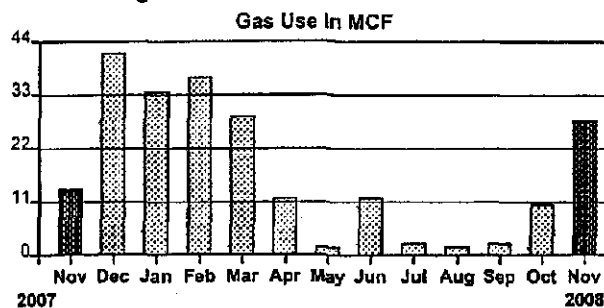
For questions about gas supply costs, contact IGS ENERGY(INTERSTATE GAS SUPPLY) at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

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



Average monthly use: 17.9 MCF.  
Total annual use: 215.0 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Dec 1, 2008	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.

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

**\$679.34**

Plan Amount

Amount Enclosed

16

**Web Site Provides Gas Supply Options**

A new Web site, [www.DominionGasChoice.com](http://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](http://www.puco.ohio.gov) or call 1-800-299-7271; or the Ohio Consumers' Counsel at [www.pickocc.org](http://www.pickocc.org) or 1-877-742-5622.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



DOMINION EAST OHIO  
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RICHMOND VA 23261-6785



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**DEO EXHIBIT**  
**1.3**

5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number Date Prepared  
5000 3351 5913 December 3, 2008

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](http://www.dom.com), key word Ohio Rate Case.

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 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 an estimate-enter a read between 02/03 & 5 p.m. on 02/05/2009 at www.dom.com.

## **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 \$525.58**  
**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

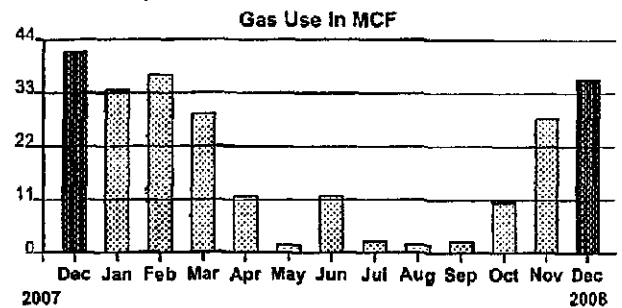
## **Special Payment Arrangements**

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.**

## **Monthly Usage Comparison**

Average Daily Temperature For This Billing Period 2007 30°F 2008 29°F



Average monthly use: 17.4 MCF.  
Total annual use: 209.3 MCF.

## **Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	18815062		
Jan 2, 2009	Remote	274.9	
Dec 1, 2008	Estimate	238.5	36.4
<b>MCF Used in 32 Days</b>			<b>36.4</b>

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

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

\$801.27

Plan Amount

Amount Enclosed

18

## **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.

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

Page 1 of 2

5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number Date Prepared  
5000 3351 5913 February 5, 2009

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

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

**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.

<b>LEASE PAY BY</b> Feb 23, 2009 <b>Account No.</b> 6 5000 3351 5913	
<b>\$1,678.01</b>	
Plan Amount	Amount Enclosed

16

**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.

RANDY E COLEMAN  
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RANDY E COLEMAN

Page 2 of 2

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 an estimate-enter a read between 03/04 & 5 p.m. on 03/06/2009 at www.dom.com.

**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 106.73  
43.3 MCF @ \$2.4648  
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) Charge \$498.00

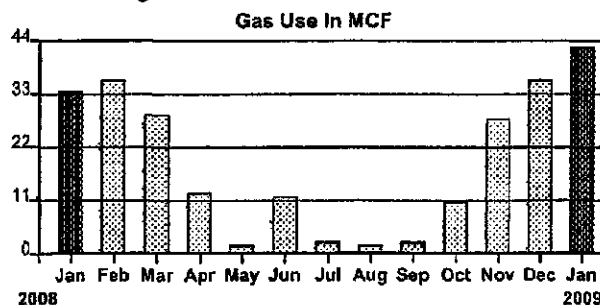
For questions about gas supply costs, contact IGS ENERGY(INTERSTATE GAS SUPPLY) at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

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.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



RANDY E COLEMAN

Page 1 of 2

5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 5000 3351 5913  
Data Prepared March 4, 2009

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

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

**Summary of Payment Due**

Current Plan Amount 802.66  
Past Due Plan Amount 1,678.01  
Total Payment Due by March 20, 2009 \$2,480.67

\*\*\*\* 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 \$1,678.01 in full by March 20, 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 \$122.00 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](http://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](http://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 Mar 20, 2009 Account No. 6 5000 3351 5913

\$2,480.67

Plan Amount

Amount Enclosed

18

**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](http://www.dom.com) web site.

RANDY E COLEMAN  
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RANDY E COLEMAN

Page 2 of 2

5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 5000 3351 5913 Date Prepared March 4, 2009

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

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

**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) Charge \$427.84**

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.

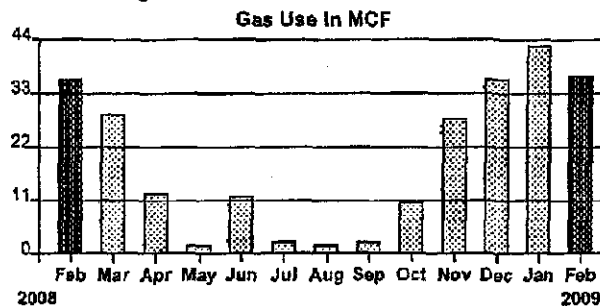
**Total Current Charges \$548.64**

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

**Please Pay Plan Amount of \$2,480.67 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.

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RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



RANDY E COLEMAN

Page 1 of 2

5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number Date Prepared  
5000 3351 5913 April 6, 2009

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

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

**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

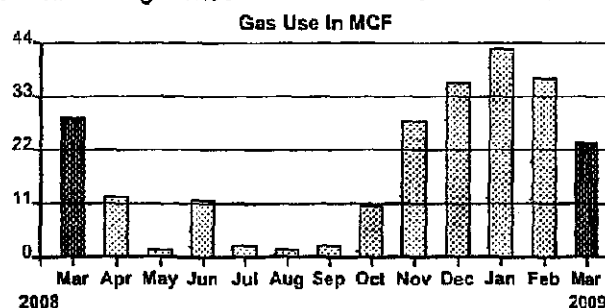
For questions about gas supply costs, contact IGS ENERGY(INTERSTATE GAS SUPPLY) at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

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 33°F 2009 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.

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

\$888.36

Plan Amount

Amount Enclosed

16

**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.

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

Page 2 of 2

5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number Date Prepared  
5000 3351 5913 April 6, 2009

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

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/04 & 5 p.m. on 05/06/2009 at [www.dom.com](http://www.dom.com).

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.**

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RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



RANDY E COLEMAN

Page 1 of 3

5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number Date Prepared  
3 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 an estimate-enter a read between 06/03 & 5 p.m. on 06/05/2009 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

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

\*\*\*\* 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 \$33.00. 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 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](http://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](http://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 \$0.64 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.

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

\$1,640.40

Plan Amount

Amount Enclosed

**Save Time, Stamps**

Enroll online in eBill through Manage Your Account at [www.dom.com](http://www.dom.com). Also, choose Automatic Bank Draft for the ultimate in bill payment convenience.

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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

Page 2 of 3

5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

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 an 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
<b>Balance</b>	<b>\$3,217.93</b>

## 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
<b>Total Dominion East Ohio Charges</b>	<b>\$58.55</b>

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
<b>Total IGS ENERGY(INTERSTATE GAS SUPPLY) Cha</b>	<b>\$181.42</b>

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.

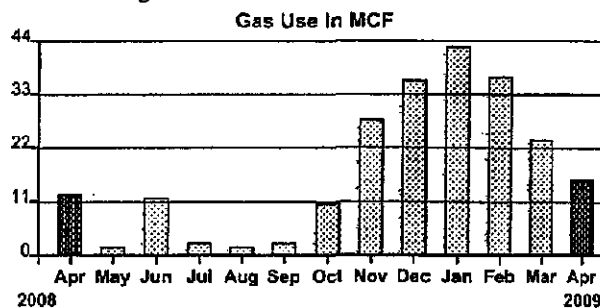
<b>Total Current Charges</b>	<b>\$239.97</b>
<b>Total Account Balance</b>	<b>\$3,457.90</b>

## 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.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



**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.

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

**CR - Credit**

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

**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.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



RANDY E COLEMAN

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number Date Prepared  
5 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 an 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	618.56
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	\$618.56
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.

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

\$1,310.50

Plan Amount

Amount Enclosed

16

**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.

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DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785



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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 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 an estimate-enter a read between 07/02 & 5 p.m. on 07/07/2009 at www.dom.com.

**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
<b>Balance</b>	<b>\$2,592.42</b>

**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
<b>Total Dominion East Ohio Charges</b>	<b>\$26.97</b>

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
<b>Total I G S ENERGY Charges</b>	<b>\$58.94</b>

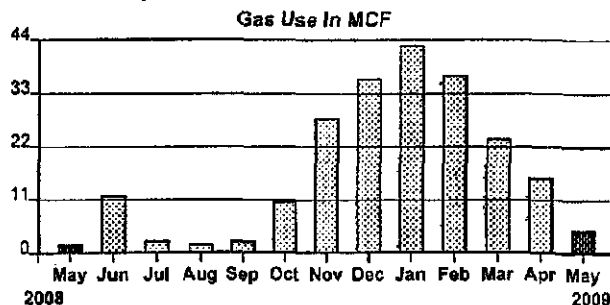
For questions about gas supply costs, contact I G S ENERGY at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

<b>Total Current Charges</b>	<b>\$85.91</b>
<b>Total Account Balance</b>	<b>\$2,678.33</b>

**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
<b>MCF Used in 32 Days</b>			<b>5.1</b>



**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.

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

**CR - Credit**

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

**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 imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. 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.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



RANDY E COLEMAN

Page 1 of 3

5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number Date Prepared  
3 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 an estimate-enter a read between 08/03 & 5 p.m. on 08/05/2009 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Plan Amount	565.03
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](http://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](http://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.

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

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

\$1,875.53

Plan Amount

Amount Enclosed

16

**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](http://www.dom.com) web site.

RANDY E COLEMAN  
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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 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 an estimate-enter a read between 08/03 & 5 p.m. on 08/05/2009 at www.dom.com.

**Credits And Charges Since Your Last Bill**

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

**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
<b>Total Dominion East Ohio Charges</b>	<b>\$21.37</b>

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
<b>Total I G S ENERGY Charges</b>	<b>\$34.67</b>

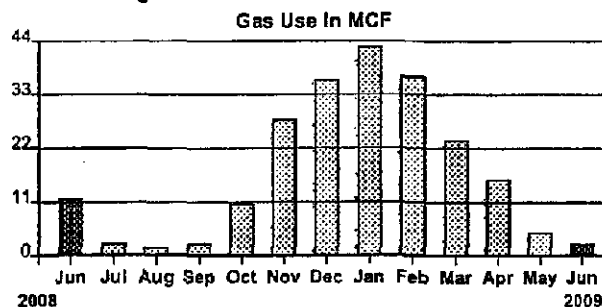
For questions about gas supply costs, contact I G S ENERGY at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

<b>Total Current Charges</b>	<b>\$56.04</b>
<b>Total Account Balance</b>	<b>\$2,745.23</b>

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

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2008 69°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
<b>MCF Used in 23 Days</b>			<b>3.0</b>

**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 instalments or you will need to have a creditworthy guarantor.

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**CR - Credit**

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**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.

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**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.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841





**RANDY E COLEMAN**

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 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 an estimate-enter a read between 09/01 & 5 p.m. on 09/03/2009 at www.dom.com.

**Credits And Charges Since Your Last Bill**

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

**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
<b>Total Dominion East Ohio Charges</b>	<b>\$20.90</b>

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
<b>Total I G S ENERGY Charges</b>	<b>\$35.83</b>

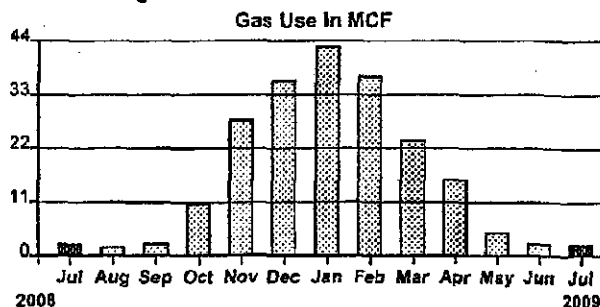
For questions about gas supply costs, contact I G S ENERGY at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

<b>Total Current Charges</b>	<b>\$56.73</b>
<b>Total Account Balance</b>	<b>\$2,836.48</b>

**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	Read Type	Reading	Difference
Meter Number	18815062		
Aug 3, 2009	Estimate	406.1	
Jul 2, 2009	Remote	403.0	3.1
<b>MCF Used in 32 Days</b>			<b>3.1</b>

**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 26666, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

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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**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.

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

**CR - Credit**

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

**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 imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. 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.

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**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.

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RANDY E COLEMAN  
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CANTON OH 44708-1841



RANDY E COLEMAN

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 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 an estimate-enter a read between 10/01 & 5 p.m. on 10/05/2009 at [www.dom.com](http://www.dom.com).

**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](http://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](http://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.

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 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 26666, Richmond, VA 23261-8666, or complete the appropriate form on the [www.dom.com](http://www.dom.com) web site.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-8785



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RANDY E COLEMAN

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number    Date Prepared    Next Meter Reading    For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an  
5000 3351 5913    September 1, 2009    10/29 - 11/03/2009    estimate-enter a read between 10/01 & 5 p.m. on 10/05/2009 at www.dom.com.

**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.

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RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 5 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 an estimate-enter a read between 10/01 & 5 p.m. on 10/05/2009 at www.dom.com.

**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
<b>Balance</b>	<b>\$2,836.47</b>

**Current Charges**

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

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
<b>Total I G S ENERGY Charges</b>	<b>\$28.89</b>

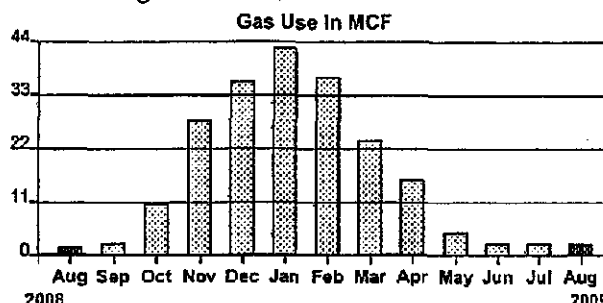
For questions about gas supply costs, contact I G S ENERGY at 1-800-280-4474 or 5020 Bradenton Ave. Dublin, OH 43017 or www.igsenergy.com.

<b>Total Current Charges</b>	<b>\$48.34</b>
<b>Total Account Balance</b>	<b>\$2,884.81</b>

**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
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Average monthly use: □ 17.6 MCF.  
Total annual use: □ 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
<b>MCF Used in 29 Days</b>			<b>2.5</b>



**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.

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

**CR - Credit**

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

**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 imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. 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.

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RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



RANDY E COLEMAN

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number Date Prepared  
5000 3351 5913 October 5, 2009

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

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 10/30 & 5 p.m. on 11/03/2009 at www.dom.com.

**Summary of Payment Due**

Current Plan Amount	510.30
Past Due Plan Amount	1,063.28
<b>Total Payment Due by October 21, 2009</b>	<b>\$1,573.58</b>

\*\*\*\* 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 \$1,063.28 in full by October 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 \$175.00 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.

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

EASE PAY BY Oct 21, 2009 Account No. 6 5000 3351 5913

\$1,573.58

Plan Amount

Amount Enclosed

16

**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.

RANDY E COLEMAN  
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PO BOX 26785  
RICHMOND VA 23261-6785



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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 5000 3351 5913 Date Prepared October 5, 2009

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

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 10/30 & 5 p.m. on 11/03/2009 at www.dom.com.

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$2,884.81
Late Payment Charge	15.95
Gross Receipts Tax	.73
<b>Balance</b>	<b>\$2,901.49</b>

**Current Charges**

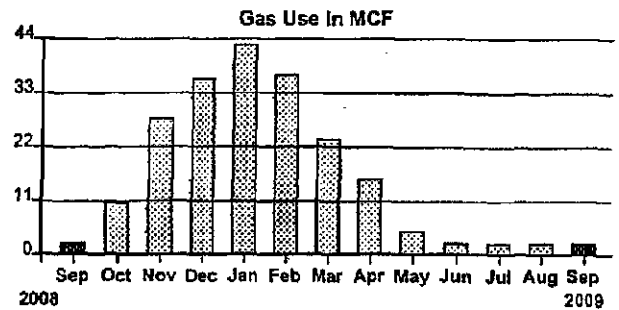
General Sales Service Rate	
Standard Service Offer (SSO)	
Basic Monthly Charge	\$12.80
Gas Usage Charges	
3.3 MCF @ \$6.5727	21.69
Gross Receipts Tax	1.59
This bill includes \$14.00 for SSO gas cost at \$4.243 per thousand cubic feet (MCF).	
<b>Total Current Charges</b>	<b>\$36.08</b>
<b>Total Account Balance</b>	<b>\$2,937.57</b>

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

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

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2008 65°F	2009 63°F
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Average monthly use: 17.7 MCF.  
Total annual use: 212.0 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	18815062		
Oct 1, 2009	Estimate	411.9	
Sep 1, 2009	Remote	408.6	3.3
<b>MCF Used In 30 Days</b>			<b>3.3</b>

**Please Pay** Plan Amount of \$1,573.58 by Oct 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 \$1,063.28 by Oct 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.

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

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**CR - Credit**

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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 imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

**TCF** - 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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**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.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



RANDY E COLEMAN

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 6 5000 3351 5913  
Date Prepared October 30, 2009

Next Meter Reading 12/30 - 01/05/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 12/01 & 5 p.m. on 12/03/2009 at www.dom.com.

**Summary of Payment Due**

Current Plan Amount 592.20  
Past Due Plan Amount 1,573.58  
Total Payment Due by November 17, 2009 \$2,165.78

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

**YOU ARE ON THE CURRENT PLUS PAYMENT PLAN.**

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$1,573.58 in full by November 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:

**Budget Plus** - Pay a special budget amount, plus one of 12 equal payments of the past-due amount. Plan subject to review periodically so that you only pay for the gas you use.

**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 residential 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 Winter Heating Plan** - Pay one-third of the account balance if charges include gas used between November 1 and April 15.

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 \$196.00 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.

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 Nov 17, 2009 Account No. 6 5000 3351 5913

\$2,165.78

Plan Amount

Amount Enclosed

**Monthly Charge, Usage-Based Charges Change**

With this bill, customers on the General Sales Service or Energy Choice Transportation Service will see an increased Basic Monthly Charge to \$15.40, plus applicable riders, and a related decrease in the base transportation rate of \$0.27 per MCF for the first 50 MCF per month and \$0.448 per MCF for usage above 50 MCF per month, as approved in Case No. 07-829-GA-AIR by the Public Utilities Commission of Ohio.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
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DOMINION EAST OHIO  
PO BOX 26785  
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# RANDY E COLEMAN

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 6 5000 3351 5913 Date Prepared October 30, 2009

Next Meter Reading 12/30 - 01/05/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 12/01 & 5 p.m. on 12/03/2009 at www.dom.com.

## Credits And Charges Since Your Last Bill

Balance from last bill	\$2,937.57
Late Payment Charge	15.95
Gross Receipts Tax	.73
<b>Balance</b>	<b>\$2,954.25</b>

## Current Charges

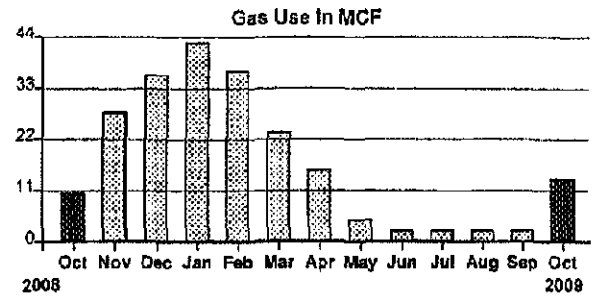
<b>General Sales Service Rate</b>	
<b>Standard Service Offer (SSO)</b>	
Basic Monthly Charge	\$15.70
Gas Usage Charges	
13.5 MCF @ \$7.1918	97.09
Gross Receipts Tax	5.19
This bill includes \$69.28 for SSO gas cost at \$5.130 per thousand cubic feet (MCF).	
<b>Total Current Charges</b>	<b>\$117.98</b>
<b>Total Account Balance</b>	<b>\$3,072.23</b>

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

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

## Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2008 51°F	2009 48°F
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Average monthly use: 17.9 MCF.  
Total annual use: 214.8 MCF.

## Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	18815062		
Oct 29, 2009	Remote	425.4	
Oct 1, 2009	Estimate	411.9	13.5
<b>MCF Used in 28 Days</b>			<b>13.5</b>

**Please Pay** Plan Amount of \$2,165.78 by Nov 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 \$1,573.58 by Nov 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.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



**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.

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

**CR - Credit**

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

**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 imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. 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.

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RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



RANDY E COLEMAN

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 6 5000 3351 5913  
Date Prepared December 3, 2009

Next Meter Reading 12/31 - 01/06/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 01/04 & 5 p.m. on 01/06/2010 at www.dom.com.

**Summary of Payment Due**

Current Plan Amount 606.15  
Past Due Plan Amount 2,165.78  
Total Payment Due by December 21, 2009 \$2,770.93

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

**YOU ARE ON THE CURRENT PLUS PAYMENT PLAN.**

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$2,165.78 in full by December 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:

**Budget Plus** - Pay a special budget amount, plus one of 12 equal payments of the past-due amount. Plan subject to review periodically so that you only pay for the gas you use.

**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 residential 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 Winter Heating Plan** - Pay one-third of the account balance if charges include gas used between November 1 and April 15.

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 \$191.00 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.

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 21, 2009 Account No. 6 5000 3351 5913

\$2,770.93

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.

RANDY E COLEMAN  
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CANTON OH 44708-1841



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PO BOX 26785  
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# RANDY E COLEMAN

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 6 5000 3351 5913  
Date Prepared December 3, 2009

Next Meter Reading 12/31 - 01/06/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 01/04 & 5 p.m. on 01/06/2010 at www.dom.com.

## Credits And Charges Since Your Last Bill

Balance from last bill	\$3,072.23
Late Payment Charge	32.49
Gross Receipts Tax	1.50
<b>Balance</b>	<b>\$3,106.22</b>

## Current Charges

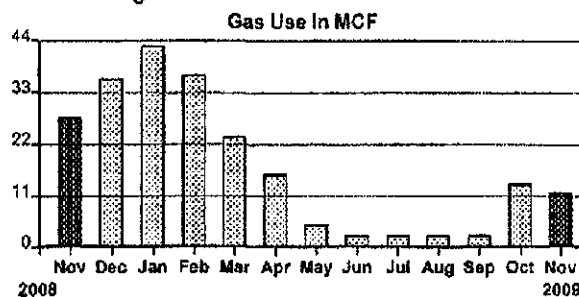
General Sales Service Rate	
Standard Service Offer (SSO)	
Basic Monthly Charge	\$15.70
Gas Usage Charges	
12.4 MCF @ \$7.4935	92.92
Gross Receipts Tax	5.00
This bill includes \$70.54 for SSO gas cost at \$5.689 per thousand cubic feet (MCF).	
<b>Total Current Charges</b>	<b>\$113.62</b>
<b>Total Account Balance</b>	<b>\$3,219.84</b>

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

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

## Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2008 38°F	2009 46°F
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Average monthly use: 16.6 MCF.  
Total annual use: 199.3 MCF.

## Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	18815062		
Dec 1, 2009	Estimate	437.8	
Oct 29, 2009	Remote	425.4	12.4
<b>MCF Used in 33 Days</b>			<b>12.4</b>

**Please Pay Plan Amount of \$2,770.93 by Dec 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 \$2,165.78 by Dec 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.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



**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.

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

**CR - Credit**

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

**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 imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. 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.

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RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



RANDY E COLEMAN

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 6 5000 3351 5913  
Date Prepared January 5, 2010

Next Meter Reading 03/02 - 03/05/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 02/02 & 5 p.m. on 02/04/2010 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Gas Amount 425.88  
Past Due Gas Amount 3,219.84  
Total Payment Due by January 21, 2010 \$3,645.72

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

You are not currently on a payment plan.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$3,219.84 in full by January 21, 2010, 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:

**Budget Plus** - Pay a special budget amount, plus one of 12 equal payments of the past-due amount. Plan subject to review periodically so that you only pay for the gas you use.

**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 residential 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 Winter Heating Plan** - Pay one-third of the account balance if charges include gas used between November 1 and April 15.

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 \$202.00 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](http://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](http://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.

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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 Jan 21, 2010 Account No. 6 5000 3351 5913

\$3,645.72

Account Balance

Amount Enclosed

**Pipeline Infrastructure Replacement Charge Starts**  
In Case No. 09-458-GA-UNC, the Public Utilities Commission of Ohio (PUCO) approved an adjustment to the Pipeline Infrastructure Replacement (PIR) Cost Recovery Charge. This charge provides recovery of certain costs associated with the replacement of older pipelines and ownership of and responsibility for service lines. Effective with this bill, the Basic Monthly Charge will increase by \$0.72 to a total of \$16.42 per month.

RANDY E COLEMAN  
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DOMINION EAST OHIO  
PO BOX 28785  
RICHMOND VA 23261-8785



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# RANDY E COLEMAN

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 6 5000 3351 5913  
Date Prepared January 5, 2010

Next Meter Reading 03/02 - 03/05/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 02/02 & 5 p.m. on 02/04/2010 at www.dom.com.

## Credits And Charges Since Your Last Bill

Balance from last bill	\$3,219.84
Late Payment Charge	41.56
Gross Receipts Tax	1.91
<b>Balance</b>	<b>\$3,263.31</b>

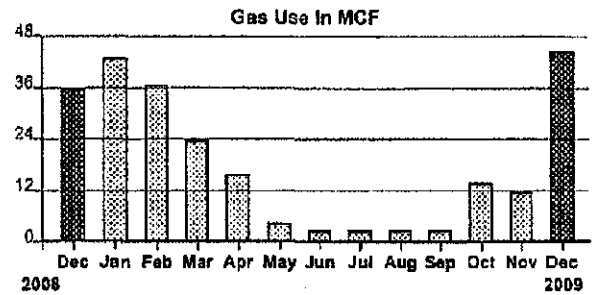
## Current Charges

General Sales Service Rate	
Standard Service Offer (SSO)	
Basic Monthly Charge	\$16.42
Gas Usage Charges	
45.4 MCF @ \$7.6907	349.16
Gross Receipts Tax	16.83
This bill includes \$267.22 for SSO gas cost at \$5.886 per thousand cubic feet (MCF).	
<b>Total Current Charges</b>	<b>\$382.41</b>
<b>Total Account Balance</b>	<b>\$3,645.72</b>

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 27°F
---	--------------	--------------



Average monthly use: 17.4 MCF.  
Total annual use: 208.3 MCF.

## Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	18815062		
Jan 4, 2010	Remote	483.2	
Dec 1, 2009	Estimate	437.8	45.4
<b>MCF Used in 34 Days</b>			<b>45.4</b>

**Please Pay** Account Balance of \$3,645.72 by Jan 21, 2010 to Avoid Late Payment Charge of 1.5% per month.

## THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$3,219.84 by Jan 21, 2010, 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.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



**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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**CR - Credit**

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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.

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**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.

RANDY E COLEMAN  
5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841



RANDY E COLEMAN

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 6 5000 3351 5913  
Date Prepared February 4, 2010

Next Meter Reading 03/02 - 03/05/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/03 & 5 p.m. on 03/05/2010 at www.dom.com.

**Summary of Payment Due**

Current Gas Amount 403.64  
Past Due Gas Amount 3,645.72  
Total Payment Due by February 22, 2010 \$4,049.36

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

**You are not currently on a payment plan.**

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$3,645.72 in full by February 22, 2010, 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:

**Budget Plus** - Pay a special budget amount, plus one of 12 equal payments of the past-due amount. Plan subject to review periodically so that you only pay for the gas you use.

**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 residential 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 Winter Heating Plan** - Pay one-third of the account balance if charges include gas used between November 1 and April 15.

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 \$227.00 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 1-800-673-1163 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.

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

PLEASE PAY BY Feb 22, 2010 Account No. 6 5000 3351 5913

\$4,049.36

Account Balance

Amount Enclosed

**Pipeline Infrastructure Replacement Charge Starts**  
In Case No. 09-458-GA-UNC, the Public Utilities Commission of Ohio (PUCO) approved an adjustment to the Pipeline Infrastructure Replacement (PIR) Cost Recovery Charge. This charge provides recovery of certain costs associated with the replacement of older pipelines and ownership of and responsibility for service lines. Effective with this bill, the Basic Monthly Charge will increase by \$0.72 to a total of \$16.42 per month.

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DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-8785



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**RANDY E COLEMAN**

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5333 SAINT ANDREWS ST NW  
CANTON OH 44708-1841

Account Number 6 5000 3351 5913 Date Prepared February 4, 2010

Next Meter Reading 03/02 - 03/05/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/03 & 5 p.m. on 03/05/2010 at www.dom.com.

**Credits And Charges Since Your Last Bill**

Balance from last bill	\$3,645.72
Late Payment Charge	54.69
Gross Receipts Tax	2.52
<b>Balance</b>	<b>\$3,702.93</b>

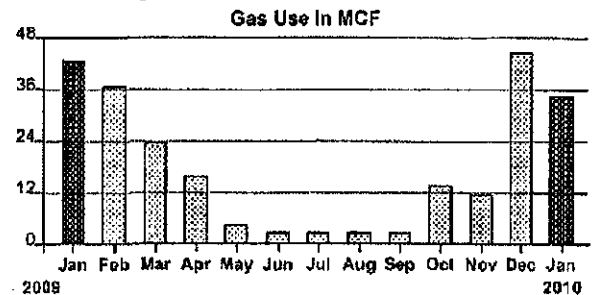
**Current Charges**

<b>General Sales Service Rate</b>	
<b>Standard Service Offer (SSO)</b>	
Basic Monthly Charge	\$16.42
Gas Usage Charges	
34.9 MCF @ \$9.0189	314.76
Gross Receipts Tax	15.25
This bill includes \$251.77 for SSO gas cost at \$7.214 per thousand cubic feet (MCF).	
<b>Total Current Charges</b>	<b>\$346.43</b>
<b>Total Account Balance</b>	<b>\$4,049.36</b>

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	2009 18°F	2010 24°F
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Average monthly use: 16.7 MCF.  
Total annual use: 199.9 MCF.

**Billing Period And Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	18815062		
Feb 2, 2010	Estimate	518.1	
Jan 4, 2010	Remote	483.2	34.9
<b>MCF Used in 29 Days</b>			<b>34.9</b>

**Please Pay** Account Balance of \$4,049.36 by Feb 22, 2010 to Avoid Late Payment Charge of 1.5% per month.

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

Unless we receive your past-due amount of \$3,645.72 by Feb 22, 2010, 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.

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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.

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

**CR - Credit**

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

**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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