

FILE

BEFORE
THE PUBLIC UTILITIES COMMISSION OF OHIO

20
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2010 AUG 26 PM 4:00
PUCO

In the Matter of the Application of The East
Ohio Gas Company d/b/a Dominion East Ohio
for Approval of Revised Bill Formats

1247
Case No. 10-___-GA-UNC

In the Matter of the Commission's Review of
Chapters 4901:1-17 and 4901:1-18, and Rules
4901:1-5-07, 4901:1-10-22, 4901:1-13-11,
4901:1-15-17, 4901:1-21-14, and 4901:1-29-12
of the Ohio Administrative Code

Case No. 08-723-AU-ORD

APPLICATION FOR APPROVAL OF REVISED BILL FORMAT

Pursuant to Ohio Administrative Code Rule 4901:1-13-11(D), The East Ohio Gas Company d/b/a Dominion East Ohio ("DEO") hereby files its Application for Approval of Revised Bill Formats.

Rule 4901:1-13-11(D) requires any natural gas company under the Commission's jurisdiction to submit to the Commission for its approval any proposed new bill format, and further provides that in the absence of any action by the Commission within forty five (45) days, the proposed new bill format shall be approved. The revised bill format that is the subject of this Application has been reviewed by Commission Staff and reflects Staff's feedback. Revisions to the bill format have been made for residential customers who will be part of the PIPP Plus or Graduate PIPP Plus programs. Certain changes, as discussed below, will apply to all customer bills.

In Case No. 08-723-AU-ORD, by Finding and Order dated December 17, 2008 and by Entry on Rehearing dated April 1, 2009 (collectively referred to as "the Orders"), the Commission adopted changes to the natural gas Percentage of Income Payment Plan ("PIPP")

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Technician DTN Date Processed 8/26/10

program to become effective November 1, 2010. As a result of these changes, a "PIPP Plus" program and a "Graduate PIPP Plus" program were created. Pursuant to the Orders, DEO submits this Application to revise its bill format.

Attached as Exhibit A is a sample bill to reflect the charges for those customers who will be enrolled in the PIPP Plus program. On the first page of the bill, DEO has added the word "Plus" to *line items* that list the PIPP charge to identify the new program and to the plan explanation in the center of the page. In addition, under "Summary of Payment Due," DEO has added the following bill messages:

- a. The first bill message identifies the customer's anniversary date in the program by which any missed payments must be made to remain in the plan.
- b. The second message identifies the income re-verification date by which the customer must submit evidence of current income to the Ohio Department of Development to remain on the plan.
- c. The third message provides information on the "On Time Balance Reduction" arrearage crediting for payments made on time and in full.

On the second page of the sample bill under "Credits And Charges Since Your Last Bill," DEO has added a line item to reflect the "On Time Balance Reduction" with the amount of the arrearage credit that was established as part of the PIPP Plus program. This line replaces the "PIPP Arrearage Credit" line for DEO's current arrearage crediting program. Below the "Current Charges" section, DEO has added the word "Plus" to the statement that informs the customer of the payment plan and amount.

The last page of the sample bill is included as part of all customer bills and was expanded to include descriptions for all payment plans, including the new One-Ninth Plan as well as the

PIPP Plus and Graduate PIPP Plus plans. Under “Explanation of Billing Terms” on this page, the security deposit description was updated to include a statement of the interest percentage that will be paid if the full deposit is held for 180 days or longer.

DEO includes a shut-off notice as the first page of the bill when applicable. Attached as Exhibit B is a PIPP Plus sample bill that includes a shut-off notice. On the shut-off notice, the word “Plus” has been added to line items that list the current and past due PIPP amounts and to the line stating the customer is on the PIPP Plus program. Payment plan definitions, which used to appear on the shut-off notice, have been moved to the last page of the bill that includes the billing terms and have been expanded as described in the preceding paragraph for Exhibit A.

Similar changes will also be made to those bills for customers enrolled in the new Graduate PIPP Plus program. Attached as Exhibit C is a sample bill to reflect the charges for those customers who will be enrolled in the Graduate PIPP Plus program. The program name “Graduate PIPP Plus” replaces the current Percentage of Income Repayment Plan, or “PRP,” description on line items that show the required payment amount. In addition, a message has been added under the section showing the amount due to identify the “On Time Balance Reduction” amount that will be credited to the Graduate PIPP Plus account for payments made on time and in full. The last page of the bill has been revised for payment plan descriptions and for the security deposit description under “Explanation of Billing Terms” as described for Exhibit A.

Lastly, attached as Exhibit D is a Graduate PIPP Plus bill containing a shut-off notice as the first page of the bill. The new program name “Graduate PIPP Plus” replaces the existing program name. As described for Exhibit B, the payment plan definitions, which used to appear

on the shut-off notice, have been moved to the last page of the bill that includes the billing terms.
Revisions to that page were made as described for Exhibit A.

DEO plans to implement its proposed bill format changes for all bills rendered on or after November 1, 2010.

WHEREFORE, DEO respectfully requests that the Commission approve the revised bill formats as proposed herein.

Dated: August 26, 2010

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'M. A. Whitt', is written over a horizontal line.

Mark A. Whitt (Counsel of Record)
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COUNSEL FOR THE EAST OHIO GAS
COMPANY D/B/A DOMINION EAST
OHIO

CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing Application for Approval of Revised Bill

Format was served upon the following by U.S. first class mail this 26th day of August 2010.

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Dennison, Ohio 44621

Jenny Ricci O'Donnell
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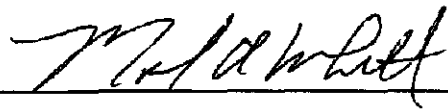
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Columbus, Ohio 43215

860:005:258262


One of the Attorneys for The East Ohio Gas
Company d/b/a Dominion East Ohio

Page 1 of 3

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/14 & 5 p.m. on 05/18/2010 at www.dom.com.

A

PIPP Plus SAMPLE

Page 2 of 3

123 MAIN ST
ANYTOWN OH 12345-6789

Account Number 9 9999 9999 9999 Date Prepared April 19, 2010

Next Meter Reading 05/13 - 05/18/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/14 & 5 p.m. on 05/18/2010 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill	\$xxx.xx
Payment on Apr 1, 2010 - Thank You	xx.xx CR
On Time Balance Reduction	xx.xx CR
Balance	\$xx.xx

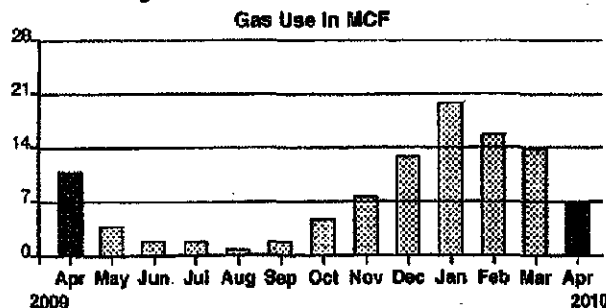
Current Charges

General Sales Service Rate	
Standard Service Offer (SSO)	
Basic Monthly Charge	\$xx.xx
Gas Usage Charges	
7.2 MCF @ \$x.xxxx	xx.xx
Gross Receipts Tax	x.xx
This bill includes \$xx.xx for SSO gas cost at \$x.xxx per thousand cubic feet (MCF).	
Total Current Charges	\$xx.xx
Total Account Balance	\$xxx.xx

YOU ARE ON THE PIPP Plus PLAN FOR \$xx.xx.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2009 42°F	2010 50°F
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Average monthly use: 7.8 MCF.
Total annual use: 93.2 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	99999999		
Apr 15, 2010	Estimate	339.6	
Mar 17, 2010	Remote	332.4	7.2
MCF Used in 29 Days			7.2



Payment Programs for Eligible Customers

Budget Payment Plan - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount.

Current Plus - Pay current charges and make one of six equal payments of the past-due amount.

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

One-Ninth Plan - Pay a special budget amount, plus one of nine equal payments of the past-due amount.

PIPP Plus - Income eligible residential customers pay 6% of their monthly gross household income or \$10, whichever is greater. Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

Graduate PIPP Plus - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount.

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.

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 restore gas service that was terminated by the Company or at a customer's request.

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. A 3% rate of interest is paid if the full deposit is held for 180 days or longer.

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.

PIPP Plus SAMPLE

123 MAIN ST

ANYTOWN OH 12345-6789



PIPP Plus SAMPLE - SHUT OFF NOTICE

Page 1 of 4

123 MAIN ST
ANYTOWN OH 12345-6789

Account Number 9 9999 9999 9999 Date Prepared April 19, 2010

Next Meter Reading 05/17 - 05/20/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/18 & 5 p.m. on 05/20/2010 at www.dom.com.

Summary of Payment Due

Current PIPP Plus Amount	XXX.XX
Past Due PIPP Plus Amount	XXX.XX
Total Payment Due by May 5, 2010	\$XXX.XX

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

YOU ARE ON THE PIPP Plus PLAN.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$xxx.xx in full by May 5, 2010, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

If the company shuts off your gas service for nonpayment, you must pay your past-due plan arrears. You will be billed a reconnection fee of \$xx.xx.

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 \$x.xx 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 \$x.xx 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 May 5, 2010 Account No. 9 9999 9999 9999	
\$XXX.XX	Amount Enclosed
PIPP Plus Amount	Amount Enclosed

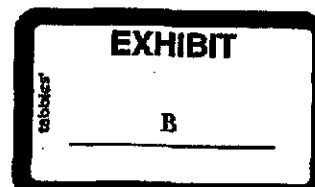
Monthly Charge, Usage-Based Charges Change
With this bill, customers on the General Sales Service or Energy Choice Transportation Service will see an increased Basic Monthly Charge to \$xx.xx, plus applicable riders, and a related decrease in the base transportation rate of \$x.xx per MCF for the first 50 MCF per month and \$x.xxx 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.

PIPP Plus SAMPLE - SHUT OFF NOTICE
123 MAIN ST
ANYTOWN OH 12345-6789

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



01999999999999000000000070890000000490000



PIPP Plus SAMPLE - SHUT OFF NOTICE

Page 2 of 4

123 MAIN ST
ANYTOWN OH 12345-6789

Account Number Date Prepared
9 9999 9999 9999 April 19, 2010

Next Meter Reading
05/17 - 05/20/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/18 & 5 p.m. on 05/20/2010 at www.dom.com.

Summary of Payment Due

Current PIPP Plus Amount	xxx.xx
Past Due PIPP Plus Amount	xxx.xx
Total Payment Due by May 5, 2010	\$xxx.xx

(See Next Page for Usage Comparison and Meter Readings)

Your PIPP Plus anniversary is 11/06/2010.

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

You must re-verify your income by 11/06/2010 to stay on PIPP Plus

If you have questions about your household income reverification, call the Ohio Department of Development at 1-800-282-0880.

To receive an On Time Balance Reduction of \$xx.xx, we must receive at least \$yy.yy by MM/DD/CCYY. Remember, timely payment of bills ensure your continued gas service.

Please Pay PIPP Plus Amount of \$xxx.xx by May 5, 2010**THIS IS A SHUT-OFF NOTICE.**

Monthly PIPP Plus Amount	\$xxx.xx
Past Due Amount	\$xxx.xx
Total PIPP Plus Amount Due	\$xxx.xx

Unless you pay the above past-due PIPP Plus amount by May 5, 2010, your gas service may be shut off.
If your gas service is turned off, you must pay all past-due plan amounts. You will be billed a reconnection fee.
Please call 1-800-950-7989 if you have any questions. You are legally responsible for your entire utility bill.

07

PIPP Plus SAMPLE - SHUT OFF NOTICE
123 MAIN ST
ANYTOWN OH 12345-6789



PIPP Plus SAMPLE - SHUT OFF NOTICE

Page 3 of 4

123 MAIN ST
ANYTOWN OH 12345-6789

Account Number 9 9999 9999 9999 Date Prepared April 19, 2010

Next Meter Reading 05/17 - 05/20/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/18 & 5 p.m. on 05/20/2010 at www.dom.com.

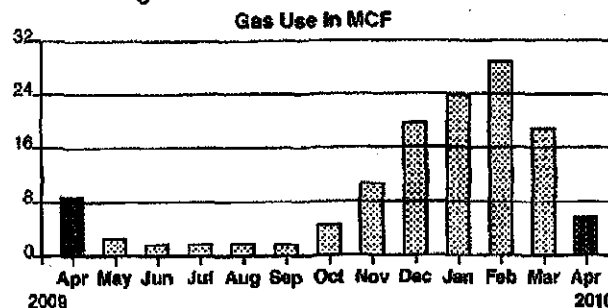
Credits And Charges Since Your Last Bill

Balance from last bill	\$x,xxx.xx
On Time Balance Reduction	xx.xx CR
Balance	\$x,xxx.xx
Current Charges	
General Sales Service Rate	
Standard Service Offer (SSO)	
Basic Monthly Charge	\$xx.xx
Gas Usage Charges	xx.xx
6.4 MCF @ \$x.xxxx	x.xx
Gross Receipts Tax	\$xx.xx
This bill includes \$xx.xx for SSO gas cost at \$x.xxx per thousand cubic feet (MCF).	
Total Current Charges	\$x,xxx.xx
Total Account Balance	\$x,xxx.xx

YOU ARE ON THE PIPP Plus PLAN FOR \$xxx.xx.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2009 54°F 2010 54°F



Average monthly use: 10.4 MCF.
Total annual use: 124.7 MCF.

Billing Period And Meter Readings

Date	Head Type	Reading	Difference
Meter Number	99999999		
Apr 16, 2010	Remote	290.5	
Mar 19, 2010	Remote	284.1	6.4
MCF Used in 28 Days			6.4



Payment Programs for Eligible Customers

Budget Payment Plan - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount.

Current Plus - Pay current charges and make one of six equal payments of the past-due amount.

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

One-Ninth Plan - Pay a special budget amount, plus one of nine equal payments of the past-due amount.

PIPP Plus - Income eligible residential customers pay 6% of their monthly gross household income or \$10, whichever is greater. Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

Graduate PIPP Plus - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount.

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.

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.

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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.

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Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Dominion East Ohio.

Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

PIPP Plus SAMPLE - SHUT OFF NOTICE

123 MAIN ST

ANYTOWN OH 12345-6789



GRADUATE PIPP Plus SAMPLE

Page 1 of 3

123 MAIN ST
ANYTOWN OH 12345-6789

Account Number 9 9999 9999 9999
Date Prepared April 19, 2010

Next Meter Reading
06/14 - 06/17/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/14 & 5 p.m. on 05/18/2010 at www.dom.com.

Summary of Payment Due

Current GRADUATE PIPP Plus Amount

xx.xx

Total Payment Due by May 5, 2010

\$xx.xx

To receive an On Time Balance Reduction of \$xx.xx, we must receive at least \$yy.yy by MM/DD/CCYY. Remember, timely payment of bills ensure your continued gas service.

(See Next Page for Usage Comparison and Meter Readings)

Please Pay **GRADUATE PIPP Plus Amount of \$xx.xx by May 5, 2010**

Graduate PIPP Plus

You are on Graduate PIPP Plus and you have a balance of \$x,xxx.xx as of Apr 19, 2010. For you to avoid a shut-off notice on this plan, your payment of \$xx.xx must be in our office by May 5, 2010.

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

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

PLEASE PAY BY May 5, 2010 Account No. 9 9999 9999 9999

\$xx.xx

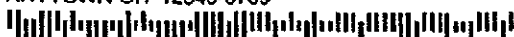
GRADUATE PIPP Plus Amount

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 \$xx.xx, plus applicable riders, and a related decrease in the base transportation rate of \$x.xx per MCF for the first 50 MCF per month and \$x.xxx 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.

GRADUATE PIPP Plus SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23281-6785



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EXHIBIT

C

GRADUATE PIPP Plus SAMPLE

Page 2 of 3

123 MAIN ST
ANYTOWN OH 12345-6789

Account Number 9 9999 9999 9999 Date Prepared April 19, 2010

Next Meter Reading 08/14 - 08/17/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/14 & 5 p.m. on 05/18/2010 at www.dom.com.

Credits And Charges Since Your Last Bill

Balance from last bill \$x,xxx.xx
Payment on Mar 30, 2010 - Thank You xx.xx CR
Balance \$x,xxx.xx

Current Charges

Dominion East Ohio Distribution Charges

Basic Monthly Charge \$xx.xx
Usage-Based Charges 23.1 MCF @ \$x.xxxx xx.xx
Gross Receipts Tax x.xx
Total Dominion East Ohio Charges \$xx.xx

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

XYZ SUPPLIER Charges

Standard Choice Offer (SCO)
Gas Cost 23.1 MCF @ \$x.xxx \$xxx.xx
Sales Tax xx.xx
Total XYZ SUPPLIER Charges \$xxx.xx

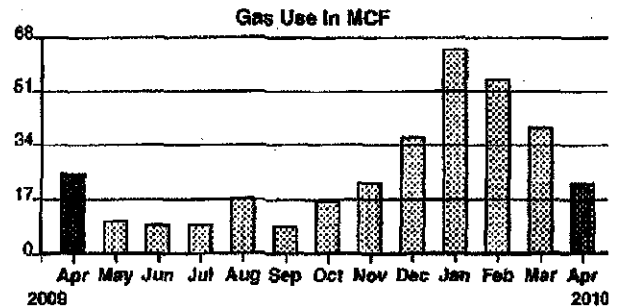
For questions about gas supply costs, contact XYZ SUPPLIER at 1-999-999-9994 or P. O. Box 9999 Anycity, OH 12345 or www.xyzsupplier.com.

Total Current Charges \$xxx.xx
Total Account Balance \$x,xxx.xx

YOU ARE ON THE GRADUATE PIPP Plus PLAN FOR \$xx.xx.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2009 42°F 2010 51°F



Average monthly use: 26.5 MCF.
Total annual use: 318.1 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	99999999		
Apr 15, 2010	Estimate	784.6	
Mar 17, 2010	Estimate	761.5	23.1
MCF Used In 29 Days			23.1



Payment Programs for Eligible Customers

Budget Payment Plan - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount.

Current Plus - Pay current charges and make one of six equal payments of the past-due amount.

One-Third Winter Heating Plan - Pay one-third of the account balance. If current charges include gas used between November 1 and April 15.

One-Ninth Plan - Pay a special budget amount, plus one of nine equal payments of the past-due amount.

PIPP Plus - Income eligible residential customers pay 8% of their monthly gross household income or \$10, whichever is greater. Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

Graduate PIPP Plus - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount.

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.

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 restore gas service that was terminated by the Company or at a customer's request.

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. A 3% rate of interest is paid if the full deposit is held for 180 days or longer.

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.

GRADUATE PIPP Plus SAMPLE

123 MAIN ST.

ANYTOWN OH 12345-6789



GRADUATE PIPP Plus SAMPLE - SHUT OFF

Page 1 of 4

123 MAIN ST
ANYTOWN OH 12345-6789Account Number 9 9999 9999 9999
Date Prepared April 19, 2010

Next Meter Reading 05/13 - 05/18/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/14 & 5 p.m. on 05/18/2010 at www.dom.com.

Summary of Payment Due

Current GRADUATE PIPP Plus Amount	xxx.xx
Past Due GRADUATE PIPP Plus Amount	xxx.xx
Total Payment Due by May 5, 2010	\$xxx.xx

***** THIS IS A SHUT-OFF NOTICE *******YOU ARE ON THE GRADUATE PIPP Plus PLAN.**

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$xxx.xx in full by May 5, 2010, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

If the company shuts off your gas service for nonpayment, you must pay your past-due plan arrears. You will be billed a reconnection fee of \$xx.xx.

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 \$x.xx 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 \$x.xx 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 May 5, 2010 **Account No.** 9 9999 9999 9999

\$xxx.xx

GRADUATE PIPP Plus Amount

Amount Enclosed

05

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 \$xx.xx, plus applicable riders, and a related decrease in the base transportation rate of \$x.xx per MCF for the first 50 MCF per month and \$x.xxx 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.

GRADUATE PIPP Plus SAMPLE - SHUT OFF
123 MAIN ST
ANYTOWN OH 12345-6789DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

019999999999990000000009552000000319004

EXHIBIT

D

GRADUATE PIPP Plus SAMPLE - SHUT OFF

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123 MAIN ST
ANYTOWN OH 12345-6789

Account Number 9 9999 9999 9999 Date Prepared April 19, 2010

Next Meter Reading 05/13 - 05/18/2010

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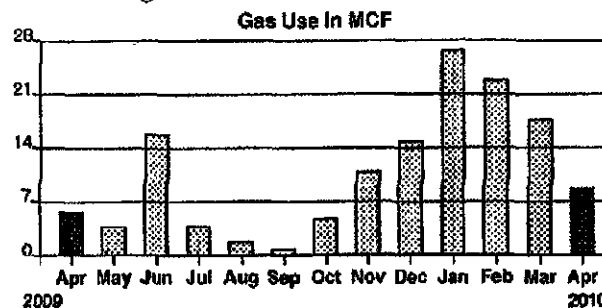
Summary of Payment Due

Current GRADUATE PIPP Plus Amount xxx.xx
Past Due GRADUATE PIPP Plus Amount xxx.xx
Total Payment Due by May 5, 2010 \$xxx.xx

To receive an On Time Balance Reduction of \$xx.xx, we must receive at least \$yy.yy by MM/DD/CCYY. Remember, timely payment of bills ensure your continued gas service.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2009 41°F 2010 46°F



Average monthly use: 11.2 MCF.
Total annual use: 134.4 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	99999999		
Apr 15, 2010	Estimate	276.3	
Mar 16, 2010	Remote	267.0	9.3
MCF Used In 30 Days			9.3

Please Pay GRADUATE PIPP Plus Amount of \$xxx.xx by May 5, 2010

THIS IS A SHUT-OFF NOTICE.

Monthly GRADUATE PIPP Plus Amount \$xxx.xx
Past Due Amount \$xx.xx
Total GRADUATE PIPP Plus Amount Due \$xxx.xx

You are on Graduate PIPP Plus. Unless you pay the above past due amount by May 5, 2010, your gas service may be shut off. If your gas service is turned off, you must pay all past-due plan amounts. You will be billed a reconnection fee. Please call 1-800-950-7989 if you have any questions. You remain legally responsible for your entire utility bill.



GRADUATE PIPP Plus SAMPLE - SHUT OFF

Page 3 of 4

123 MAIN ST
ANYTOWN OH 12345-6789Account Number Date Prepared
9 9999 9999 9999 April 19, 2010Next Meter Reading
05/13 - 05/18/2010For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 05/14 & 5 p.m. on 05/18/2010 at www.dom.com.**Credits And Charges Since Your Last Bill**

Balance from last bill	\$x,xxx.xx
Payment on Apr 16, 2010 - Thank You	xxx.xx CR
Balance	\$x,xxx.xx

Current Charges

General Sales Service Rate	
Standard Service Offer (SSO)	
Basic Monthly Charge	\$xx.xx
Gas Usage Charges	
9.3 MCF @ \$x.xxxx	xx.xx
Gross Receipts Tax	x.xx
This bill includes \$xx.xx for SSO gas cost at \$x.xxx per thousand cubic feet (MCF).	
Total Current Charges	\$xx.xx
Total Account Balance	\$x,xxx.xx

YOU ARE ON THE GRADUATE PIPP Plus PLAN FOR \$xx.xx.

05

GRADUATE PIPP Plus SAMPLE - SHUT OFF

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ANYTOWN OH 12345-6789

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