

FILE

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**BEFORE
THE PUBLIC UTILITIES COMMISSION** OCT 05 2010 5:01 PM

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

PUCO
Case No. 10-1247-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

SUPPLEMENT TO APPLICATION FOR APPROVAL OF REVISED BILL FORMATS

On August 26, 2010, The East Ohio Gas Company d/b/a Dominion East Ohio ("DEO") filed an Application for Approval of Revised Bill Formats ("Application"). DEO is filing this supplement to its Application to reflect additional bill format changes requested by Commission Staff. The specific changes are shown on the sample bills attached collectively as Exhibit A, and are generally described as follows:

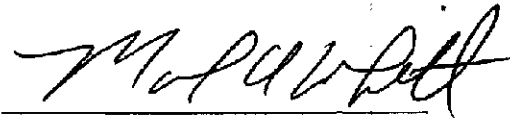
- A change to the PIPP Plus payment plan definition on the last page of the bills to identify that this plan replaces the Percentage of Income Payment Plan (PIPP).
- A change to the Graduate PIPP payment plan definition on the last page of the bills to identify that this plan replaces the PIPP Repayment Plan.
- Inclusion of a line item on the Graduate PIPP bill for the On Time Balance Reduction.

DEO respectfully requests that the Commission approve the revised bill formats as proposed in its Application and supplemented herein.

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
Technician Date Processed 10-5-2010

Dated: October 5, 2010

Respectfully submitted,

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

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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 Supplement to Application for Approval of Revised Bill Format was served upon the following by U.S. first class mail this 5th day of October, 2010.

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Banks
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Columbus, Ohio 43215

Phil Cole
Ohio Association of Community Action Agencies
50 W. Broad Street, Suite 1616
Columbus, Ohio 43215

Andrew J. Sonderman
Weltman Weinberg & Reis Co., LPA
175 S. 3rd Street, Suite 900
Columbus, Ohio 43215



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

860-005-258262

PIPP Plus BILL SAMPLE

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.

Summary of Payment Due	
Current PIPP Plus Amount	xx.xx
Total Payment Due by May 5, 2010	\$xx.xx
<p>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.</p>	
<p>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 1-800-282-0680.</p>	
<p>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.</p>	

(See Next Page for Usage Comparison and Meter Readings)

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

Reminder Notice and Plan Explanation	
Monthly PIPP Plus Amount	\$xx.xx
<p>You are enrolled in PIPP Plus. You must pay your plan amounts when they are due. To avoid a shut-off notice, a payment of \$xx.xx must be in our office by May 5, 2010. If you have any questions, please call toll-free 1-800-950-7989. While on PIPP Plus, you are legally responsible for your entire utility bill.</p>	

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			
PIPP Plus Amount		Amount Enclosed	

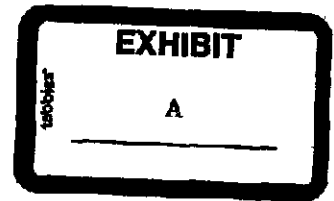
Monthly Charge, Usage-Based Charges Change
 With this bill, customers on the General Sales Service or Energy Choice Transportation Service will see an increased Basic Monthly Charge to \$xx.xx, plus applicable riders, and a related decrease in the base transportation rate of \$x.xx per MCF for the first 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 BILL SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



01999999999999990000000007784000000088004



PIPP Plus BILL SAMPLE

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	
Gas Use in MCF			
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 - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). Call the Ohio Department of Development at 1-800-262-0880 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. It replaces the PIPP Repayment Plan.

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 BILL SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789



PIPP Plus BILL SAMPLE - SHUT OFF

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.

Summary of Payment Due

Current PIPP Plus Amount	XXX.XX
Past Due 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
	<input type="text" value="\$xxx.xx"/>		<input type="text"/>
	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 \$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.

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

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



019999999999999900000000007089000000490000

PIPP Plus BILL SAMPLE - SHUT OFF

123 MAIN ST
 ANYTOWN OH 12345-6789

Account Number 9 9999 9999 9999
 Date Prepared April 18, 2010

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

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

<p>Summary of Payment Due</p> <table> <tr> <td>Current PIPP Plus Amount</td> <td>xxx.xx</td> </tr> <tr> <td>Past Due Amount</td> <td>xxx.xx</td> </tr> <tr> <td>Total Payment Due by May 5, 2010</td> <td>\$xxx.xx</td> </tr> </table> <p>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.</p>	Current PIPP Plus Amount	xxx.xx	Past Due Amount	xxx.xx	Total Payment Due by May 5, 2010	\$xxx.xx	<p>(See Next Page for Usage Comparison and Meter Readings)</p>
Current PIPP Plus Amount	xxx.xx						
Past Due Amount	xxx.xx						
Total Payment Due by May 5, 2010	\$xxx.xx						
<p>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.</p> <p>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.</p>							

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.



PIPP Plus BILL SAMPLE - SHUT OFF

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.

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	
6.4 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 PIPP Plus PLAN FOR \$xxx.xx.	

Monthly Usage Comparison			
Average Daily Temperature For This Billing Period	2009 54°F	2010 54°F	
Gas Use in MCF			
Average monthly use:		10.4 MCF.	
Total annual use:		124.7 MCF.	
Billing Period And Meter Readings			
Date	Read 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.

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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.

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

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PIPP Plus BILL SAMPLE - SHUT OFF

123 MAIN ST

ANYTOWN OH 12345-6789



GRADUATE PIPP BILL SAMPLE

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		(See Next Page for Usage Comparison and Meter Readings)
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.		

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. 07-029-GA-AIR by the Public Utilities Commission of Ohio.

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

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



019999999999999999990000000021586000000092005

GRADUATE PIPP BILL SAMPLE

123 MAIN ST
 ANYTOWN OH 12345-6789

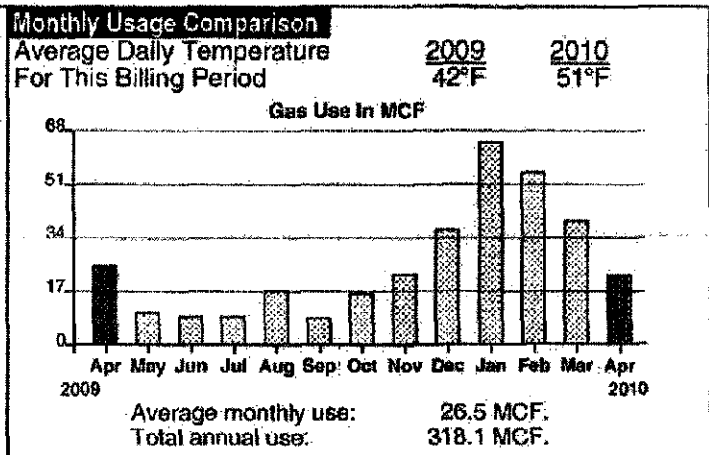
Account Number 9 9999 9999 9999
 Date Prepared April 19, 2010

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.

Credits And Charges Since Your Last Bill	
Balance from last bill	\$x,xxx.xx
Payment on Mar 30, 2010 - Thank You	xx.xx CR
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
Usage-Based Charges	
23.1 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	\$xxx.xx
Total Account Balance	\$x,xxx.xx

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



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 - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). 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. It replaces the PIPP Repayment Plan.

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 BILL SAMPLE
123 MAIN ST
ANYTOWN OH 12345-6789



GRADUATE PIPP BILL SAMPLE - SHUT OFF

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.

Summary of Payment Due

Current GRADUATE PIPP Plus Amount xxx.xx
Past Due 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
	<input type="text" value="\$xxx.xx"/>		<input type="text"/>
	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 BILL SAMPLE - SHUT OFF
123 MAIN ST
ANYTOWN OH 12345-6789

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



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GRADUATE PIPP BILL SAMPLE - SHUT OFF

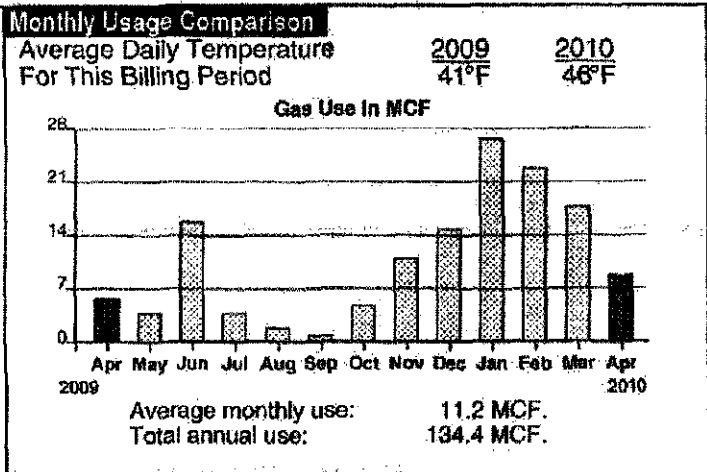
123 MAIN ST
 ANYTOWN OH 12345-6789

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



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 \$xxx.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.

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.

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