

**BEFORE  
THE PUBLIC UTILITIES COMMISSION OF OHIO**

|                                 |   |                         |
|---------------------------------|---|-------------------------|
| JUDY ALEXANDER,                 | ) |                         |
|                                 | ) |                         |
| Complainant,                    | ) |                         |
|                                 | ) | Case No. 11-5601-GA-CSS |
| v.                              | ) |                         |
|                                 | ) |                         |
| THE EAST OHIO GAS COMPANY D/B/A | ) |                         |
| DOMINION EAST OHIO,             | ) |                         |
|                                 | ) |                         |
| Respondent.                     | ) |                         |

**DIRECT TESTIMONY OF  
ROXIE A. EDWARDS  
ON BEHALF OF THE EAST OHIO GAS COMPANY  
D/B/A DOMINION EAST OHIO**

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1 **Direct Testimony of**

2 **Roxie A. Edwards**

3 **I. INTRODUCTION**

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

5 A1. My name is Roxie A. 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.  
7 My business address is 1201 E. 55th Street, Cleveland, Ohio 44103.

8 **Q2. Please describe your work history.**

9 A2. I have been employed by DEO since 1978 in various positions related to customer  
10 service, including call center representative and representative in the consumer affairs,  
11 billing and customer relations departments.

12 **Q3. What are your responsibilities as a Customer Relations Support Manager?**

13 A3. I am responsible for responding to general billing inquiries, administering payment plans  
14 and options for repayment of delinquent accounts, and handling customer-billing  
15 disputes.

16 **Q4. What is the purpose of your testimony?**

17 A4. My testimony explains Judy Alexander's account history for natural gas service at 8207  
18 and 8209 Beman Avenue, Cleveland, Ohio 44105. My testimony concludes that DEO  
19 properly measured and billed gas service provided to this residence.

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

21 A5. I have reviewed the Complaint, Ms. Alexander's account history as documented in  
22 DEO's customer information system and Ms. Alexander's billing statements. The billing  
23 statements for Ms. Alexander's account at 8207 Beman Avenue, Unit D ending with

1 number 3872 ("Downstairs Account") are attached to my testimony as DEO Exhibit 1.1.

2 The billing statements for Ms. Alexander's account at 8209 Beman Avenue, Unit U  
3 ending with numbers 9512 ("Upstairs Account") are attached to my testimony as DEO  
4 Exhibit 1.2.

5 **Q6. What is your understanding of the dispute giving rise to Ms. Alexander's**  
6 **Complaint?**

7 A6. Ms. Alexander alleges that DEO improperly billed her for the gas consumption it  
8 measured at her premises.

9 **II. ACCOUNT HISTORY – DOWNSTAIRS ACCOUNT**

10 **Q7. When did Ms. Alexander establish service to 8207 Beman Avenue, Unit D?**

11 A7. November 19, 2010.

12 **Q8. When did DEO disconnect Ms. Alexander?**

13 A8. DEO disconnected Ms. Alexander's service to the Downstairs Account, per her request,  
14 on May 5, 2011.

15 **Q9. Has Ms. Alexander paid anything on her balance?**

16 A9. No. Ms. Alexander did not pay DEO for any of the charges incurred by her on this  
17 account. Since DEO disconnected the Downstairs Account, Ms. Alexander has not paid  
18 anything towards the arrearage on the account. Currently, Ms. Alexander owes \$803.19  
19 for gas service on the Downstairs Account.

20 **Q10. Did DEO send Ms. Alexander billing statements?**

21 A10. Yes. DEO sent billing statements to Ms. Alexander at the 8207 Beman Avenue address.  
22 Per Ms. Alexander's request in April 2011, DEO switched the billing address to 4391 E.

1 86th Street, Cleveland, Ohio 44105. Her last two billing statements were sent to this  
2 address.

3 **Q11. Between November 19, 2010, and May 5, 2011, how much gas did Ms. Alexander**  
4 **consume on the Downstairs Account?**

5 A11. Ms. Alexander consumed 77.6 Mcf of natural gas. To explain Ms. Alexander's gas  
6 consumption, below is Table 1 showing her usage on a month-by-month basis.

7 **Table 1 – Downstairs Account Usage**

| Month        | Consumption     | Actual or Estimated? |
|--------------|-----------------|----------------------|
| November     | 10.1 Mcf        | Estimated            |
| December     | 29.9 Mcf        | Actual               |
| January      | 27.8 Mcf        | Estimated            |
| February     | 5.2 Mcf         | Actual               |
| March/April  | 4.6 Mcf         | Actual               |
| May          | 0 Mcf           | Actual               |
| <b>Total</b> | <b>77.6 Mcf</b> |                      |

8  
9 **Q12. Why does the table show March and April together?**

10 A12. The chart shows March and April together to reflect the actual usage on the account. On  
11 March 7, 2011, DEO obtained an actual meter reading on the Downstairs Account meter  
12 of 407.1. On April 5, 2011, DEO estimated Ms. Alexander's meter reading to be 424.6,  
13 with an estimated March usage of 17.5 Mcf. On May 4, 2011, DEO obtained an actual  
14 meter reading of 411.7. Therefore, because DEO overestimated Ms. Alexander's March

usage, DEO rebilled Ms. Alexander on May 4, 2011 for her actual consumption of 4.6 Mcf for both March and April 2011.

**Q13. Does the May 4, 2011 billing statement credit Ms. Alexander for the estimated amounts billed on the April 7, 2011 billing statement?**

A13. Yes. DEO credited Ms. Alexander for both the DEO Distribution Charges of \$64.75 and the gas commodity charges of \$125.58. Both of these credits are shown on the May 4, 2011 billing statement in the Credits And Charges Since Your Last Bill section on Page 2 of 3.

### **III. ACCOUNT HISTORY – UPSTAIRS ACCOUNT**

**Q14. When did Ms. Alexander establish service to 8209 Beman Avenue, Unit U?**

A14. January 6, 2011.

**Q15. When did DEO disconnect Ms. Alexander?**

A15. DEO disconnected Ms. Alexander's service to the Upstairs Account, per her request, on May 5, 2011.

**Q16. Has Ms. Alexander paid anything on her balance?**

A16. No. Ms. Alexander did not pay DEO for any of the charges incurred by her on this account. Since DEO disconnected the Upstairs Account, Ms. Alexander has not paid anything towards the arrearage on the account. Currently, Ms. Alexander owes \$397.88 for gas service on the Upstairs Account.

**Q17. Did DEO send Ms. Alexander billing statements?**

A17. Yes. DEO sent billing statements to Ms. Alexander at the 8209 Beman Avenue address. Per Ms. Alexander's request in April 2011, DEO switched the billing address to 4391 E.

86th Street, Cleveland, Ohio 44105. Her last two billing statements were sent to this address.

**Q18. Between January 6, 2011, and May 5, 2011, how much gas did Ms. Alexander consume on the Upstairs Account?**

A18. Ms. Alexander consumed 53.7 Mcf of natural gas. To explain Ms. Alexander's gas consumption, below is Table 2 showing her usage on a month-by-month basis.

**Table 2 – Upstairs Account Usage**

| Month        | Consumption | Actual or Estimated? |
|--------------|-------------|----------------------|
| January      | 39.9 Mcf    | Estimated            |
| February     | .7 Mcf      | Actual               |
| March/April  | 13.1 Mcf    | Actual               |
| May          | 0 Mcf       | Actual               |
| <b>Total</b> | 53.7 Mcf    |                      |

**Q19. Why does the table show March and April together?**

A19. The chart shows March and April together to reflect the actual usage on the account. On March 7, 2011, DEO obtained an actual meter reading on the Upstairs Account meter of 501.0. On April 5, 2011, DEO estimated Ms. Alexander's meter reading to be 526.5, with an estimated March usage of 25.5 Mcf. On May 4, 2011, DEO obtained an actual meter reading of 514.1. Therefore, because DEO overestimated Ms. Alexander's March usage, DEO rebilled Ms. Alexander on May 4, 2011 for her actual consumption of 13.1 Mcf for March and April 2011.

1 **Q20. Does the May 4, 2011 billing statement credit Ms. Alexander for the estimated**  
2 **amounts billed on the April 7, 2011 billing statement?**

3 A20. Yes. DEO credited Ms. Alexander for both the DEO Distribution Charges of \$84.95 and  
4 the gas commodity charges of \$137.19. Both of these credits are shown on the May 4,  
5 2011 billing statement in the Credits And Charges Since Your Last Bill section on Page 3  
6 of 4.

7 **IV. DEO BILLING STATEMENT REVIEW**

8 **Q21. Do the bills rendered on Ms. Alexander's account accurately reflect the charges**  
9 **from DEO and Ms. Alexander's gas supplier?**

10 A21. Yes. The billing statements attached to my testimony as DEO Exhibits 1.1 and 1.2  
11 accurately reflect the charges assessed to Ms. Alexander based upon the gas readings  
12 from the meters at her premises. The only adjustments to Ms. Alexander's accounts are  
13 the two adjustments described above when DEO overestimated her usage in March 2011  
14 for the Downstairs and Upstairs Accounts.

15 **Q22. How were these meter readings obtained?**

16 A22. DEO obtained actual readings from Ms. Alexander's meter using an Automated Meter  
17 Reading ("AMR") device.

18 **Q23. Based on her measured consumption, did DEO properly bill Ms. Alexander?**

19 A23. DEO properly billed Ms. Alexander for her gas service for both the Downstairs and  
20 Upstairs Accounts. All of the charges applied to Ms. Alexander's account for her usage  
21 comply with DEO's tariff.

22 **Q24. Does this conclude your testimony?**

23 A24. Yes.



# **CERTIFICATE OF SERVICE**

I hereby certify that a copy of the foregoing Direct Testimony of Roxie A. Edwards on behalf of The East Ohio Gas Company d/b/a Dominion East Ohio was served by regular U.S. mail to the following person on this 1st day of May, 2012:

Ms. Judy Alexander  
4391 East 86th Street  
Cleveland, Ohio 44105

  
\_\_\_\_\_  
Attorney for The East Ohio Gas Company  
d/b/a Dominion East Ohio

**DEO EXHIBIT 1.1**

**Billing Statements for  
Downstairs Account**

**8207 Beman Avenue, Unit D  
Cleveland, Ohio 44105**

JUDY L ALEXANDER

Page 1 of 2

8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

Account Number 3872 Date Prepared December 8, 2010

Next Meter Reading 01/05 - 01/10/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 01/06 & 5 p.m. on 01/10/2011 at www.dom.com.

| Credits And Charges Since Your Last Bill  |                 | Billing Period And Meter Readings |           |         |            |
|---|-----------------|-----------------------------------|-----------|---------|------------|
| Balance from last bill  | \$ .00          | Date                              | Read Type | Reading | Difference |
| Security Deposit Installment  | 42.00           | Meter Number                      |           |         |            |
| Balance   | \$42.00         | Dec 6, 2010                       | Estimate  | 344.2   |            |
| <b>Current Charges</b>  |                 | Nov 19, 2010                      | Actual    | 334.1   | 10.1       |
| <b>General Sales Service Rate</b>   |                 | <b>MCF Used in 17 Days</b>        |           |         |            |
| (See last page for important message)   |                 |                                   |           |         | 10.1       |
| <b>Standard Service Offer (SSO)</b>   |                 |                                   |           |         |            |
| Basic Monthly Charge  | \$19.63         |                                   |           |         |            |
| Gas Usage Charges   |                 |                                   |           |         |            |
| 10.1 MCF @ \$6.8594   | 69.28           |                                   |           |         |            |
| Gross Receipts Tax (4.6044%)  | 4.09            |                                   |           |         |            |
| This bill includes \$45.37 for SSO gas cost at \$4.492 per thousand cubic feet (MCF). |                 |                                   |           |         |            |
| <b>Total Current Charges</b>  | <b>\$93.00</b>  |                                   |           |         |            |
| <b>Total Account Balance</b>  | <b>\$135.00</b> |                                   |           |         |            |

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

**Please Pay** Account Balance of \$135.00 by Dec 27, 2010 to Avoid Late Payment Charge of 1.5% per month.

**Need to Locate an Authorized Payment Center?**

Go to www.dom.com and type in "Payment Center" in the search box.

ENERGYSHARE: Help people without heat by donating to EnergyShare. Add \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

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

|  |              |  |      |
|--|--------------|--|------|
| <b>PLEASE PAY BY</b>   | Dec 27, 2010 | <b>Account No.</b>   | 3872 |
| <div style="border: 1px solid black; padding: 5px; width: 100px; text-align: center;">\$135.00</div> |              | <div style="border: 1px solid black; width: 100px; height: 20px;"></div> |      |
| Account Balance  |              | Amount Enclosed  |      |

21

6,223

**Pipeline Infrastructure Replacement Charge**  
In Case No. 10-733-GA-RDR, the Public Utilities Commission of Ohio approved an adjustment to the Pipeline Infrastructure Replacement (PIR) Cost Recovery Charge. This charge provides recovery of certain costs associated with replacement of older pipelines and ownership of and responsibility for service lines. With the rider change, the Basic Monthly Charge increased by \$0.86 to a total of \$19.63 per month as of November 5, 2010.

JUDY L ALEXANDER  
8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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

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

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

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

#### 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](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 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.

JUDY L ALEXANDER  
8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

JUDY L ALEXANDER

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8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

Account Number 3872 Date Prepared January 6, 2011

Next Meter Reading 03/04 - 03/09/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 02/04 & 5 p.m. on 02/08/2011 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Gas Amount 308.00  
Past Due Gas Amount 135.00  
Total Payment Due by January 24, 2011 \$443.00

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

You are not currently on a payment plan.

You owe \$83.00 in security deposit installments.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$135.00 in full by January 24, 2011, 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 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 \$7.00 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.

|                      |              |                    |      |
|----------------------|--------------|--------------------|------|
| <b>PLEASE PAY BY</b> | Jan 24, 2011 | <b>Account No.</b> | 3872 |
| <b>\$443.00</b>      |              |                    |      |
| Account Balance      |              | Amount Enclosed    |      |

21

4,695

**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 sign in or register in Manage Your Account at [www.dom.com](http://www.dom.com), call us at 1-800-362-7557, or write us at P.O. Box 5759, Cleveland, OH 44101-0759.

JUDY L ALEXANDER  
8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

4,741

JUDY L ALEXANDER

Page 2 of 3

8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

Account Number 3872 Date Prepared January 6, 2011

Next Meter Reading 03/04 - 03/09/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 02/04 & 5 p.m. on 02/08/2011 at www.dom.com.

**Credits And Charges Since Your Last Bill**

|                              |                 |
|------------------------------|-----------------|
| Balance from last bill       | \$135.00        |
| Late Payment Charge          | 1.40            |
| Security Deposit Installment | 41.00           |
| Gross Receipts Tax (4.6044%) | .06             |
| <b>Balance</b>               | <b>\$177.46</b> |

**Current Charges**

**General Sales Service Rate**

(See last page for important message)

**Standard Service Offer (SSO)**

Basic Monthly Charge \$19.63

**Gas Usage Charges**

29.9 MCF @ \$7.8334 234.22

Gross Receipts Tax (4.6044%) 11.69

This bill includes \$163.46 for SSO gas cost at \$5.467 per thousand cubic feet (MCF).

**Total Current Charges \$265.54**

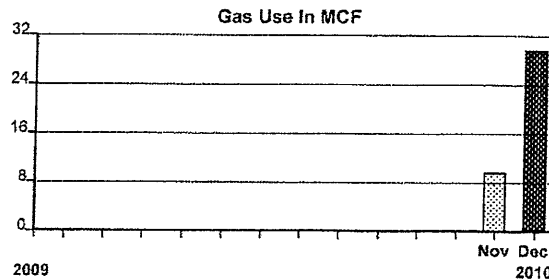
**Total Account Balance \$443.00**

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

2010  
26°F



Average monthly use: 20.0 MCF.  
Total annual use: 40.0 MCF.

**Billing Period And Meter Readings**

| Date                       | Read Type | Reading | Difference  |
|----------------------------|-----------|---------|-------------|
| <b>Meter Number</b>        |           |         |             |
| Jan 5, 2011                | Remote    | 374.1   |             |
| Dec 6, 2010                | Estimate  | 344.2   | 29.9        |
| <b>MCF Used in 30 Days</b> |           |         | <b>29.9</b> |

**Please Pay** Account Balance of \$443.00 by Jan 24, 2011 to Avoid Late Payment Charge of 1.5% per month.

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

Unless we receive your past-due amount of \$135.00 by Jan 24, 2011, 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.

4,896

JUDY L ALEXANDER  
8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

4,741

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

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

- Visit [www.DominionGasChoice.com](http://www.DominionGasChoice.com) for Energy Choice information.
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- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

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

#### 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.

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**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](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 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.

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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.

JUDY L ALEXANDER  
8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

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8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

Account Number 3872 Date Prepared February 8, 2011

Next Meter Reading 03/04 - 03/09/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/07 & 5 p.m. on 03/09/2011 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

|   |                 |
|---|-----------------|
| Current Plan Amount                           | 372.75          |
| Past Due Plan Amount                          | 83.00           |
| <b>Total Payment Due by February 24, 2011</b> | <b>\$455.75</b> |

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$455.75 by Feb 24, 2011 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** Feb 24, 2011 **Account No.** 3872

**\$455.75**

Plan Amount

Amount Enclosed

21

9,148

**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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DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785



JUDY L ALEXANDER

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8207 BEMAN AVE UNIT D  
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Account Number 3872 Date Prepared February 8, 2011

Next Meter Reading 03/04 - 03/09/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/07 & 5 p.m. on 03/09/2011 at www.dom.com.

**Credits And Charges Since Your Last Bill**

|                              |                 |
|------------------------------|-----------------|
| Balance from last bill       | \$443.00        |
| Security Deposit Installment | 41.00           |
| <b>Balance</b>               | <b>\$484.00</b> |

**Current Charges**

**Dominion East Ohio Distribution Charges**

|   |                |
|---|----------------|
| Basic Monthly Charge                    | \$19.63        |
| Usage-Based Charges                     |                |
| 27.8 MCF @ \$2.3496                     | 65.32          |
| Gross Receipts Tax (4.6044%)            | 3.91           |
| <b>Total Dominion East Ohio Charges</b> | <b>\$88.86</b> |

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

**JUST ENERGY Charges**

(See last page for important message)

**Standard Choice Offer (SCO)**

|                                  |                 |
|----------------------------------|-----------------|
| Gas Cost 27.8 MCF @ \$5.416      | \$150.56        |
| Sales Tax                        | 11.67           |
| <b>Total JUST ENERGY Charges</b> | <b>\$162.23</b> |

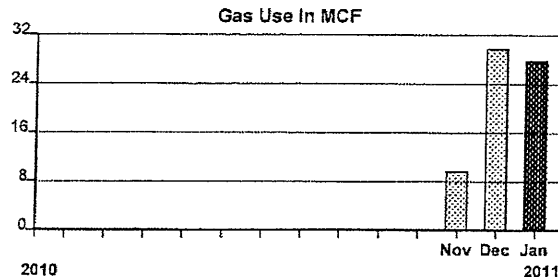
For questions about gas supply costs, contact JUST ENERGY at 1-866-587-8674 or 100 E. Campus Blvd, Ste 250 Columbus, OH 43235 or www.justenergy.com.

|                              |                 |
|------------------------------|-----------------|
| <b>Total Current Charges</b> | <b>\$251.09</b> |
| <b>Total Account Balance</b> | <b>\$735.09</b> |

YOU ARE ON THE CURRENT PLUS (\$80.66) PAYMENT PLAN.

**Monthly Usage Comparison**

|   |              |              |
|---|--------------|--------------|
| Average Daily Temperature For This Billing Period | 2010<br>28°F | 2011<br>21°F |
|---|--------------|--------------|



Average monthly use: 22.6 MCF.  
Total annual use: 67.8 MCF.

**Billing Period And Meter Readings**

| Date                       | Read Type | Reading | Difference  |
|----------------------------|-----------|---------|-------------|
| <b>Meter Number</b>        |           |         |             |
| Feb 4, 2011                | Estimate  | 401.9   |             |
| Jan 5, 2011                | Remote    | 374.1   | 27.8        |
| <b>MCF Used in 30 Days</b> |           |         | <b>27.8</b> |

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

Sales Tax is charged to most customers who purchase their natural gas from an Energy Choice or governmental aggregation supplier. The Gross Receipts Tax is levied on public utilities and directly passed on to customers. Sales-tax-exempt customers should send a state-issued exemption certificate to the natural gas supplier listed on this bill, along with the applicable account number(s).

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

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

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

**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](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.

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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.

**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.

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CLEVELAND OH 44105-5833

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8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

Account Number 3872 Date Prepared March 7, 2011

Next Meter Reading 05/03 - 05/06/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 04/05 & 5 p.m. on 04/07/2011 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Plan Amount 150.43  
Past Due Plan Amount 455.75  
Total Payment Due by March 23, 2011 \$606.18

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

YOU ARE ON THE CURRENT PLUS PAYMENT PLAN.

You owe \$124.00 in security deposit installments.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$331.75 in full by March 23, 2011, 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 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 \$115.00 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.

|                 |              |                 |      |
|-----------------|--------------|-----------------|------|
| PLEASE PAY BY   | Mar 23, 2011 | Account No.     | 3872 |
| <b>\$606.18</b> |              |                 |      |
| Plan Amount     |              | Amount Enclosed |      |

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9,999,999

**Automatic Bank Draft Saves You Time & Money**

Our Automatic Bank Draft saves you the time and expense of buying postage, writing a check, getting a money order, or standing in line. Each month, your bank automatically pays your gas bill. Visit [www.dom.com](http://www.dom.com) to enroll online or call us for an application.

JUDY L ALEXANDER  
8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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JUDY L ALEXANDER

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8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

Account Number    Date Prepared  
/ 3872    March 7, 2011

Next Meter Reading  
05/03 - 05/06/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 04/05 & 5 p.m. on 04/07/2011 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

|  |                 |
|--|-----------------|
| Current Plan Amount                        | 150.43          |
| Past Due Plan Amount                       | 455.75          |
| <b>Total Payment Due by March 23, 2011</b> | <b>\$606.18</b> |

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay.** Plan Amount of \$606.18 by Mar 23, 2011 to Avoid Late Payment Charge of 1.5% per month.

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

Unless we receive your past-due amount of \$331.75 by Mar 23, 2011, 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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8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

Account Number 3872 Date Prepared March 7, 2011

Next Meter Reading  
05/03 - 05/06/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 04/05 & 5 p.m. on 04/07/2011 at www.dom.com.

**Credits And Charges Since Your Last Bill**

|                              |                 |
|------------------------------|-----------------|
| Balance from last bill       | \$735.09        |
| Late Payment Charge          | 4.98            |
| Gross Receipts Tax (4.6044%) | .23             |
| <b>Balance</b>               | <b>\$740.30</b> |

**Current Charges**

|  |                |
|--|----------------|
| <b>Dominion East Ohio Distribution Charges</b> |                |
| Basic Monthly Charge                           | \$19.63        |
| Usage-Based Charges                            |                |
| 5.2 MCF @ \$2.4134                             | 12.55          |
| Gross Receipts Tax (4.6044%)                   | 1.48           |
| <b>Total Dominion East Ohio Charges</b>        | <b>\$33.66</b> |

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

**JUST ENERGY Charges****Standard Choice Offer (SCO)**

|                                  |                |
|----------------------------------|----------------|
| Gas Cost 5.2 MCF @ \$5.516       | \$28.68        |
| Sales Tax                        | 2.22           |
| <b>Total JUST ENERGY Charges</b> | <b>\$30.90</b> |

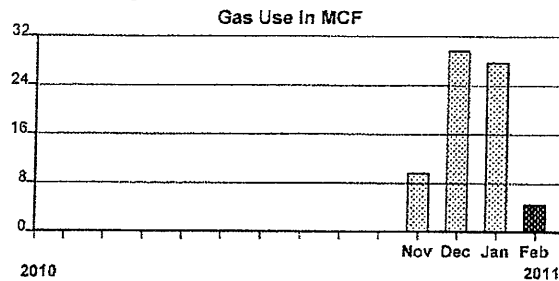
For questions about gas supply costs, contact JUST ENERGY at 1-866-587-8674 or 100 E. Campus Blvd, Ste 250 Columbus, OH 43235 or www.justenergy.com.

|                              |                 |
|------------------------------|-----------------|
| <b>Total Current Charges</b> | <b>\$64.56</b>  |
| <b>Total Account Balance</b> | <b>\$804.86</b> |

**YOU ARE ON THE CURRENT PLUS (\$80.66) PAYMENT PLAN.**

**Monthly Usage Comparison**

|   |              |              |
|---|--------------|--------------|
| Average Daily Temperature For This Billing Period | 2010<br>31°F | 2011<br>30°F |
|---|--------------|--------------|



Average monthly use: 18.3 MCF.  
Total annual use: 73.0 MCF.

**Billing Period And Meter Readings**

| Date                       | Read Type | Reading | Difference |
|----------------------------|-----------|---------|------------|
| Meter Number               |           |         |            |
| Mar 7, 2011                | Remote    | 407.1   |            |
| Feb 4, 2011                | Estimate  | 401.9   | 5.2        |
| <b>MCF Used in 31 Days</b> |           |         | <b>5.2</b> |

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### 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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**Gross Receipts Tax** - Ohio tax levied on public utilities.

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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 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.

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8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

Account Number 3872 Date Prepared April 7, 2011

Next Meter Reading 05/03 - 05/06/2011

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 05/06/2011 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

|  |                 |
|--|-----------------|
| Current Plan Amount                        | 278.55          |
| Past Due Plan Amount                       | 606.18          |
| <b>Total Payment Due by April 25, 2011</b> | <b>\$884.73</b> |

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

YOU ARE ON THE CURRENT PLUS PAYMENT PLAN.

You owe \$124.00 in security deposit installments.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$482.18 in full by April 25, 2011, 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 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 \$12.00 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.

PLEASE PAY BY Apr 25, 2011 Account No. 3872

\$884.73

Plan Amount

Amount Enclosed

21

10,580

**Automatic Bank Draft Saves You Time & Money**

Our Automatic Bank Draft saves you the time and expense of buying postage, writing a check, getting a money order, or standing in line. Each month, your bank automatically pays your gas bill. Visit [www.dom.com](http://www.dom.com) to enroll online or call us for an application.

JUDY L ALEXANDER  
8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

JUDY L ALEXANDER

Page 2 of 3

8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

Account Number 3872 Date Prepared April 7, 2011

Next Meter Reading 05/03 - 05/06/2011

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 05/06/2011 at www.dom.com.

**Credits And Charges Since Your Last Bill**

|                              |                 |
|------------------------------|-----------------|
| Balance from last bill       | \$804.86        |
| Late Payment Charge          | 7.23            |
| Gross Receipts Tax (4.6044%) | .33             |
| <b>Balance</b>               | <b>\$812.42</b> |

**Current Charges**

**Dominion East Ohio Distribution Charges**

|   |                |
|---|----------------|
| Basic Monthly Charge                    | \$19.63        |
| Usage-Based Charges                     |                |
| 17.5 MCF @ \$2.4154                     | 42.27          |
| Gross Receipts Tax (4.6044%)            | 2.85           |
| <b>Total Dominion East Ohio Charges</b> | <b>\$64.75</b> |

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

**NOPEC / Dominion Retail Charges**

|  |                 |
|--|-----------------|
| Gas Cost 17.5 MCF @ \$6.66                   | \$116.55        |
| Sales Tax                                    | 9.03            |
| <b>Total NOPEC / Dominion Retail Charges</b> | <b>\$125.58</b> |

For questions about gas supply costs, contact NOPEC / Dominion Retail (acct# 1647829107012011) at 1-866-726-5762 or P. O. Box 298 Pittsburgh, PA 15230 or www.dom.com.

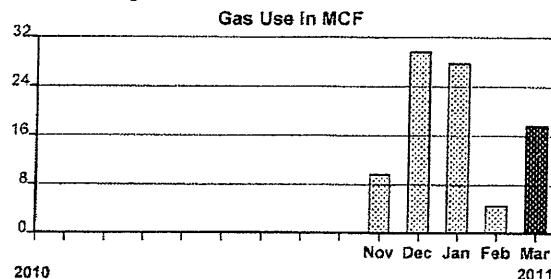
|                              |                   |
|------------------------------|-------------------|
| <b>Total Current Charges</b> | <b>\$190.33</b>   |
| <b>Total Account Balance</b> | <b>\$1,002.75</b> |

**YOU ARE ON THE CURRENT PLUS (\$80.66) PAYMENT PLAN.**

**Please Pay** Plan Amount of \$884.73 by Apr 25, 2011 to Avoid Late Payment Charge of 1.5% per month.

**Monthly Usage Comparison**

|   |           |           |
|---|-----------|-----------|
| Average Daily Temperature For This Billing Period | 2010 50°F | 2011 37°F |
|---|-----------|-----------|



Average monthly use: 18.1 MCF.  
Total annual use: 90.5 MCF.

**Billing Period And Meter Readings**

| Date                       | Read Type | Reading | Difference  |
|----------------------------|-----------|---------|-------------|
| Apr 5, 2011                | Estimate  | 424.6   |             |
| Mar 7, 2011                | Remote    | 407.1   | 17.5        |
| <b>MCF Used in 29 Days</b> |           |         | <b>17.5</b> |

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

Unless we receive your past-due amount of \$482.18 by Apr 25, 2011, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security deposit in three equal monthly installments or you will need to have a creditworthy guarantor.

If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at the current rate.

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

10,590

JUDY L ALEXANDER  
8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

10,649



### 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](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 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.

JUDY L ALEXANDER  
8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

JUDY L ALEXANDER

Page 1 of 3

8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

Account Number 3872 Date Prepared May 4, 2011

Next Meter Reading 07/01 - 07/07/2011

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 06/07/2011 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Gas Amount 94.13  
Past Due Gas Amount 812.42  
Total Payment Due by May 20, 2011 \$906.55

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

You are not currently on a payment plan.

You owe \$124.00 in security deposit installments.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$812.42 in full by May 20, 2011, 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 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 \$20.00 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.

|                 |              |                 |      |
|-----------------|--------------|-----------------|------|
| PLEASE PAY BY   | May 20, 2011 | Account No.     | 3872 |
| <b>\$906.55</b> |              |                 |      |
| Account Balance |              | Amount Enclosed |      |

21

180

**Rate Component Change**

In Case No. 07-1224-GA-EXM, the Public Utilities Commission of Ohio approved a new Standard Choice Offer (SCO) rate. Effective with this bill, the new SCO rate is \$1.00 plus the NYMEX month-end settlement price rate effective until April 2012. As a result of the variable monthly NYMEX settlement price, the SCO rate is a monthly variable rate. In addition, you may see a new supplier name with this bill.

JUDY L ALEXANDER  
4391 E 86TH ST  
CLEVELAND OH 44105-6012

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

43,552

XX

**JUDY L ALEXANDER**

Page 2 of 3

8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

Account Number 3872 Date Prepared May 4, 2011

Next Meter Reading 07/01 - 07/07/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 06/03 &amp; 5 p.m. on 06/07/2011 at www.dom.com.

**Credits And Charges Since Your Last Bill**

|                                    |                 |
|------------------------------------|-----------------|
| Balance from last bill             | \$1,002.75      |
| Late Payment Charge                | 11.41           |
| Cancel Billing                     | 64.75 CR        |
| NOPEC / Dominion Retail Adjustment | 125.58 CR       |
| Gross Receipts Tax (4.6044%)       | .53             |
| <b>Balance</b>                     | <b>\$824.36</b> |

**Current Charges****Dominion East Ohio Distribution Charges**

|   |                |
|---|----------------|
| Basic Monthly Charges                   | \$39.26        |
| Usage-Based Charges                     |                |
| 4.6 MCF @ \$1.9369                      | 8.91           |
| Gross Receipts Tax (4.6044%)            | 2.22           |
| <b>Total Dominion East Ohio Charges</b> | <b>\$50.39</b> |

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

**NOPEC / Dominion Retail Charges**

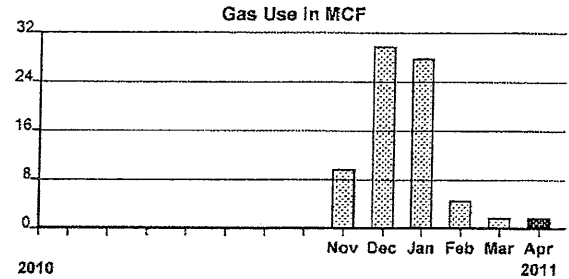
|  |                |
|--|----------------|
| Gas Cost 4.6 MCF @ \$6.41522                 | \$29.51        |
| Sales Tax                                    | 2.29           |
| <b>Total NOPEC / Dominion Retail Charges</b> | <b>\$31.80</b> |

For questions about gas supply costs, contact NOPEC / Dominion Retail (acct# 1647829107012011) at 1-866-726-5762 or P. O. Box 298 Pittsburgh, PA 15230 or www.dom.com.

|                              |                 |
|------------------------------|-----------------|
| <b>Total Current Charges</b> | <b>\$82.19</b>  |
| <b>Total Account Balance</b> | <b>\$906.55</b> |

**Monthly Usage Comparison**

|   |           |           |
|---|-----------|-----------|
| Average Daily Temperature For This Billing Period | 2010 55°F | 2011 44°F |
|---|-----------|-----------|



|                      |           |
|----------------------|-----------|
| Average monthly use: | 12.9 MCF. |
| Total annual use:    | 77.5 MCF. |

**Billing Period And Meter Readings**

| Date                       | Read Type | Reading | Difference |
|----------------------------|-----------|---------|------------|
| Meter Number               |           |         |            |
| May 4, 2011                | Remote    | 411.7   |            |
| Mar 7, 2011                | Remote    | 407.1   | 4.6        |
| <b>MCF Used in 58 Days</b> |           |         | <b>4.6</b> |

**Please Pay** Account Balance of \$906.55 by May 20, 2011 to Avoid Late Payment Charge of 1.5% per month.**THIS IS A SHUT-OFF NOTICE.**

Unless we receive your past-due amount of \$812.42 by May 20, 2011, 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.

### 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.

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

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**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.)

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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.

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

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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 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.

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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.

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JUDY L ALEXANDER  
4391 E 86TH ST  
CLEVELAND OH 44105-6012

JUDY L ALEXANDER

Page 1 of 2

8207 BEMAN AVE UNIT D  
CLEVELAND OH 44105-5833

Account Number 3872 Date Prepared May 5, 2011

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

**Credits And Charges Since Your Last Bill**

Balance from last bill \$906.55  
Deposit Reversed 124.00 CR  
Balance \$782.55

**Current Charges**

**Dominion East Ohio Distribution Charges**  
Basic Monthly Charge \$19.73  
Gross Receipts Tax (4.6044%) .91  
**Total Dominion East Ohio Charges \$20.64**

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

**Total NOPEC / Dominion Retail Charges \$0.00**

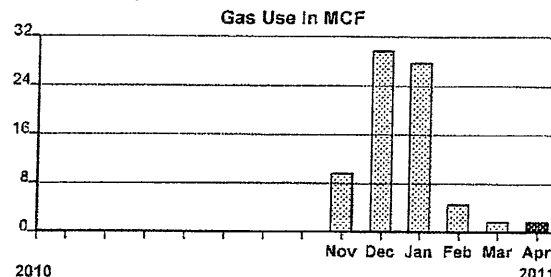
For questions about gas supply costs, contact NOPEC / Dominion Retail (acct# 1647829107012011) at 1-866-726-5762 or P. O. Box 298 Pittsburgh, PA 15230 or www.dom.com.

**Total Current Charges \$20.64**  
**Total Account Balance \$803.19**

This is your Final Bill.

**Monthly Usage Comparison**

Average Daily Temperature 2010 2011  
For This Billing Period 55°F 46°F



Average monthly use: 12.9 MCF.  
Total annual use: 77.5 MCF.

**Billing Period And Meter Readings**

| Date                     | Read Type | Reading | Difference |
|--------------------------|-----------|---------|------------|
| May 5, 2011              | Actual    | 411.7   |            |
| May 4, 2011              | Remote    | 411.7   |            |
| <b>MCF Used in 1 Day</b> |           |         | <b>.0</b>  |

**Please Pay Account Balance of \$803.19 by May 23, 2011**

**Final Bill Collection Warning**

This is your final bill. Please pay the amount due on or before the due date to avoid referral of this account to a collection agency. Referral to a collection agency may be more expensive to you in terms of time and money, since you may be required to pay attorney fees in addition to the balance due. To avoid further collection action, please remit the payment in full by the due date. You can pay this bill with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo, or a Visa, MasterCard, or Discover credit card at www.dom.com or at 1-800-573-1153. BillMatrix provides this service. A service fee applies.

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 23, 2011 **Account No.** 3872

FINAL BILL

**\$803.19**

Account Balance

Amount Enclosed

21

8,088

**Rate Component Change**

In Case No. 07-1224-GA-EXM, the Public Utilities Commission of Ohio approved a new Standard Choice Offer (SCO) rate. Effective with this bill, the new SCO rate is \$1.00 plus the NYMEX month-end settlement price rate effective until April 2012. As a result of the variable monthly NYMEX settlement price, the SCO rate is a monthly variable rate. In addition, you may see a new supplier name with this bill.

JUDY L ALEXANDER  
4391 E 86TH ST  
CLEVELAND OH 44105-6012

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

### 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.

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**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.

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JUDY L ALEXANDER  
4391 E 86TH ST  
CLEVELAND OH 44105-6012

**DEO EXHIBIT 1.2**

**Billing Statements for  
Upstairs Account**

**8209 Beman Avenue, Unit U  
Cleveland, Ohio 44105**

JUDY L ALEXANDER

Page 1 of 2

8209 BEMAN AVE UNIT U  
CLEVELAND OH 44105-5833

Account Number 9512 Date Prepared February 8, 2011

Next Meter Reading 03/04 - 03/09/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 03/07 & 5 p.m. on 03/09/2011 at www.dom.com.

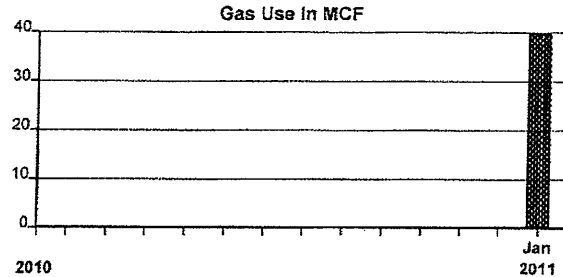
**Current Charges**

General Sales Service Rate  
(See last page for important message)  
Standard Service Offer (SSO)  
Basic Monthly Charge \$19.63  
Gas Usage Charges 310.53  
39.9 MCF @ \$7.7827 15.20  
Gross Receipts Tax (4.6044%)  
This bill includes \$216.10 for SSO gas cost at \$5.416  
per thousand cubic feet (MCF).  
**Total Current Charges \$345.36**  
**Total Account Balance \$345.36**

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 2011  
For This Billing Period 21°F



**Billing Period And Meter Readings**

| Date                       | Read Type | Reading | Difference  |
|----------------------------|-----------|---------|-------------|
| Meter Number               |           |         |             |
| Feb 4, 2011                | Estimate  | 500.3   |             |
| Jan 6, 2011                | Estimate  | 460.4   | 39.9        |
| <b>MCF Used in 29 Days</b> |           |         | <b>39.9</b> |

**Please Pay** Account Balance of \$345.36 by Feb 24, 2011 to Avoid Late Payment Charge of 1.5% per month.

**Filters and Heating System Inspections**

Change or clean your furnace filter at least three times during the heating season. A clean filter will help your furnace operate more effectively and could save you money.

Keep your heating system running safely and efficiently. A qualified heating contractor should inspect it once a year and make repairs when needed. It's best to have the system checked during summer months -- before you'll need it.

ENERGYSHARE: Help people without heat by donating to EnergyShare. Add \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

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

**PLEASE PAY BY** Feb 24, 2011 **Account No.** 9512

**\$345.36**

Account Balance

Amount Enclosed

21

7,366

**Help Others Stay Warm**

Through EnergyShare, you can help assure that people who can't afford to heat their homes don't have to endure such hardship. To contribute, add \$1, \$2, \$6, \$12, \$18 or \$36 to your gas payment. Overpayments made in those exact amounts will automatically benefit the program. Or, mail a check to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

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DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785



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

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

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

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

### 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](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 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.

JUDY L. ALEXANDER  
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CLEVELAND OH 44105-5833

JUDY L ALEXANDER

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8209 BEMAN AVE UNIT U  
CLEVELAND OH 44105-5833

Account Number 9512 Date Prepared March 7, 2011

Next Meter Reading 05/03 - 05/06/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 04/05 & 5 p.m. on 04/07/2011 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

|  |                 |
|--|-----------------|
| Current Gas Amount                         | 31.78           |
| Past Due Gas Amount                        | 345.36          |
| <b>Total Payment Due by March 23, 2011</b> | <b>\$377.14</b> |

\*\*\*\* 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 \$345.36 in full by March 23, 2011, 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 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 \$116.00 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.

PLEASE PAY BY Mar 23, 2011 Account No. 9512

\$377.14

Account Balance

Amount Enclosed

21 175

9,999,999

**Automatic Bank Draft Saves You Time & Money**

Our Automatic Bank Draft saves you the time and expense of buying postage, writing a check, getting a money order, or standing in line. Each month, your bank automatically pays your gas bill. Visit [www.dom.com](http://www.dom.com) to enroll online or call us for an application.

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9,999,999

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8209 BEMAN AVE UNIT U  
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Account Number 9512 Date Prepared March 7, 2011

Next Meter Reading 05/03 - 05/06/2011

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 04/05 & 5 p.m. on 04/07/2011 at www.dom.com.

**Credits And Charges Since Your Last Bill**

|                              |                 |
|------------------------------|-----------------|
| Balance from last bill       | \$345.36        |
| Late Payment Charge          | 5.18            |
| Gross Receipts Tax (4.6044%) | .24             |
| <b>Balance</b>               | <b>\$350.78</b> |

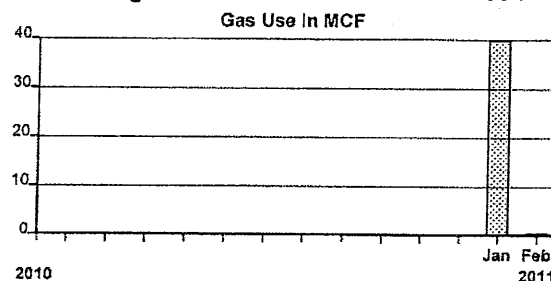
**Current Charges**

|  |                 |
|--|-----------------|
| <b>General Sales Service Rate</b>  |                 |
| <b>Standard Service Offer (SSO)</b>  |                 |
| Basic Monthly Charge   | \$19.63         |
| Gas Usage Charges  |                 |
| .7 MCF @ \$7.9571  | 5.57            |
| Gross Receipts Tax (4.6044%)   | 1.16            |
| This bill includes \$3.86 for SSO gas cost at \$5.516 per thousand cubic feet (MCF). |                 |
| <b>Total Current Charges</b>   | <b>\$26.36</b>  |
| <b>Total Account Balance</b>   | <b>\$377.14</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 **2011 30°F**



Average monthly use: 20.3 MCF.  
Total annual use: 40.6 MCF.

**Billing Period And Meter Readings**

| Date                       | Read Type | Reading | Difference |
|----------------------------|-----------|---------|------------|
| <b>Meter Number</b>        |           |         |            |
| Mar 7, 2011                | Remote    | 501.0   |            |
| Feb 4, 2011                | Estimate  | 500.3   | .7         |
| <b>MCF Used in 31 Days</b> |           |         | <b>.7</b>  |

**Please Pay** Account Balance of \$377.14 by Mar 23, 2011 to Avoid Late Payment Charge of 1.5% per month.

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

Unless we receive your past-due amount of \$345.36 by Mar 23, 2011, 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.

9,999,999

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### 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](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 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.

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**JUDY L ALEXANDER**

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8209 BEMAN AVE UNIT U  
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Account Number 9512 Date Prepared April 7, 2011

Next Meter Reading 05/03 - 05/06/2011

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 05/06/2011 at [www.dom.com](http://www.dom.com).

**Credits And Charges Since Your Last Bill**

Balance from last bill \$377.14  
Balance **\$377.14**

**Current Charges**

**Dominion East Ohio Distribution Charges**  
Basic Monthly Charge \$19.63  
Usage-Based Charges 25.5 MCF @ \$2.4149 61.58  
Gross Receipts Tax (4.6044%) 3.74  
**Total Dominion East Ohio Charges \$84.95**

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

**LAKESHORE ENERGY SERVICES, LLC Charges**

(See last page for important message)

**Standard Choice Offer (SCO)**

Gas Cost 25.5 MCF @ \$4.993 \$127.32  
Sales Tax 9.87  
**Total LAKESHORE ENERGY SERVICES, LLC Charge \$137.19**

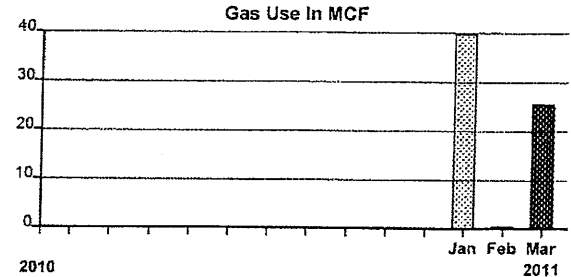
For questions about gas supply costs, contact LAKESHORE ENERGY SERVICES, LLC at 1-888-200-3788.

**Total Current Charges \$222.14**  
**Total Account Balance \$599.28**

**YOU ARE ON THE CURRENT PLUS (\$62.85) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period **2011 37°F**



Average monthly use: □ 22.0 MCF.  
Total annual use: □ 66.1 MCF.

**Billing Period And Meter Readings**

| Date                | Meter Number | Read Type | Reading | Difference |
|---------------------|--------------|-----------|---------|------------|
| Apr 5, 2011         |              | Estimate  | 526.5   |            |
| Mar 7, 2011         |              | Remote    | 501.0   | 25.5       |
| MCF Used in 29 Days |              |           |         | 25.5       |

**Please Pay** Plan Amount of \$284.99 by Apr 25, 2011 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** Apr 25, 2011 **Account No.** 9512

**\$284.99**

Plan Amount

Amount Enclosed

**Automatic Bank Draft Saves You Time & Money**

Our Automatic Bank Draft saves you the time and expense of buying postage, writing a check, getting a money order, or standing in line. Each month, your bank automatically pays your gas bill. Visit [www.dom.com](http://www.dom.com) to enroll online or call us for an application.

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DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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

Sales Tax is charged to most customers who purchase their natural gas from an Energy Choice or governmental aggregation supplier. The Gross Receipts Tax is levied on public utilities and directly passed on to customers. Sales-tax-exempt customers should send a state-issued exemption certificate to the natural gas supplier listed on this bill, along with the applicable account number(s).

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

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

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

**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.

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

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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.

**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.

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**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.

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8209 BEMAN AVE UNIT U  
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Account Number 9512 Date Prepared May 4, 2011

Next Meter Reading 07/01 - 07/07/2011

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 06/07/2011 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

Current Plan Amount 67.32  
Past Due Plan Amount 284.99  
Total Payment Due by May 20, 2011 \$352.31

\*\*\*\* 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 \$284.99 in full by May 20, 2011, 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 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 \$178.00 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.

|                      |                     |                    |             |
|----------------------|---------------------|--------------------|-------------|
| <b>PLEASE PAY BY</b> | <b>May 20, 2011</b> | <b>Account No.</b> | <b>9512</b> |
| <b>\$352.31</b>      |                     |                    |             |
| Plan Amount          |                     | Amount Enclosed    |             |

**Rate Component Change**  
In Case No. 07-1224-GA-EXM, the Public Utilities Commission of Ohio approved a new Standard Choice Offer (SCO) rate. Effective with this bill, the new SCO rate is \$1.00 plus the NYMEX month-end settlement price rate effective until April 2012. As a result of the variable monthly NYMEX settlement price, the SCO rate is a monthly variable rate. In addition, you may see a new supplier name with this bill.

JUDY L ALEXANDER  
4391 E 86TH ST  
CLEVELAND OH 44105-6012

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

JUDY L ALEXANDER

Page 2 of 4

8209 BEMAN AVE UNIT U  
CLEVELAND OH 44105-5833

Account Number 9512 Date Prepared May 4, 2011

Next Meter Reading 07/01 - 07/07/2011

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 06/07/2011 at [www.dom.com](http://www.dom.com).

**Summary of Payment Due**

|  |                 |
|--|-----------------|
| Current Plan Amount                      | 67.32           |
| Past Due Plan Amount                     | 284.99          |
| <b>Total Payment Due by May 20, 2011</b> | <b>\$352.31</b> |

(See Next Page for Usage Comparison and Meter Readings)

**Please Pay** Plan Amount of \$352.31 by May 20, 2011 to Avoid Late Payment Charge of 1.5% per month.

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

Unless we receive your past-due amount of \$284.99 by May 20, 2011, 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.

180

JUDY L ALEXANDER  
4391 E 86TH ST  
CLEVELAND OH 44105-6012

43,563



8209 BEMAN AVE UNIT U  
CLEVELAND OH 44105-5833

Account Number 9512 Date Prepared May 4, 2011

Next Meter Reading  
07/01 - 07/07/2011

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 06/07/2011 at www.dom.com.

**Credits And Charges Since Your Last Bill**

|  |                 |
|--|-----------------|
| Balance from last bill                   | \$599.28        |
| Late Payment Charge                      | 4.27            |
| Cancel Billing                           | 84.95 CR        |
| Lakeshore Energy Services, LLC Adjustmen | 137.19 CR       |
| Gross Receipts Tax (4.6044%)             | .20             |
| <b>Balance</b>                           | <b>\$381.61</b> |

**Current Charges****Dominion East Ohio Distribution Charges**

|   |                |
|---|----------------|
| Basic Monthly Charges                   | \$39.26        |
| Usage-Based Charges                     |                |
| 13.1 MCF @ \$1.9236                     | 25.20          |
| Gross Receipts Tax (4.6044%)            | 2.97           |
| <b>Total Dominion East Ohio Charges</b> | <b>\$67.43</b> |

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

**JUST ENERGY Charges****Standard Choice Offer (SCO)**

|                                  |                |
|----------------------------------|----------------|
| Gas Cost 6.5 MCF @ \$5.24        | \$34.06        |
| Sales Tax                        | 2.64           |
| <b>Total JUST ENERGY Charges</b> | <b>\$36.70</b> |

For questions about gas supply costs, contact JUST ENERGY at 1-866-587-8674 or 100 E. Campus Blvd, Ste 250 Columbus, OH 43235 or www.justenergy.com.

**LAKESHORE ENERGY SERVICES, LLC Charges****Standard Choice Offer (SCO)**

|  |                |
|--|----------------|
| Gas Cost 6.6 MCF @ \$4.993                         | \$32.95        |
| Sales Tax  | 2.55           |
| <b>Total LAKESHORE ENERGY SERVICES, LLC Charge</b> | <b>\$35.50</b> |

For questions about gas supply costs, contact LAKESHORE ENERGY SERVICES, LLC at 1-888-200-3788.

**Total Current Charges** \$139.63

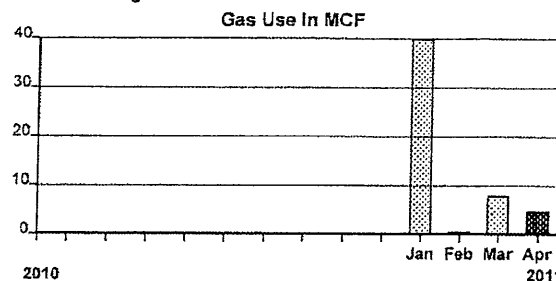
**Total Account Balance** \$521.24

**YOU ARE ON THE CURRENT PLUS (\$62.85) PAYMENT PLAN.**

**Monthly Usage Comparison**

Average Daily Temperature  
For This Billing Period

2011  
44°F



Average monthly use: 13.4 MCF.  
Total annual use: 53.6 MCF.

**Billing Period And Meter Readings**

| Date                       | Read Type | Reading | Difference  |
|----------------------------|-----------|---------|-------------|
| Meter Number               |           |         |             |
| May 4, 2011                | Remote    | 514.1   |             |
| Mar 7, 2011                | Remote    | 501.0   | 13.1        |
| <b>MCF Used in 58 Days</b> |           |         | <b>13.1</b> |

### 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](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 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.

JUDY L ALEXANDER  
4391 E 86TH ST  
CLEVELAND OH 44105-6012

**JUDY L ALEXANDER**

Page 1 of 2

8209 BEMAN AVE UNIT U  
CLEVELAND OH 44105-5833

Account Number 9512 Date Prepared May 5, 2011

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

**Credits And Charges Since Your Last Bill**

Balance from last bill \$521.24  
Balance \$521.24

**Current Charges**

**Dominion East Ohio Distribution Charges**

Basic Monthly Charge \$19.73  
Gross Receipts Tax (4.6044%) .91  
Total Dominion East Ohio Charges \$20.64

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

**Total JUST ENERGY Charges**

\$0.00

For questions about gas supply costs, contact JUST ENERGY at 1-866-587-8674 or 100 E. Campus Blvd, Ste 250 Columbus, OH 43235 or www.justenergy.com.

**Total Current Charges**

\$20.64

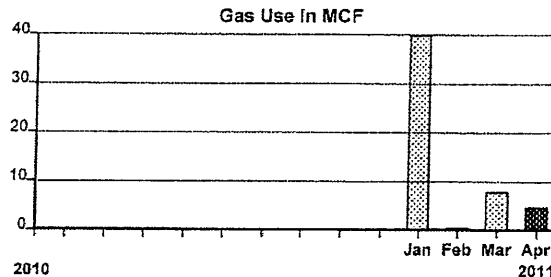
**Total Account Balance**

\$541.88

This is your Final Bill.

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period 2011 46°F



Average monthly use: 13.4 MCF.  
Total annual use: 53.6 MCF.

**Billing Period And Meter Readings**

| Date              | Meter Number | Read Type | Reading | Difference |
|-------------------|--------------|-----------|---------|------------|
| May 5, 2011       |              | Actual    | 514.1   |            |
| May 4, 2011       |              | Remote    | 514.1   |            |
| MCF Used in 1 Day |              |           |         | .0         |

**Please Pay** Account Balance of \$541.88 by May 23, 2011

**Doing business online with Dominion has never been easier!**

Visit "Manage Your Account" at www.dom.com to make a payment, sign up for eBill and Automatic Bank Draft, view your billing and payment history, enter a meter reading, check your account information, and much more. Register or sign in to manage your Dominion account(s), at your convenience, 365 days a year on our secure website!

Call 1-877-542-2630 any hour, any day for emergency service. You may want to keep the number near your phone. (It is an emergency when you smell gas or when all of your gas appliances are out.)

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

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

**PLEASE PAY BY**

May 23, 2011

Account No.

9512

FINAL BILL

\$541.88

Account Balance

Amount Enclosed

21

5,088

**Rate Component Change**

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JUDY L ALEXANDER  
4391 E 86TH ST  
CLEVELAND OH 44105-6012

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

**5/1/2012 4:29:10 PM**

**in**

**Case No(s). 11-5601-GA-CSS**

Summary: Testimony of Roxie A. Edwards on behalf of The East Ohio Gas Company d/b/a Dominion East Ohio electronically filed by Ms. Melissa L. Thompson on behalf of The East Ohio Gas Company d/b/a Dominion East Ohio