DEO EXHIBIT 1.0

BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

JUDY ALEXANDER,)
Complainant,))
V.)
THE EAST OHIO GAS COMPANY D/B/A DOMINION EAST OHIO,)
Respondent.))

.

Case No. 11-5601-GA-CSS

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.

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

Q11. Between November 19, 2010, and May 5, 2011, how much gas did Ms. Alexander 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

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
Total	77.6 Mcf	

8

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

A12. 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 Downstairs Account meter
of 407.1. On April 5, 2011, DEO estimated Ms. Alexander's meter reading to be 424.6,
with an estimated March usage of 17.5 Mcf. On May 4, 2011, DEO obtained an actual
meter reading of 411.7. Therefore, because DEO overestimated Ms. Alexander's March

1		usage, DEO rebilled Ms. Alexander on May 4, 2011 for her actual consumption of
2		4.6 Mcf for both March and April 2011.
3	Q13.	Does the May 4, 2011 billing statement credit Ms. Alexander for the estimated
4		amounts billed on the April 7, 2011 billing statement?
5	A13.	Yes. DEO credited Ms. Alexander for both the DEO Distribution Charges of \$64.75 and
6		the gas commodity charges of \$125.58. Both of these credits are shown on the May 4,
7		2011 billing statement in the Credits And Charges Since Your Last Bill section on Page 2
8		of 3.
9	III.	ACCOUNT HISTORY – UPSTAIRS ACCOUNT
10	Q14.	When did Ms. Alexander establish service to 8209 Beman Avenue, Unit U?
11	A14.	January 6, 2011.
12	Q15.	When did DEO disconnect Ms. Alexander?
13	A15.	DEO disconnected Ms. Alexander's service to the Upstairs Account, per her request, on
14		May 5, 2011.
15	Q16.	Has Ms. Alexander paid anything on her balance?
16	A16.	No. Ms. Alexander did not pay DEO for any of the charges incurred by her on this
17		account. Since DEO disconnected the Upstairs Account, Ms. Alexander has not paid
18		anything towards the arrearage on the account. Currently, Ms. Alexander owes \$397.88
19		for gas service on the Upstairs Account.
20	Q17.	Did DEO send Ms. Alexander billing statements?
21	A17.	Yes. DEO sent billing statements to Ms. Alexander at the 8209 Beman Avenue address.
22		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?

5 A18. Ms. Alexander consumed 53.7 Mcf of natural gas. To explain Ms. Alexander's gas

6 consumption, below is Table 2 showing her usage on a month-by-month basis.

7

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

8

9 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

8207 BEMAN AVE UNIT D CLEVELAND OH 44105-5833

Credits And Charges Balance from last b Security Deposit In	sill	\$.00 42.00	Billing Period And M <u>Date</u> Meter Number	eter Readings Read Type	<u>Reading</u>	Difference
Balance		\$42.00	Dec 6, 2010	Estimate	344.2	
urrent Charges	-		Nov 19, 2010	Actual	334.1	10.1
General Sales Ser			MCF Used in 17 [Jays		10.1
Standard Service	important messa]e)				
asic Monthly Char		\$19.63				
as Usage Charge	s ·	÷				
10.1 MCF @	\$6.8594	69.28				
iross Receipts Tax	(4.6044%) 37 for SSO gas cost	4.09				
iousand cubic feet (N	ACE)	at \$4.492 per				
otal Current Char		\$93.00				
otal Account Bala	ance	\$135.00				
u may be able to be	Iter control the age r	ortion of your bill by shopping				
an alternative gas	supply contract.	and a set of a set of an opping				
ase Pay Account	Balance of \$135.00	by Dec 27, 2010 to Avoid Late P	avment Charge of 1.5%	per month.		
ase Pay Account		by Dec 27, 2010 to Avoid Late P		per month.		
ase Pay. Account		by Dec 27, 2010 to Avoid Late P eed to Locate an Authorized I		per month.		
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JUDY L ALEXANDER 8207 BEMAN AVE UNIT D CLEVELAND OH 44105-5833 DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785 Page 1 of 2

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 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.

Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount. Current Plus - Pay current charges and make one of six equal payments of the past-due amount. One-Third Winter Heating Plan - Pay one-third of the account balance if current charges include gas used between November 1 and April 15. One-Ninth Plan - Pay a special budget amount, plus one of nine equal payments of the past-due amount. PIPP Plus - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PiPP). Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

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

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

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. CR - Credit

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

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio. Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount. MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided. Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping. Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to restore gas service that was terminated by the Company or at a customer's request. Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment. Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer.

Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate. Standard Service Offer (SSO) - Cost of acquiring natural gas for sale t6.203 to mers 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

8207 BEMAN AVE UNIT D CLEVELAND OH 44105-5833

Account Number	Date Prepared	Next Meter Reading	For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an
' 3872	January 6, 2011	03/04 - 03/09/2011	estimate-enter a read between 02/04 & 5 p.m. on 02/08/2011 at www.dom.com.

Current Gas Amount Past Due Gas Amount Total Payment Due by January 24, 2011	308.00 135.00 \$443.00	**** THIS IS A SHUT-OFF NOTICE ****
You are not currently on a payment plan.		
You owe \$83.00 in security deposit installment	s.	
OUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio pas service. Partial payment will not protect you from shutoff u	receives your past due pa nless you are eligible for a	yment of \$135.00 in full by January 24, 2011, the company can shut off you nd enrolled in one of the payment programs listed on the Terms page.
f the company shuts off your gas service for nonpayment, 33.00. Also, you will be billed for a security deposit of \$7.0	you must pay your past 30 in three equal monthly	-due amount(s) or plan arrears. You will be billed a reconnection fee of r installments or you need to have a creditworthy guarantor.
isa, MasterCard, of Discover credit card. Contact BillMatrix by	/ phone at 1-800-573-1153 uthorized payment center	ectronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a 3 or online through www.dom.com. BillMatrix charges a convenience fee of For the payment location nearest you, visit www.dom.com or call Dominion arge a service fee of \$0.88 for each transaction.
nergy Assistance. If you meet income requirements, you mig revelopment, Office of Community Services, at 1-800-282-0880	ht qualify for financial aid o) or contact us.	or weatherization services. To learn more, call the Ohio Department of
800-950-7989. A licensed medical professional must sign the	t does not reduce the amo	angerous to the health of a permanent member of your household. It allows ount you owe. You can get a medical certification form by calling hone, provided that Dominion East Ohio receives the written notification rvice. Be sure to give your health care provider permission to release your
illure to pay all charges for non-regulated Dominion Products &	Services may result in te	mination of your contract.
you have made your payment, please accept our thanks and d	isregard this notice.	

\$443.00	
Account Balance	Amount Enclosed

Removing Yourself from Customer Listing We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please sign in or register in Manage Your Account at 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

8207 BEMAN AVE UNIT D CLEVELAND OH 44105-5833

3872 January 6, 2011 03/04 - 03/09/2011 estimate	ations about Dominion East Ohio charges call 1-800-362-7557. Avoi -enter a read between 02/04 & 5 p.m. on 02/08/2011 at www.dom.cor
Credits And Charges Since Your Last BillBalance from last bill\$135.00Late Payment Charge1.40Security Deposit Installment41.00Gross Receipts Tax (4.6044%).06Balance\$177.46Current Charges\$177.46General Sales Service Rate\$19.63Gas Usage for important message)\$19.63Standard Service Offer (SSO)\$19.63Baic Monthly Charge\$19.63Gas Usage Charges\$19.6329.9 MCF @ \$7.8334234.22Gross Receipts Tax (4.6044%)11.69This bill includes \$163.46 for SSO gas cost at \$5.467per thousand cubic feet (MCF).\$265.54Total Current Charges\$265.54You 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 2010 For This Billing Period 26°F 32 Gas Use In MCF 24 18 18 0 2009 Nov Dec 2009 2000 MCF. 2009 2000 MCF. Total annual use: 13 40.0 MCF. 13 Ellling Period And Meter Readings Date Read Type Meter Number 374.1 Jan 5, 2011 Remote 374.1 Dec 6, 2010 Estimate 344.2 29.9 MCF Used in 30 Days 29.9
Rease Pay Account Balance of \$443.00 by Jan 24, 2011 to Avoid Late Pa	ayment Charge of 1.5% per month.
THIS IS A SHUT-OFF Unless we receive your past-due amount of \$135.00 by Jan 24, about this pending shutoff or need a medical form as outlined be gas service is shut off, you must pay all past-due amounts. You a security deposit in three equal monthly installments or you will If you are on the Energy Choice program and your service is shu current supplier at the current rate. NOTE: A medical certification delays a shut off for residential cu- dangerous to the health of a permanent member of your househ not reduce the amount you owe. A licensed medical professiona	2011, your gas may be shut off. If you have questions slow, please call toll-free 1-800-950-7989. If your will be billed a reconnection fee. Also, you will be billed need to have a creditworthy guarantor. It off, you will no longer be served by your stomers when it would be especially old. It allows you time to get financial help. It does

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

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 addregation program.

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

- Visit 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.

Plus amount and budget billing amount. It replaces the PIPP Repayment Plan.

Explanation of Billing Terms (The following items will not appear on every bill.) Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. CR - Credit

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

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount. MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided. Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping. Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate,

Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to restore gas service that was terminated by the Company or at a customer's request. Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any

reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment.

Security deposit installment - One-third of the 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 te effectioners 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

8207 BEMAN AVE UNIT D CLEVELAND OH 44105-5833

Account Number	Date Prepared	Next Meter Reading	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.
`3872	February 8, 2011	03/04 - 03/09/2011	

Summary of Payment Due	(See Next Page for Usage Comparison and Meter Readings)
Current Plan Amount 372.	
Past Due Plan Amount 83.	
Total Payment Due by February 24, 2011 \$455.	
Please Pay Plan Amount of \$455.75 by Feb 24, 2011 to Avoid Late Pa	yment Charge of 1.5% per month.
Special Payme	
opcolar i aynie	
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 amo	bunt you owe appear each month on the payment stub below.
to keep you current with new bills. The due date and the and	ount you owe appear each month on the payment stub below.
To romain on the plan and to evoid a shut off police places t	
To remain on the plan and to avoid a shut-off hotice, please i	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 t	me each month.
Please detach and return this coupon with a check made payable to Dominion East O	hig. Biogga and rowards aids for mailing address shares instantions
riease detach and return this coupon with a check made payable to Dominion East O	
PLEASE PAY BY Feb 24, 2011 Account No. 7 3872	Save Time, Stamps
\$455.75	Enroll online in eBill through Manage Your Account
ψ-του.10	at www.dom.com. Also, choose Automatic Bank Draft for the ultimate in bill payment convenience.
Pian Amount Amount Enclosed	brait for the billinate in bill payment convenience.
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JUDY L ALEXANDER 8207 BEMAN AVE UNIT D CLEVELAND OH 44105-5833

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DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

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8207 BEMAN AVE UNIT D CLEVELAND OH 44105-5833

3872 February 8, 2011 03/04 - 03/0 redits And Charges Since Your Last Bill		Monthly Usage Comparison	
Balance from last bill Security Deposit Installment	\$443.00 41.00	Average Daily Temperature	2010 2011 28°F 21°F
Balance	\$484.00	For This Billing Period Gas Use In	
urrent Charges	\$101.00	32	
Dominion EastOhio Distribution ChargesBasic Monthly ChargeIsage-Based Charges27.8 MCF @ \$2.3496Bross Receipts Tax (4.6044%)otal Dominion East Ohio Chargesor questions about Dominion East Ohio charges, calls at 1-800-362-7557.	\$19.63 65.32 3.91 \$88.86	24 16 8 0	Nov Dec Jan
UST ENERGY Charges See last page for important message) tandard Choice Offer (SCO) as Cost 27.8 MCF @ \$5.416 ales Tax	\$150.56	2010 Average monthly use: Total annual use: IT Billing Period And Meter Readings	2011 () 22.6 MCF. () 67.8 MCF.
ales Fax otal JUST ENERGY Charges or questions about gas supply costs, contact JUST NERGY at 1-866-587-8674 or 100 E. Campus Blvd, e 250 Columbus, OH 43235 or www.justenergy.com.	11.67 \$162.23	DateRead TypeMeter NumberFeb 4, 2011Feb 4, 2011EstimateJan 5, 2011Remote	401.9 374.1 27.8
otal Current Charges otal Account Balance	\$251.09 \$735.09	MCF Used in 30 Days	27.8
DU ARE ON THE CURRENT PLUS (\$80.66) PA	• • • • • • • • • • • • • • • • • • • •		

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

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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 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.

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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 Gommunity 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 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.

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 billion adjustment

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

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 (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 Eteststomers who purchase gas from Dominion East Ohio. Transportation Charges / Usage-Based Charges - Cover cost associated with delivering gas to the meter, including all applicable riders and towar. All customers are causied to nave these obstress recardings if they choose on allocate the upplice there upplicable riders and

transport transport of the gas. 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 March 7, 2011	Next Meter Reading 05/03 - 05/06/2011		tions about Dominion East Ohio charges call 1-800-362-7557. Avoid enter a read between 04/05 & 5 p.m. on 04/07/2011 at www.dom.com
Summary of Payme	nt Due			
Current Plan Amo Past Due Plan Ar Total Payment D			150.43 455.75 606.18	**** THIS IS A SHUT-OFF NOTICE ****
YOU ARE ON TH	IE CURRENT PLU	IS PAYMENT PLAN.		
You owe \$124.00) in security depos	sit installments.		
YOUR ACCOUNT IS gas service. Partial pa	PAST DUE. Unless Dar ayment will not protect y	minion East Ohio receives you rou from shutoff unless you ar	ur past due p e eligible for	payment of \$331.75 in full by March 23, 2011, the company can shut off your and enrolled in one of the payment programs listed on the Terms page.
if the company shuts \$33.00. Also, you will	; off your gas service f I be billed for a securit	for nonpayment, you must p ty deposit of \$115.00 in thre	ay your par e equal mor	st-due amount(s) or plan arrears. You will be billed a reconnection fee of nthly installments or you need to have a creditworthy guaraπtor.
Visa, MasterCard, or E \$3.95 for each transac	Discover credit card. Co tion. You may also pay	intact BillMatrix by phone at 1 in person at an authorized pa	-800-573-11 avment cente	electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a 53 or online through www.dom.com. BillMatrix charges a convenience fee of er. For the payment location nearest you, visit www.dom.com or call Dominion tharge a service fee of \$0.88 for each transaction.
Energy Assistance. If Development, Office of	you meet income requi Community Services, a	frements, you might qualify for at 1-800-282-0880 or contact	' financial aid us.	d or weatherization services. To learn more, call the Ohio Department of
ou time to get financia -800-950-7989. A lice	Il help or make payment ensed medical professio as service is off, return t	t arrangements. It does not re mal must sign the form. You	educe the an	dangerous to the health of a permanent member of your household. It allows mount you owe. You can get a medical certification form by calling r phone, provided that Dominion East Ohio receives the written notification service. Be sure to give your health care provider permission to release your
ailure to pay all charge	es for non-regulated Do	minion Products & Services n	nay result in	termination of your contract.
you have made your j	payment, please accept	l our thanks and disregard this	notice.	
ease detach and return	this coupon with a cher	ck made payable to Dominion	East Ohio .	Please see reverse side for mailing address change instructions.
EASE PAY BY	Mar 23, 2011 Acco	unt No.	3872	Automatic Bank Draft Saves You Time & Money
				Our Automatic Bank Draft saves you the time and expense of buying postage, writing a check, getting
\$606.18		L	-	
]	Amount Enclosed	111	a money order, or standing in line. Each month, your bank automatically pays your gas bill. Visit www.dom.com to enroll online or call us for an

JUDY L ALEXANDER 8207 BEMAN AVE UNIT D CLEVELAND OH 44105-5833 DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

8207 BEMAN AVE UNIT D CLEVELAND OH 44105-5833

Account Number	Date Prepared	Next Meter Reading	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.
/ 3872	March 7, 2011	05/03 - 05/06/2011	

Current Plan Amount 150.43 Past Due Plan Amount 455.75 Total Payment Due by March 23, 2011 \$606.18	(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 NO Unless we receive your past-due amount of \$331.75 by Mar 23, 20 about this pending shutoff or need a medical form as outlined below gas service is shut off, you must pay all past-due amounts. You will a security deposit in three equal monthly installments or you will nee If you are on the Energy Choice program and your service is shut of current supplier at the current rate. NOTE: A medical certification delays a shut off for residential custor dangerous to the health of a permanent member of your household. not reduce the amount you owe. A licensed medical professional mo	TICE. 11, your gas may be shut off. If you have questions v, please call toll-free 1-800-950-7989. If your be billed a reconnection fee. Also, you will be billed ed to have a creditworthy guarantor. ff, you will no longer be served by your mers when it would be especially . It allows you time to get financial help. It does

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8207 BEMAN AVE UNIT D CLEVELAND OH 44105-5833

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Account Number Da `3872 M	ate Prepared arch 7, 2011	Next Meter Reading 05/03 - 05/06/2011	For questior estimate-en	ns about Do iter a read b	ominion Ea between 04	ast Ohio charg /05 & 5 p.m. or	es call 1 -800- 1 04/07/2011 a	362-7557 . Avoid an at www.dom.com.
Credits And Charges Si Balance from last bil Late Payment Charg Gross Receipts Tax Balance Current Charges Dominion East Ohio Basic Monthly Charg Usage-Based Charg 5.2 MCF @ \$2 Gross Receipts Tax (Total Dominion Eas For questions about Do us at 1-800-362-7557. JUST ENERGY Char Standard Choice Of Gas Cost 5.2 MCF @ Sales Tax Total JUST ENERGY Char Standard Choice Of Gas Cost 5.2 MCF @ Sales Tax Total JUST ENERGY For questions about gas ENERGY at 1-866-587- Ste 250 Columbus, OH Total Current Charge Total Account Balan YOU ARE ON THE C	I ge (4.6044%) o Distribution Char e es 2.4134 (4.6044%) it Ohio Charges minion East Ohio char rges fer (SCO) 2 \$5.516 7 Charges supply costs, conta 8674 or 100 E. Cam 43235 or www.juster es ce	arges \$19 12 arges, call \$28 2 ct JUST pus Blvd, hergy.com. \$64	2.22 \$30.90 .56 \$804.86	Average For This 32 24 16 8 2010	Average r Total anno od And Met 11	nperature riod Gas Use In monthly use: ual use: ter Readings Read Type Remote Estimate		

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

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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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	J For quest estimate-	tions about Dominion East Ohio charges call 1-800-362-7557 . Avo -enter a read between 05/04 & 5 p.m. on 05/06/2011 at www.dom.co
Summary of Payment Current Plan Amou Past Due Plan Amo Total Payment Du	unt ount	1	278.55 606.18 \$884.73	**** THIS IS A SHUT-OFF NOTICE ****
YOU ARE ON THE	CURRENT PLUS	PAYMENT PLAN.		
You owe \$124.00 i	in security deposi	t installments.		
YOUR ACCOUNT IS PA gas service. Partial pay	AST DUE. Unless Domi ment will not protect you	nion East Ohio receives y u from shutoff unless you	our past due p are eligible for	payment of \$482.18 in full by April 25, 2011, the company can shut off your and enrolled in one of the payment programs listed on the Terms page.
If the company shuts o \$33.00. Also, you will b	off your gas service fo be billed for a security	r nonpayment, you mus deposit of \$12.00 in thre	t pay your pas se equal mont	st-due amount(s) or plan arrears. You will be billed a reconnection fee thy installments or you need to have a creditworthy guarantor.
\$3.95 for each transaction	cover credit card. Cont in. You may also pay in	act BillMatrix by phone at person at an authorized	1-800-573-11:	electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a 53 or online through www.dom.com, BillMatrix charges a convenience fee o er, For the payment location nearest you, visit www.dom.com or call Dominic charge a service fee of \$0.88 for each transaction.
Energy Assistance. If yo Development, Office of C	ou meet income require community Services, at	ments, you might qualify t 1-800-282-0880 or contac	for financial aid st us.	d or weatherization services. To learn more, call the Ohio Department of
-800-950-7989. A licens	selp or make payment a sed medical professiona service is off, return the	mangements. It does not al must sign the form. You	reduce the an	dangerous to the health of a permanent member of your household. It allow nount you owe. You can get a medical certification form by calling phone, provided that Dominion East Ohio receives the written notification service. Be sure to give your health care provider permission to release you
ailure to pay all charges	for non-regulated Domi	inion Products & Services	may result in	termination of your contract.
you have made your pa	yment, please accept o	ur thanks and disregard th	nis notice.	
ase detach and return th	is coupon with a check	made payable to Dominic	on East Ohio .	Please see reverse side for mailing address change instructions.
EASE PAY BY A	pr 25, 2011 Accour	it No.	· 3872	Automatic Bank Draft Saves You Time & Money
\$884.73				Our Automatic Bank Draft saves you the time and expense of buying postage, writing a check, getting
Plan Amount	1	Amount Enclosed	— a	a money order, or standing in line. Each month, your bank automatically pays your gas bill. Visit
- retrie area area		Aniount Endosed	v	www.dom.com to enroll online or call us for an

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

www.dom.com to enroll online or call us for an application.

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

8207 BEMAN AVE UNIT D CLEVELAND OH 44105-5833

Account Number Date Prepared Next Meter	Reading For quest	ions about Dominion East Ohio charg	es call 1-800-	362-7557 . Avoi
3872 April 7, 2011 05/03 - 05/0	06/2011 estimate-	enter a read between 05/04 & 5 p.m. o	n 05/06/2011 a	it www.dom.coi
Credits And Charges Since Your Last Bill		Monthly Usage Comparison	·····	
Balance from last bill	\$804.86	Average Daily Temperature	<u>2010</u>	<u>2011</u> 37⁰F
Late Payment Charge Gross Receipts Tax (4.6044%)	7.23 .33	For This Billing Period	50°F	37°F
Balance	.33 \$812.42	32Gas Use I	n MCF	
Current Charges	ΦΟΙΖ.4 Ζ		88	
Dominion East Ohio Distribution Charges		24		
Basic Monthly Charge	\$19.63			
Usage-Based Charges		16		
17.5 MCF @ \$2.4154	42.27	8	🕅	
Gross Receipts Tax (4.6044%) Total Dominion East Ohio Charges	2.85			
For questions about Dominion East Ohio charges, call	\$64.75	0	<u></u>	
us at 1-800-362-7557.		2010	Nov Dec	Jan Feb Mar 2011
NOPEC / Dominion Retail Charges		Average monthly use:	🛛 18.1 MC	
Gas Cost 17.5 MCF @ \$6.66	\$116.55	Total annual use:	1) 90.5 MC	
Sales Tax	9.03			
Fotal NOPEC / Dominion Retail Charges For questions about gas supply costs, contact NOPEC /	\$125.58	Billing Period And Meter Readings Date Read Type	Reading	Difference
Dominion Retail (acct# 1647829107012011) at		Meter Number	Neaung	Difference
-866-726-5762 or P. O. Box 298 Pittsburgh, PA 15230		Apr 5, 2011 Estimate	424.6	
r www.dom.com. Total Current Charges	£400 99	Mar 7, 2011 Remote	407.1	17.5
otal Account Balance	\$190.33 \$1.002.75	MCF Used in 29 Days		17.5
	, , , , , , , , , , , , , , , , , , , ,			
OU ARE ON THE CURRENT PLUS (\$80.66) PAY		<u></u>		
ease Pay Plan Amount of \$884.73 by Apr 25, 2011				
	S IS A SHUT-OFF N			
Unless we receive your past-due amount of S	\$482.18 by Apr 25, 2	2011, your gas may be shut off. If y	ou have que	stions
about this pending shutoff or need a medical	form as outlined be	ow, please call toll-free 1-800-950	-7989. If your	
gas service is shut off, you must pay all past-	due amounts. You v	vill be billed a reconnection fee. A	lso, you will b	e billed
a security deposit in three equal monthly insta				
If you are on the Energy Choice program and	i your service is shu	t off, you will no longer be served b	iy your	
current supplier at the current rate.	ff fan martin attal			
NOTE: A medical certification delays a shut o				
dangerous to the health of a permanent mem not reduce the amount you owe. A licensed m			ai neip. It doe	s

10,590

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

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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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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Plus amount and budget billing amount. It replaces the PIPP Repayment Plan.

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> 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 May 4, 2011	Next Meter Reading 07/01 - 07/07/2011	For question estimate-e	ons about Dominion East Ohio charges call 1-800-362-7557 . Avoid a nter a read between 06/03 & 5 p.m. on 06/07/2011 at www.dom.com.
Summary of Paymer Current Gas Amo Past Due Gas Am Total Payment D	unt nount ue by May 20, 20	11 \$	94.13 812.42 906.55	**** THIS IS A SHUT-OFF NOTICE ****
You are not curr	ently on a payme	nt plan.		
You owe \$124.00	in security depo	sit installments.		
YOUR ACCOUNT IS I gas service. Partial pa	PAST DUE. Unless Do lyment will not protect	ominion East Ohio receives you you from shutoff unless you ar	ir past due pa e eligible for a	yment of \$812.42 in full by May 20, 2011, the company can shut off your nd enrolled in one of the payment programs listed on the Terms page.
If the company shuts \$33.00. Also, you will	off your gas service be billed for a securi	for nonpayment, you must p ty deposit of \$20.00 in three	ay your past equal month	-due amount(s) or plan arrears. You will be billed a reconnection fee of ly installments or you need to have a creditworthy guarantor.
Visa, MasterCard, or D \$3.95 for each transact	iscover credit card. Co ion. You may also pay	ontact BillMatrix by phone at 1- in person at an authorized pa	800-573-1153 wment center.	ctronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a 3 or online through www.dom.com. BillMatrix charges a convenience fee of . For the payment location nearest you, visit www.dom.com or call Dominion arge a service fee of \$0.88 for each transaction.
Energy Assistance. If Development, Office of	you meet income requ Community Services,	irements, you might qualify for at 1-800-282-0880 or contact (financial aid o us.	or weatherization services. To learn more, call the Ohio Department of
you time to get financia 1-800-950-7989. A lice	I help or make paymen nsed medical professions as service is off, return	it arrangements. It does not re onal must sign the form. You o	duce the amo	angerous to the health of a permanent member of your household. It allows ount you owe. You can get a medical certification form by calling hone, provided that Dominion East Ohio receives the written notification rvice. Be sure to give your health care provider permission to release your
Failure to pay all charge	s for non-regulated Do	ominion Products & Services m	ay result in te	rmination of your contract.
if you have made your p	ayment, please accep	t 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.

\$906.55	
Account Balance	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

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DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

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 questior estimate-en	ns about Dor ter a read be	minion East Ohio charg tween 06/03 & 5 p.m. or	es call 1 -800- 3 1 06/07/2011 a	362-7557 . Avoid t www.dom.com
Balance from last Late Payment Ch Cancel Billing				Average I	age Comparison Daily Temperature Billing Period Gas Use In	2010 55°F MCF	<u>2011</u> 44°F
Gross Receipts Ta Balance Current Charges		,	53 824.36	24	-		

Dominion East Ohio Distribution Charges Basic Monthly Charges Usage-Based Charges 4.6 MCF @ \$1.9369 Gross Receipts Tax (4.6044%)	\$39.26 8.91 2.22	16 8 0 0 Nov Dec Jan Feb Mar Apr
Total Dominion East Ohio Charges For questions about Dominion East Ohio charges, call us at 1-800-362-7557.	\$50.39	2010 2011 Average monthly use: C 12.9 MCF. Total annual use: C 77.5 MCF.
NOPEC / Dominion Retail Charges Gas Cost 4.6 MCF @ \$6.41522 Sales Tax Total NOPEC / Dominion Retail Charges 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.	\$29.51 2.29 \$31.80	I) Silling Period And Meter Readings Date Read Type Meter Number May 4, 2011 Remote 411.7 Mar 7, 2011 Remote 407.1 4.6 MCF Used in 58 Days 4.6
Total Current Charges Total Account Balance	\$82.19 \$906.55	
Please Pay Account Balance of \$906.55 by May 20, 201		yment Charge of 1.5% per month.
	S A SHUT-OFF N	
Also, you will be billed a security deposit in thre creditworthy guarantor. If you are on the Energy	eed a medical form you must pay all p ee equal monthly in y Choice program a	n as outlined below, please call toll-free past-due amounts. You will be billed a reconnection fee. Installments or you will need to have a
be served by your current supplier at the curren NOTE: A medical certification delays a shut off dangerous to the health of a permanent member	for residential cust er of your househol	ld. 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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JUDY L ALEXANDER 4391 E 86TH ST CLEVELAND OH 44105-6012

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

8207 BEMAN AVE UNIT D CLEVELAND OH 44105-5833

Account Number Date Prepared 3872 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	Monthly Usage Comparison Average Daily Temperature 2010 2011
Deposit Reversed	124.00 CR	Average Daily Temperature 2010 2011 For This Billing Period 55°F 46°F
Balance		
	φ102.00	32Gas Use in MCF
Current Charges Dominion East Ohio Distribution Charges Basic Monthly Charge Gross Receipts Tax (4.6044%) Total Dominion East Ohio Charges For questions about Dominion East Ohio charges, call us at 1-800-362-7557. Total NOPEC / Dominion Retail Charges 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 Total Account Balance This is your Final Bill.		24 16 16 16 8 16 0 12.9 MCF. 2010 2011 Average monthly use: 12.9 MCF. Total annual use: 77.5 MCF. Billing Period And Meter Readings Date Read Type Meter Number May 5, 2011 Actual
		May 4, 2011 Remote 411.7
		MCF Used in 1 Day .0
collection agency. Referral to a collection ag	ency may be more e addition to the balan ou can pay this bill wi a, MasterCard, or Dis	scover credit card at www.dom.com or
		Please see reverse side for mailing address change instructions.
FINAL BILL		Rate Component Change n Case No. 07-1224-GA-EXM, the Public Utilities Commission of Ohio approved a new Standard
\$803.19	(Choice Offer (SCO) rate. Effective with this bill, the new SCO rate is \$1.00 plus the NYMEX month-end
Account Balance Amount	6,088 P a	ettlement price rate effective until April 2012. As a esult of the variable monthly NYMEX settlement rice, the SCO rate is a monthly variable rate. In ddition, you may see a new supplier name with this ill.
JUDY L ALEXANDER 4391 E 86TH ST CLEVELAND OH 44105-6012		DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

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

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DEO EXHIBIT 1.2

Billing Statements for Upstairs Account

8209 Beman Avenue, Unit U Cleveland, Ohio 44105

8209 BEMAN AVE UNIT U CLEVELAND OH 44105-5833

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Account Number Date Prepared Next Meter Reading For que	stions about Dominion East Ohio charges call 1-800-362-7557 . Avoid
9512 February 8, 2011 03/04 - 03/09/2011 estimate	e-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 39.9 MCF @ \$7.7827 310.53 Gross Receipts Tax (4.6044%) 15.20 This bill includes \$216.10 for SSO gas cost at \$5.416 \$345.36 Per thousand cubic feet (MCF). \$345.36 Total Current Charges \$345.36 You may be able to better control the gas portion of your bill by shopping for an alternative gas supply contract. \$345.36	Monthly Usage Comparison 2011 Average Daily Temperature 2011 For This Billing Period 21°F 40 Gas Use In MCF 30
Iease Pay Account Balance of \$345.36 by Feb 24, 2011 to Avoid Late F Filters and Heating Syster Change or clean your furnace filter at least three times during th furnace operate more effectively and could save you money. Keep your heating system running safely and efficiently. A qua year and make repairs when needed. It's best to have the syste	n Inspections he heating season. A clean filter will help your lified heating contractor should inspect it once a
ENERGYSHARE: Help people without heat by donating to Ene	ergyShare. Add \$1, \$2, \$6, \$12, \$18 or \$36 to your
payment or mail a separate check payable to EnergyShare, Sal	vation Army, P.O. Box 5847, Cleveland, OH 44101.
Account Baiance Amount Enclosed	. Please see reverse side for mailing address change instructions. 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.
JUDY L ALEXANDER	DOMINION EAST OHIO
8209 BEMAN AVE UNIT U	PO BOX 26785
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Page 2 of 2

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 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.

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JUDY L ALEXANDER 8209 BEMAN AVE UNIT U CLEVELAND OH 44105-5833

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	Date Prepared March 7, 2011	Next Meter Reading 05/03 - 05/06/2011	For questior estimate-en	s about Dominion East Ohio c er a read between 04/05 & 5 p.	charges call 1-800-36 2 m. on 04/07/2011 at w	2-7557. Avoi www.dom.coi
Summary of Payme	nt Due					
Current Gas Amo Past Due Gas An Total Payment D			31.78 345.36 377.14	**** THIS IS A SH	UT-OFF NOT	ICE ****
-	ently on a paymen	,				
YOUR ACCOUNT IS	PAST DUE, Unless Don	ninion East Ohio receives vo	ur past due pay e eligible for an	nent of \$345.36 in full by March 23 I enrolled in one of the payment pro	, 2011, the company can	shut off your
If the company shuts	off your gas service fo	or nonpavment, vou must r	oav vour past-o	ue amount(s) or plan arrears. Yo y installments or you need to hav	w will be billed a recon	nection fee d
Visa, MasterCard, or E \$3.95 for each transac	liscover credit card. Cor tion. You may also pay	ntact BillMatrix by phone at 1 in person at an authorized pa	-800-573-1153 avment center.	ronic check, ATM/debit card with a or online through www.dom.com. E For the payment location nearest yo ge a service fee of \$0.88 for each to	IIIMatrix charges a conve	enience fee of
Energy Assistance. If	you meet income requir		r financial aid or	weatherization services. To learn		rtment of
you time to get financia 1-800-950-7989. A lice	If help or make payment insed medical professior	arrangements. It does not re nal must sign the form. You o	educe the amou can apply by ph	gerous to the health of a permaner it you owe. You can get a medicat one, provided that Dominion East C	certification form by call	ing potification
within seven days. If g	as service is off, return il	he signed form within 21 day	s to restore serv	ice. Be sure to give your health ca	re provider permission to	release your
within seven days. If ginedical information to i	as service is off, return ti us.	he signed form within 21 days ninion Products & Services n	s to restore serv	ice. Be sure to give your health ca	re provider permission to	release your
within seven days. If gamedical information to a medical information to a Failure to pay all charge	as service is off, return il us. es for non-regulated Don	he signed form within 21 day	s to restore serv nay result in terr	ice. Be sure to give your health ca	re provider permission to	release your
within seven days. If gamedical information to a medical information to a Failure to pay all charge	as service is off, return il us. es for non-regulated Don	he signed form within 21 days nInion Products & Services n	s to restore serv nay result in terr	ice. Be sure to give your health ca	re provider permission to	release your
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within seven days. If g medical information to i [∓] ailure to pay all charge f you have made your p	as service is off, return th us. es for non-regulated Don bayment, please accept	he signed form within 21 days ninion Products & Services n our thanks and disregard this	s to restore serv	ice. Be sure to give your health ca	re provider permission to	release your
within seven days. If g medical information to i Failure to pay all charge If you have made your p asse detach and return	as service is off, return th us. es for non-regulated Don bayment, please accept	he signed form within 21 days nInlon Products & Services n our thanks and disregard this k made payable to Dominion	s to restore servinay result in terr s notice. East Ohio . Ple	ice. Be sure to give your health ca	re provider permission to dress change instruction	release your
within seven days. If g medical information to i ≡ailure to pay all charge f you have made your p gou have made your p	as service is off, return th us. es for non-regulated Don payment, please accept of this coupon with a check	he signed form within 21 days nInlon Products & Services n our thanks and disregard this k made payable to Dominion	East Ohio . Ple	ice. Be sure to give your health ca nination of your contract. ase see reverse side for mailing ad comatic Bank Draft Saves You Automatic Bank Draft saves ense of buying postage, writin	dress change instruction Time & Money you the time and g a check, getting	release your
within seven days. If g medical information to i Failure to pay all charge If you have made your p ease detach and return EASE PAY BY	as service is off, return the us. The set for non-regulated Don bayment, please accept the this coupon with a check Mar 23, 2011 Accou	he signed form within 21 days nInlon Products & Services n our thanks and disregard this k made payable to Dominion	East Ohio . Ple	ice. Be sure to give your health ca nination of your contract. ase see reverse side for mailing ad comatic Bank Draft Saves You Automatic Bank Draft saves	dress change instruction Time & Money you the time and g a check, getting Each month, your gas bill. Visit	release your

JUDY L ALEXANDER 8209 BEMAN AVE UNIT U CLEVELAND OH 44105-5833

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DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

8209 BEMAN AVE UNIT U CLEVELAND OH 44105-5833

Condite And Charges Cines Manual and Dill					
Credits And Charges Since Your Last Bill Balance from last bill Late Payment Charge Gross Receipts Tax (4.6044%) Balance Current Charges General Sales Service Rate Standard Service Offer (SSO) Basic Monthly Charge Gas Usage Charges .7 MCF @ \$7.9571 Gross Receipts Tax (4.6044%) This bill includes \$3.86 for SSO gas cost at \$5.516 per thousand cubic feet (MCF). Total Current Charges Total Account Balance	\$345.36 5.18 .24 \$350.78 \$19.63 5.57 1.16 \$26.36 \$377.14	Total a	Temperature	n MCF	
You may be able to better control the gas portion of your to for an alternative gas supply contract.	bill by shopping	Dilling Period And Date Meter Number Mar 7, 2011 Feb 4, 2011 MCF Used in 31	Read Type Remote Estimate	Reading 501.0 500.3	Difference .7 .7
Please Pay Account Balance of \$377.14 by Mar 23, 20	11 to Avoid Late Pa	yment Charge of 1.5	5% per month.		
THIS	IS A SHUT-OFF I	OTICE.			
Unless we receive your past-due amount of \$3 about this pending shutoff or need a medical f gas service is shut off, you must pay all past-d a security deposit in three equal monthly insta If you are on the Energy Choice program and current supplier at the current rate. NOTE: A medical certification delays a shut of dangerous to the health of a permanent memb	orm as outlined be lue amounts. You llments or you will your service is shu f for residential cus	low, please call toll- will be billed a recor need to have a creo t off, you will no lon stomers when it wou	-free 1-800-950 inection fee. Al ditworthy guarar ger be served b uld be especially	-7989. If your lso, you will b ntor. by your	be billed

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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.

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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Account Number 9512		Next Meter Reading For 05/03 - 05/06/2011 estir	questions abounate-enter a rea	t Dominion ad between (East Ohio charg 05/04 & 5 p.m. or	es cal i 1-800 0 05/06/2011	•362-7557 . Avoid at www.dom.com
Credits And Charge Balance from last Balance	s Since Your Last Bill I bill	\$377.14 \$37 7.	Aver	ly Usage Cor age Daily T This Billing I	emperature		<u>2011</u> 37°F
Current Charges		φ υ [],	14 1011	rna Dilary i	Gas Use Ir	MCF	37 F
Dominion East (Dhio Distribution Ch	arges	40_	T	003 036 1		125
Basic Monthly Ch Usage-Based Cha	arge	\$19.63	30_				
25.5 MCF @	\$2.4149	61.58	20_				
Gross Receipts T	ax (4.6044%) East Ohio Charges	3.74					
For questions about us at 1-800-362-755	Dominion East Ohio cl	barges, call \$84.	10_				
LAKESHORE EN	ERGY SERVICES, L	LC Charges	ما	1 1 1	1 1 1 1 1	1 1 1	Jan Feb Mar
(See last page fo Standard Choice	r important messag Offer (SCO)	e)	201		monthly use:	D 22.0 M	2011
Gas Cost 25.5 MC	CF @ \$4.993	\$127.32			nual use:	U 66.1 M	
Sales Tax		9.87	13	D			
or questions about AKESHORE ENER	gas supply costs, conta GY SERVICES, LLC at	ES, LLC Charge \$137.1	Date	Number	eter Readings Read Type	<u>Reading</u>	Difference
-888-200-3788.			Apr 5, 1	2011	Estimate	526.5	
otal Current Cha otal Account Ba		\$222.14 \$599.2	Mar 7,		Remote	501.0	25.5
		•		lsed in 29 l	Days		25.5
OU ARE ON THE	E CURRENT PLUS (\$62.85) PAYMENT PLAN.					
ease Pay Plan A	mount of \$284.99 by A	pr 25, 2011 to Avoid Late Pa	avment Charge	e of 1.5% pe	r month		
		Special Payme					
to keep you To remain or	current with new bills	special payment plan. We . The due date and the am d a shut-off notice, please 1-800-950-7989	ount you owe	appear eac	h month on the	e payment s	tub below.
		rgy Choice program and/ pay the amount due on t	òr remain on ime each mo	any paym nth.	ent plan, you	must	
		nade payable to Dominion East C	hio . Please see	reverse side f	or mailing address	change instruc	tions.
ASE PAY BY	Apr 25, 2011 Account	No. 9512	Automatic	Bank Draft	Saves You Tim	e & Money	1
\$284.99 Plan Amount		Amount Enclosed	a money or bank auto	f buying pos der, or stand matically	raft saves you tage, writing a c ling in line. Each bays your gas	heck, getting month, your bill. Visit	
21		7,103	www.dom.c application.		I online or ca	ll us for an	
8209 BEI	ALEXANDER MAN AVE UNIT U AND OH 44105-5833	· · · ·	POI	VINION EAST BOX 26785 HMOND VA 2			.

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 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

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> JUDY L ALEXANDER 8209 BEMAN AVE UNIT U CLEVELAND OH 44105-5833

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 questi estimate-e	tons about Dominion East Ohio charges call 1-800-362-7557 . Avoid an enter a read between 06/03 & 5 p.m. on 06/07/2011 at www.dom.com.
Summary of Payme Current Plan Amo Past Due Plan Ar Total Payment D	ount		67.32 284.99 352.31	**** THIS IS A SHUT-OFF NOTICE ****
YOU ARE ON TH	E CURRENT PLUS	PAYMENT PLAN.		
YOUR ACCOUNT IS gas service. Partial pa	PAST DUE. Unless Dom ayment will not protect yo	inion East Ohio receives you u from shutoff unless you ar	ur past due pa e eligible for a	ayment of \$284.99 in full by May 20, 2011, the company can shut off your and enrolled in one of the payment programs listed on the Terms page.
If the company shuts \$33.00. Also, you will	s off your gas service fo I be billed for a security	r nonpayment, you must p deposit of \$178.00 in thre	ay your pas e equal mon	t-due amount(s) or plan arrears. You will be billed a reconnection fee of thy installments or you need to have a creditworthy guarantor.
Payment Methods. Pa	ay your over-due balance	through BillMatrix day or nig	oht with an el	ectronic check ATM/debit card with a Pulse. Star, NYCE or Accell logo or a

Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$3.95 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohio at the number in the top right comer 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.

\$352.3	31		
Plan Am	ount	Amount Encl	osed

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 LALEXANDER 4391 E 86TH ST CLEVELAND OH 44105-6012 DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

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Summary of Payme Current Plan Amo Past Due Plan Ar Total Payment D	ount		67.32 284.99 \$ 352.31	(See Next Page for Usage Comparison and Meter Readings)
Unless we re have questic 1-800-950-7 Also, you wil creditworthy be served by NOTE: A me dangerous to	eceive your past-due ons about this pendin 989. If your gas serv I be billed a security guarantor. If you are your current supplie dical certification del o the health of a perm	THIS IS A SH amount of \$284.99 by g shutoff or need a mi ice is shut off, you mu deposit in three equal on the Energy Choice r at the current rate. ays a shut off for resid	UT-OFF NC y May 20, 20 edical form a st pay all pa monthly ins program a dential custo ir household	011, your gas may be shut off. If you as outlined below, please call toll-free st-due amounts. You will be billed a reconnection fee. tallments or you will need to have a πd your service is shut off, you will no longer mers when it would be especially I, It allows you time to get financial help. It does

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

8209 BEMAN AVE UNIT U CLEVELAND OH 44105-5833

Gredits And Charges Since Your Last Bill Monthly Usage Comparison Average Daily Temperature 2011 Balance from last bill \$599.28 Average Daily Temperature 2011 Cancel Billing 64.95 CR Lakeshore Energy Services, LLC Adjustmen 137.17.19 CR Current Charges Cancel Billing Period Dominion East Ohio Distribution Charges S39.26 Dominion East Ohio Charges 2010 Jan Feb Mar Apr 2010 <th>Balance from last bill\$599.28Late Payment Charge4.27Cancel Billing84.95 CRLakeshore Energy Services, LLC Adjustmen137.19 CRGross Receipts Tax (4.6044%).20Balance\$381.61Chrrent ChargesS39.26Dominion East Ohio Distribution Charges\$39.26Usage-Based Charges\$1.923613.1 MCF @\$1.9236</th> <th>Average Daily Temperature 2011 For This Billing Period 44°F 40Gas Use In MCF 3020</th> <th></th>	Balance from last bill\$599.28Late Payment Charge4.27Cancel Billing84.95 CRLakeshore Energy Services, LLC Adjustmen137.19 CRGross Receipts Tax (4.6044%).20Balance\$381.61Chrrent ChargesS39.26Dominion East Ohio Distribution Charges\$39.26Usage-Based Charges\$1.923613.1 MCF @\$1.9236	Average Daily Temperature 2011 For This Billing Period 44°F 40Gas Use In MCF 3020	
fotal LAKESHORE ENERGY SERVICES, LLC Charge \$35.50	Total Dominion East Ohio Charges\$67.43For questions about Dominion East Ohio charges, callsat 1-800-362-7557.JUST ENERGY Charges Standard Choice Offer (SCO) Gas Cost 6.5 MCF @ \$5.24\$34.06 2.64Sales Tax2.64Fotal JUST ENERGY Charges Stor 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.\$36.70AKESHORE ENERGY SERVICES, LLC Charges Standard Choice Offer (SCO) Bas Cost 6.6 MCF @ \$4.993\$32.95 2.55	0 Jan Feb Mar A 2010 Jan Feb Mar A 2010 Jan Feb Mar A 2010 Total annual use: 13 Total annual use: 13 Filling Period And Meter Readings Date Read Type Meter Number May 4, 2011 May 4, 2011 Remote 514.1 Mar 7, 2011 Remote 501.0	2011 Tence 13.1

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

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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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by Dominion East Ohio to provide gas supply at this regulated rate.

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to 199 stomers 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

> > 43.563

8209 BEMAN AVE UNIT U CLEVELAND OH 44105-5833

Account Number Date Prepared 9512 May 5, 2011

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

Balance from last bill	1	521.24	Monthly Usage Comparison		0044
Balance	4 0		Average Daily Temperatur	8	<u>2011</u>
		\$521.24	For This Billing Period		46°F
Current Charges	Of		40 Gas I	Jse in MCF	
Dominion East Ohio Distribution					
Basic Monthly Charge	\$	\$19.73	30		
Gross Receipts Tax (4.6044%)		.91			
Total Dominion East Ohio Charge For questions about Dominion East Ohio	S	\$20.64	20		
us at 1-800-362-7557.	o charges, call				
			10		
Total JUST ENERGY Charges		\$.00			I
For questions about gas supply costs, co ENERGY at 1-866-587-8674 or 100 E. C	ontact JUST		0		
Ste 250 Columbus, OH 43235 or www.ju	istenerav.com			Jan	Feb Mar Apr
fotal Current Charges		20.64	2010		2011
Total Account Balance	Ψ.	\$541.88	Average monthly us		
		-0-11-0U	Total annual use:	∩ 53.6 MC	r.
his is your Final Bill.			Billing Period And Meter Reading	70	
			Date Read T	vpe <u>Reading</u>	Differenc
			Meter Number	The meaning	Differenc
			May 5, 2011 Actual	514.1	
			May 4, 2011 Remote		
			MCF Used in 1 Day		
					• '
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Visit "Manage Your Account" a Automatic Bank Draft, view you account information, and much at your convenience, 365 days Call 1-877-542-2630 any hour, your phone. (It is an emergence ENERGYSHARE: Help people	t www.dom.com to m ar billing and paymen more. Register or si a year on our secure any day for emergen by when you smell gas without heat by dona	nake a payme t history, ente ign in to man e website! acy service. s or when all ating to Energ	nt, sign up for eBill and ar a meter reading, check your age your Dominion account(s), You may want to keep the num of your gas appliances are out ayShare. To donate, add exact	ber near .) lv \$1, \$2, \$6, \$12	2. \$18 or \$3
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Visit "Manage Your Account" a Automatic Bank Draft, view you account information, and much at your convenience, 365 days Call 1-877-542-2630 any hour, your phone. (It is an emergence ENERGYSHARE: Help people to your payment or mail a sepa ase detach and return this coupon with a check ASE PAY BY May 23, 2011 Acco	t www.dom.com to m ar billing and paymen more. Register or si a year on our secure any day for emergen by when you smell gas without heat by dona rate check payable to ck made payable to Domin unt No.	hake a payme t history, enter ign in to man website! icy service. s or when all ating to Energy EnergyShar nion East Ohio .	nt, sign up for eBill and ar a meter reading, check your age your Dominion account(s), You may want to keep the num of your gas appliances are out gyShare. To donate, add exact e, Salvation Army, P.O. Box 58 Please see reverse side for mailing ad Rate Component Cha	ber near .) ly \$1, \$2, \$6, \$12 847, Cleveland, C dress change instruct nge	DH 44101.
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Page 1 of 2

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

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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