

NC
Ohio

**Public Utilities
Commission**

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad
Columbus, OH 43260

12-2103-~~GA~~-CSS

Formal Complaint Form

FILE

Gwendolyn Tandy
Customer Name (Please Print)

1439 Sulzer Ave
Customer Address

Euclid OH 44132
City State Zip

15000-4953-1404
Account Number

Customer Service Address (if different from above)

City State Zip

RECEIVED-DOCKETING DIV

2012 JUL 17 PM 12:24

PUCO Against

Dominion East Ohio
Utility Company Name

Please describe your complaint. (Attach additional sheets if necessary)

On November 10, 2011 the Dominion East OH Gas Co; establish a new account for me, with a new account number. These actions were supposed to get rid of the past due amount. Letter Attached, Welcome letter. I also received my next date for re verification date 11-3-2012. Anniversary date Sept-15-2011

Signature

Gwendolyn Tandy

Customer Telephone Number

(216) 322-2910

On March 15, 2012

I received, subject current Plus Plan Agreement which is \$29.00 plus an additional \$10.55. I had no past due amount. April 14, 12 new plan established

Copy 10



Public Utilities Commission

Case Number

Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

Gwendolyn Tandy

Customer Name (Please Print)

1439 Sulzer Ave

Customer Address

Euclid Ohio 44132

City

State

Zip

150004953 1404

Account Number

Against

Customer Service Address (if different from above)

Dominion

Utility Company Name

City

State

Zip

where did the \$307.59 come from

Please describe your complaint. (Attach additional sheets if necessary)

I've ^{been} make complaints to Dominion & PUCO
East Ohio for 2 yrs about this
Graduate PIPP PLUS ^{in the} amount of \$341.00.
I was assigned PIPP PLUS. I never agreed
to a plan that ^{would} double my current amount.
Also I was reinstated Gwendolyn Tandy

Signature

to PIPP PLUS in April 14, 2012, letter attached
And on Dec 9, 2011 I had a zero balance
a HEAP CE \$117.00

Customer Telephone Number

145.44 Payment

262.54 Total Paid

New service ~~was supposed with~~
New acct# was supposed to start with no past
November 10, 2011 amount
 Dominion

*****AUTO**3-DIGIT 441
011764 01 AT 0.362 T#000028
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

|||||

Subject: Dominion East Ohio Welcome Letter

Dear Customer,

As you begin your service with Dominion East Ohio, we want to make you aware that you have certain rights and responsibilities based on minimum gas service standards issued by the Public Utilities Commission of Ohio (PUCO).

Your rights and responsibilities cover a wide range of issues, including installation of service, payment of bills, disconnection and reconnection of service, customer privacy, meter testing, security deposits, rights to usage history, deferred payment plans, low-income assistance, information relating to "one call" or "call-before-you-dig" services, and service line responsibilities.

For example, the PUCO service standards require you to permit company personnel to access company equipment on your premises. In turn, the company will provide you with actual meter readings as required under the standards.

Dominion East Ohio must make rate information and rate alternatives available upon your request. There is also a natural gas Energy Choice program available to eligible customers that provides the opportunity for you to choose your natural gas supplier. (For more information, visit www.DominionGasChoice.com.) The company also takes steps to avoid "slamming" by suppliers.

You can learn more about your rights and responsibilities in any of the following ways:

- Visit www.dom.com - Search: Ohio Rights.
- Contact us for a written copy of your rights and responsibilities.
- Visit the PUCO's Web site at www.puco.ohio.gov to view the minimum gas service standards or obtain a copy from the commission upon request. Once on the PUCO Web page, click on the Natural Gas section, then click on the Industry Information tab. The Minimum Gas Service Standards are listed under Industry Topics.

As the customer of record, you are responsible for:

- payment of services rendered by Dominion;
- granting Dominion access to company equipment located at your service address;
- properly notifying Dominion of any requests to start or stop service.

lac006

continued next page

*Additional \$69.67 For A Graduated
Plus amount*



Dominion®

April 14, 2012

\$69.67

*****AUTO**3-DIGIT 441
006262 01 AT 0.371 T#000020
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:

1500049531404

SERVICE ADDRESS:

1439 SULZER AVE

EUCLID OH 44132-2725

Starts April 12, 2012



Subject: Current Plus Plan Agreement

Dominion East Ohio established a monthly payment arrangement on your behalf. The Current Plus Plan will help you maintain gas service while you pay off your past-due balance and keep your new bills current.

The plan amount will appear in the "Please Pay" section of your bill. **You must pay this amount in full by the due date.**

With the plan, you are required to pay Dominion East Ohio **\$69.67** toward your past-due balance, **plus the Current Plus plan amount, each month.** Your agreement will start on 04/12/2012 with a total of 6 installments. If you want to enroll in a different payment plan, just call us.

If you do not make the required payment in full each month by the due date, you will be assessed a Late Payment Charge (LPC) of 1.5% on the plan arrears, and Dominion East Ohio can shut off your gas service. Should you lose gas service, you will have 10 days to pay the past-due plan amount to restore your gas service. After 10 days, this payment agreement will end and you are required to pay the full account balance before we can restore service. Once we restore service, we will bill you a \$33.00 reconnection fee. We may also bill you a security deposit in three equal, monthly installments or you will need to have a creditworthy guarantor.

If you would like to contact us about your agreement, please call (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,
Dominion East Ohio
Customer Service Center

*what's past due Bal.
And why would I paid \$69.67 each mth on a balance I'm
disputing*

lca051

P.O. Box 26666
Richmond, VA 23261-6666

Nov 4, 2010

1-800-362-7557

October 20, 2010



PIPP Plus \$43.00
Dominion 73.79

*****AUTO**5-DIGIT 44132
007234 01 AV 0.332 T#000020
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:
1500029457379
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725



Nov 4, 2010 PIPP Plus
is \$43.00

Subject: PIPP Plus Transition - With Arrears

Effective November 1, 2010, your Dominion East Ohio account will convert to the new PIPP Plus program, which replaces the Percentage of Income Payment Plan (PIPP).

PIPP Plus payments are calculated at six percent of your gross monthly household income, or \$10 per month, whichever is greater. Beginning November 1, 2010, your expected PIPP Plus payment will be \$43.00.

Each time you pay your monthly payment on-time and in-full, you no longer owe the rest of that month's charges. You also receive a 1/24th credit toward your prior account balance. If you make your PIPP Plus payment in full and by the due date each month for 24 straight months, all of your arrearages will be eliminated. Failure to submit timely and full payments each month can result in removal from PIPP Plus and/or disconnection of service.

As a PIPP Plus customer, there are two important dates that you need to know.

Your re-verification date is 08/30/2011

The re-verification date is the actual date on which you complete documentation of your household income. Re-verification must occur no more than 12 months from the previous re-verification date. **To remain on PIPP Plus you must visit your local Home Energy Assistance Program (HEAP) agency prior to your re-verification date to document your income.** (You are also required to report any change in household size and income, so your re-verification date may change from year to year.)

Your anniversary date is 09/15/2011

The anniversary date is the calendar date when your arrearage credits will be calculated. You must also be current on any missed PIPP Plus payments by this date. If you fail to bring your account current, you will be removed from PIPP Plus and your entire balance, including arrearages, will become due. Your anniversary date is the same every year.

If you have any questions, please contact Dominion East Ohio at (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,
Customer Service Center
Dominion East Ohio

eog072

My PIPP Plus Payment \$43.00
Nov 1, 2011 new PIPP \$36.00 \$177.00

SEQ#: 7234 OMR-SW1: 1

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 2945 7379 Date Prepared November 10, 2010 Next Meter Reading 12/09 - 12/14/2010

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



Dominion

Page 1 of 4

Summary of Payment Due

Current Gas Amount 59.59
Past Due Gas Amount 139.68
Total Payment Due by November 29, 2010 \$199.27

or
To join GRADUATE PIPP Plus Plan, pay

You are not currently on a payment plan.

\$341.00

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

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$288.00 in full by November 29, 2010, the company can shut off your gas service. Partial payment will not protect you from shutoff unless you are eligible for and enrolled in one of the payment programs listed on the Terms page.

If the company shuts off your gas service for nonpayment, you must pay your past-due 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 \$84.00 in three equal monthly installments or you need to have a creditworthy guarantor.

Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a Visa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of \$3.95 for each transaction. You may also pay in person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion East Ohio at the number in the top right corner of this bill. Authorized payment agents charge a service fee of \$0.88 for each transaction.

Energy Assistance. If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Department of Development, Office of Community Services, at 1-800-282-0880 or contact us.

Medical Certificate. A medical certification delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help or make payment arrangements. It does not reduce the amount you owe. You can get a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. You can apply by phone, provided that Dominion East Ohio receives the written notification within seven days. If gas service is off, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your medical information to us.

Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract.

If you have made your payment, please accept our thanks and disregard this notice.

where did Dominion get \$288.00 Paid by Nov 29, 10
My balance from October was \$139.51
59.59
My PIPP = Oct \$72.00 Nov + Dec \$43.00 etc \$199.10 Total Current

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

EASE PAY BY Nov 29, 2010 Account No. 1 5000 2945 7379

\$199.27

OR

\$341.00

Account Balance

Plan Amount

Amount Enclosed

Change in Rate Design

With this bill, customers on General Sales Service - Residential will see an increase in the Basic Monthly Charge to \$17.58, plus applicable riders, and the elimination of the volumetric base transportation rate, as approved in Case No. 09-654-GA-UNC by the Public Utilities Commission of Ohio.

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



What with did the PIPP Plus start.

0115000294573790000000005959000000199276

This is a Graduate PIPP Plus plan. I did not

xx

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared November 10, 2010 Next Meter Reading 12/09 - 12/14/2010 For questions about Dominion East Ohio charges call 1-800-362-7557.



43, NOV
Dominion 2010

Summary of Payment Due

Current Gas Amount 59.59
Past Due Gas Amount 139.68
Total Payment Due by November 29, 2010 \$199.27
or
To join GRADUATE PIPP Plus Plan, pay \$341.00

(See Next Page for Usage Comparison and Meter Readings)

Past Due \$110.68
59.59 NOV
\$170.27
+ 87.97 Dec
\$258.24 Total
\$59.58 Due

To receive an On Time Balance Reduction of \$6.59, we must receive at least \$341.00 by 11/29/2010. Remember, timely payment of bills ensure your continued gas service.

1/2, 00 \$216.00
3
\$216.00
I owe \$86.00 PIPP PLUS / Dominion wanted me to pay a Graduate PIPP PLUS of \$341.00
43.00
\$129.00

Please Pay Account Balance of \$199.27 or Plan Amount of \$341.00 by Nov 29, 2010 to Avoid Late Payment Charge of 1.5% per month.

Graduate PIPP Plus

You are no longer on PIPP Plus because 1) your income is too high; 2) you did not re-apply; 3) you chose to leave the plan; or 4) you did not re-verify your income. You can join Graduate PIPP Plus to help you pay off what you owe. Join by paying \$341.00 with this bill. Payments under Graduate PIPP Plus work like this: on the plan, you would pay an average of the most recent PIPP Plus amount and a budget amount. If you payments are on time and in full, you will receive a 1/12 credit of your account balance and no longer owe the remaining month's charges. If you have questions, please call toll-free 1-800-950-7989.

NOV 6, 2010 My PIPP PLUS Payment was \$43.00
Dec 1, 2010 - Jan 2011

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



WENDOLYN C TANDY

139 SULZER AVE
EUCLID OH 44132-2725

Account Number 000 2945 7379 Date Prepared November 10, 2010 Next Meter Reading 12/09 - 12/14/2010

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

230.00

Edits And Charges Since Your Last Bill

Balance from last bill *\$187.11* \$139.68
Balance *+430* \$139.68
Current Charges
General Sales Service Rate
Standard Service Offer (SSO)
Basic Monthly Charge \$19.63
Gas Usage Charges
5.1 MCF @ \$7.3215 37.34
Gross Receipts Tax (4.6044%) 2.62
This bill includes \$25.69 for SSO gas cost at \$5.037 per
thousand cubic feet (MCF).
Total Current Charges \$59.59
Total Account Balance \$199.27

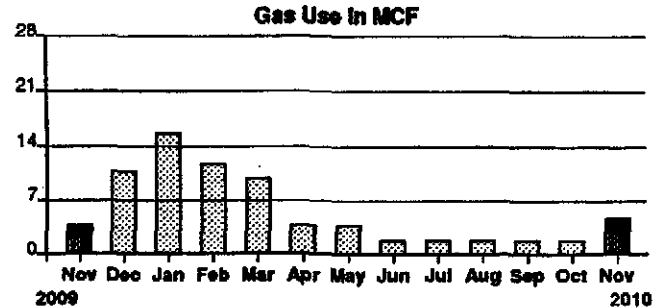
\$139.68 Past Due
+59.59 Nov Total Current
\$199.27
\$19.63
37.34

\$56.97
2.62
\$59.59
139.68

Dec 10,

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2009 50°F 2010 48°F



Average monthly use: 5.8 MCF.
Total annual use: 69.9 MCF.

Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|---------------------|-----------|---------|------------|
| Meter Number | 13825215 | | |
| Nov 9, 2010 | Remote | 183.8 | |
| Oct 12, 2010 | Remote | 178.7 | 5.1 |
| MCF Used in 28 Days | | | 5.1 |

\$139.68
59.59
Pay \$199.27
\$62.36
Nov 10, 2010
Dec
430

I owe \$24.72

434
Includes \$25.69 SSO @ \$5.037
1.50 SSO @ \$5.00 per MCF

67.36
2124.72
12
4
4
7
612

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

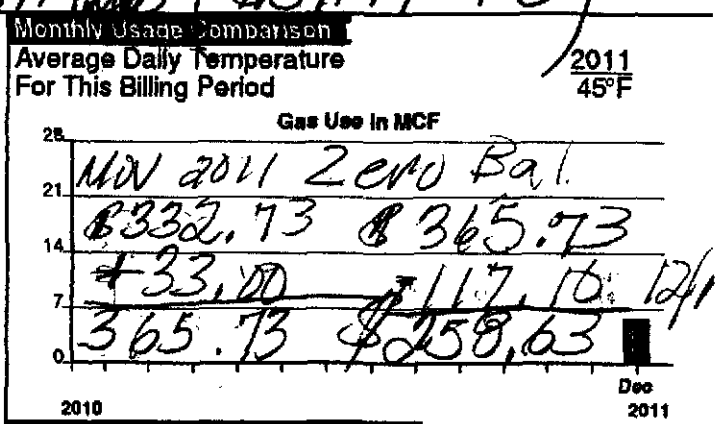
1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared December 9, 2011 Next Meter Reading 01/09 - 01/12/2012

332.73
Dominion

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

Credits And Charges Since Your Last Bill ~~\$459.53~~ Credits
Balance from last bill \$0.00
Payment on Dec 1, 2011 - Thank You 117.10 CR
Service Work 33.00
From Final - Debit 332.73
Gross Receipts Tax (4.6044%) 1.52
Balance ~~Final Debit~~ \$250.15
Current Charges
General Sales Service Rate
Standard Service Offer (SSO)
Basic Monthly Charge \$20.37
Gas Usage Charges
6.1 MCF @ \$5.6622 34.54
Gross Receipts Tax (4.6044%) 2.53
This bill includes \$27.60 for SSO gas cost at \$4.524 per thousand cubic feet (MCF).
Total Current Charges ~~\$57.44~~
Total Account Balance ~~\$307.59~~
YOU ARE ON THE PIPP Plus PLAN FOR \$29.00.



Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|-------------|-----------|---------|------------|
| Dec 6, 2011 | Remote | 253.3 | |
| Nov 9, 2011 | Actual | 247.2 | 6.1 |

MCF Used in 27 Days 6.1


My bal is incorrect
Dec 117.00 \$250.15
+ 39.00 = 146.00
104.15
* where did the 117.00 go to *
If it was applied my bal should be 18
Formal Complaint PUD FAX Dominion

33.00 365.36 365.73 12/1/11
332.73 29.00 12-13-2011
365.73 29.00 12-28-2012
18 30.00 1-6-12
16 28.44 1-12-12
24 233.44 33.00 short of fee
Should come off

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

1704
GWENDOLYN C TANDY

Due - Jan 30, 2012

1-12-12 I owed \$104.15
 **Dominion**
 Page 2 of 3

1439 SULZER AVE
 EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared January 12, 2012 Next Meter Reading 02/08 - 02/13/2012

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

Credits And Charges Since Your Last Bill

| | |
|-------------------------------------|-----------------|
| Balance from last bill | \$307.59 |
| Payment on Dec 13, 2011 - Thank You | 29.00 CR |
| Payment on Dec 28, 2011 - Thank You | 29.00 CR |
| Payment on Jan 6, 2012 - Thank You | 30.00 CR |
| On Time Balance Reduction Credit | 28.44 CR |
| Balance | \$191.15 |

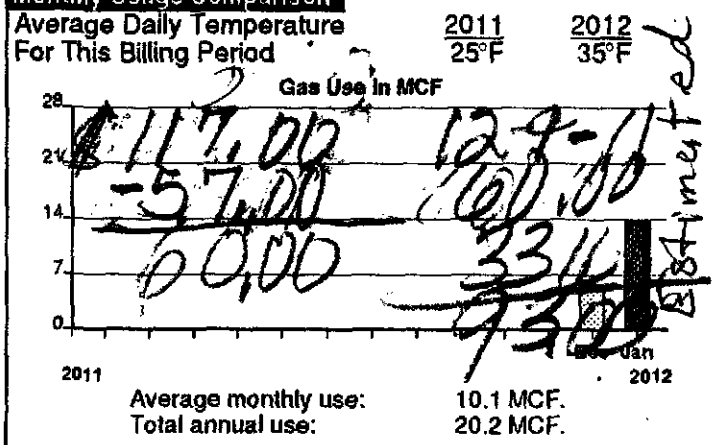
Current Charges

| | |
|---|-----------------|
| General Sales Service Rate | |
| Standard Service Offer (SSO) | |
| Basic Monthly Charge | \$20.37 |
| Gas Usage Charges | |
| 14.1 MCF @ \$5.5007 | 77.56 |
| Gross Receipts Tax (4.6044%) | 4.51 |
| This bill includes \$61.53 for SSO gas cost at \$4.364 per thousand cubic feet (MCF). | |
| Total Current Charges | \$102.44 |
| Total Account Balance | \$293.59 |

YOU ARE ON THE PIPP Plus PLAN FOR \$29.00.

*Paid \$61.53 14.1 MCF @ 5.00
 Gas transfer is more than
 the actual gas \$20.37
 3 times the
 \$12.41 credit*

Monthly Usage Comparison



Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|---------------------|-----------|-------------|------------|
| Meter Number | 13825215 | | |
| Jan 9, 2012 | Remote | 267.4 | |
| Dec 6, 2011 | Remote | 253.3 | 14.1 |
| MCF Used in 34 Days | 2 | | 14.1 |
| Dec 13, | \$29.00 | CR | |
| Dec 28, | \$29.00 | | |
| Jan 6, | \$30.00 | | |
| | \$8.06 | | |
| | \$176.06 | Jan 12-11 | |
| | 117.00 | Dec 5, 2011 | |
| | \$233.00 | | |

*\$61.53 SSO
 when did transporting the Gas become more
 than actual gas?*

GWENDOLYN C TANDY
 1439 SULZER AVE
 EUCLID OH 44132-2725

*\$233.00
 119.15
 \$114.85
 102.44
 \$12.41*

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 4953 1404 Date Prepared February 13, 2012

Next Meter Reading 03/08 - 03/13/2012

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



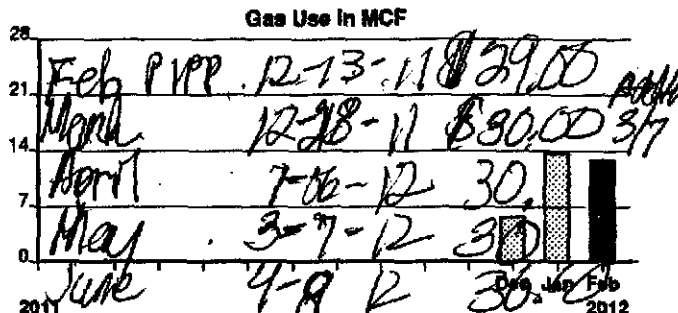
Credits And Charges Since Your Last Bill

| | |
|---|-----------------|
| Balance from last bill | \$293.59 |
| Late Payment Charge | 4.40 |
| Gross Receipts Tax (4.6044%) | .20 |
| Balance | \$298.19 |
| Current Charges | |
| General Sales Service Rate | |
| (See last page for important message) | |
| Standard Service Offer (SSO) | |
| Basic Monthly Charge | \$20.37 |
| Gas Usage Charges | |
| 13.0 MCF @ \$5.2200 | 67.86 |
| Gross Receipts Tax (4.6044%) | 4.06 |
| This bill includes \$53.09 for SSO gas cost at \$4.084 per thousand cubic feet (MCF). | |
| Total Current Charges | \$92.29 |
| Total Account Balance | \$390.48 |

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 21°F 2012 32°F



Average monthly use: 11.1 MCF.
Total annual use: 33.2 MCF.

Billing Period And Meter Readings

| Date | Head Type | Reading | Difference |
|---------------------|-----------|---------|------------|
| Meter Number | 13825215 | | |
| Feb 8, 2012 | Remote | 280.4 | |
| Jan 9, 2012 | Remote | 267.4 | 13.0 |
| MCF Used in 30 Days | | | 13.0 |

Please Pay Account Balance of \$390.48 by Feb 29, 2012 to Avoid Late Payment Charge of 1.5% per month.

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$293.59 by Feb 29, 2012, 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.

Due Feb 29, 2012 \$30.00
Feb 16, 2010 \$11.8 mcf \$9.0194/106.9
Feb 2011
\$13.00 @ \$5.22
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404
Date Prepared May 11, 2012

Next Meter Reading
06/07 - 06/12/2012

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



Dominion®

May 8, 12 @ 30 AM Page 2 of 3

Credits And Charges Since Your Last Bill

| | |
|------------------------------------|-----------------|
| Balance from last bill | \$464.23 |
| Payment on May 8, 2012 - Thank You | 30.00 CR |
| Late Payment Charge | 1.29 |
| Gross Receipts Tax (4.6044%) | .06 |
| Balance | \$435.58 |

Current Charges

| | |
|--|----------------|
| Dominion East Ohio Distribution Charges | |
| Basic Monthly Charge | \$20.95 |
| Usage-Based Charges | |
| 4.2 MCF @ \$1.3000 | 5.46 |
| Gross Receipts Tax (4.6044%) | 1.22 |
| Total Dominion East Ohio Charges | \$27.63 |

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

HESS CORPORATION Charges

| | |
|---------------------------------------|----------------|
| Standard Choice Offer (SCO) | |
| Gas Cost 4.2 MCF @ \$2.791 | \$11.72 |
| Sales Tax | .91 |
| Total HESS CORPORATION Charges | \$12.63 |

For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

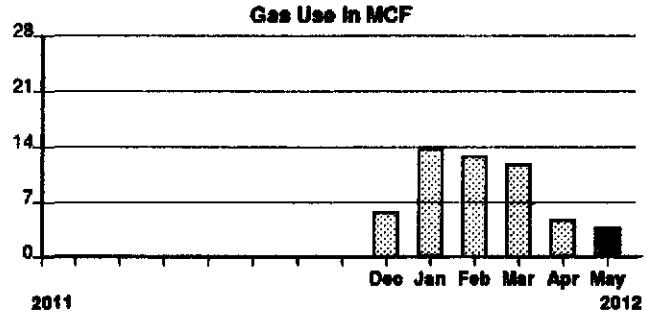
| | |
|------------------------------|-----------------|
| Total Current Charges | \$40.28 |
| Total Account Balance | \$475.84 |

YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.

Feb 2012 - A transfer \$256.00
From 1441 Sulzer

Monthly Usage Comparison

| | | |
|---|-----------|-----------|
| Average Daily Temperature For This Billing Period | 2011 52°F | 2012 53°F |
|---|-----------|-----------|



Average monthly use: 9.0 MCF.
Total annual use: 53.9 MCF.

Billing Period And Meter Readings

| Date | Read Type | Reading | Difference |
|----------------------------|-----------|---------|------------|
| Meter Number | 13825215 | | |
| May 8, 2012 | Remote | 301.1 | |
| Apr 9, 2012 | Remote | 296.9 | 4.2 |
| MCF Used in 29 Days | | | 4.2 |

Dispute \$12.63 HESS 1-888 (709) 2625
\$27.63 due

Handwritten: \$07.01 for a Graduated
PIPP Plus amount



Dominion®

April 14, 2012

*****AUTO**3-DIGIT 441
006262 01 AT 0.371 T#000020
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:
1500049531404
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725



Subject: Current Plus Plan Agreement

Dominion East Ohio established a monthly payment arrangement on your behalf. The Current Plus Plan will help you maintain gas service while you pay off your past-due balance and keep your new bills current.

The plan amount will appear in the "Please Pay" section of your bill. You must pay this amount in full by the due date.

With the plan, you are required to pay Dominion East Ohio **\$69.67** toward your past-due balance, **plus the Current Plus plan amount, each month.** Your agreement will start on 04/12/2012 with a total of 6 installments. If you want to enroll in a different payment plan, just call us.

If you do not make the required payment in full each month by the due date, you will be assessed a Late Payment Charge (LPC) of 1.5% on the plan arrears, and Dominion East Ohio can shut off your gas service. Should you lose gas service, you will have 10 days to pay the past-due plan amount to restore your gas service. After 10 days, this payment agreement will end and you are required to pay the full account balance before we can restore service. Once we restore service, we will bill you a \$33.00 reconnection fee. We may also bill you a security deposit in three equal, monthly installments or you will need to have a creditworthy guarantor.

If you would like to contact us about your agreement, please call (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m.

Handwritten: what past due Bal.

Sincerely,
Dominion East Ohio
Customer Service Center

lca051

Handwritten calculation:
\$69.67
29.02

\$98.69

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared April 12, 2012

Next Meter Reading 05/08 - 05/11/2012

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



Dominion

Dispute \$18.20
Page 2 of 3

Credits And Charges Since Your Last Bill

Balance from last bill \$448.06
Payment on Apr 9, 2012 - Thank You 30.00 CR
Balance \$418.06

Current Charges

Dominion East Ohio Distribution Charges
Basic Monthly Charge \$20.37
Usage-Based Charges
4.9 MCF @ \$1.3000 6.37
Gross Receipts Tax (4.6044%) 1.23
Total Dominion East Ohio Charges \$27.97
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

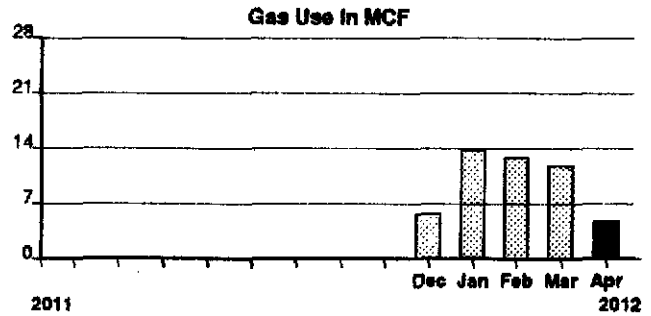
KRATOS GAS AND POWER Charges - Dispute
(See last page for important message)
Standard Choice Offer (SCO)

Gas Cost 4.9 MCF @ \$3.446 \$16.89
Sales Tax 1.31
Total KRATOS GAS AND POWER Charges \$18.20
For questions about gas supply costs, contact KRATOS GAS AND POWER at 1-800-296-2203 or 215 Union Blvd Ste 425 Lakewood, CO 80228 www.kratosgsg.com or www.kratosgsg.com.
Total Current Charges \$46.17
Total Account Balance \$464.23

YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2011 40°F 2012 52°F



Average monthly use: 9.9 MCF.
Total annual use: 49.7 MCF.

Billing Period And Meter Readings

| Date | Head Type | Reading | Difference |
|---------------------|-----------|---------|------------|
| Meter Number | 13825215 | | |
| Apr 9, 2012 | Remote | 296.9 | |
| Mar 8, 2012 | Remote | 292.0 | 4.9 |
| MCF Used in 32 Days | | | 4.9 |

346.17
- 18.20
27.97

437.28

Apr 19, 2012 - \$30.00 paid
407.28

407.28

22,036

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

4

FEB 29 2012



February 29, 2012

*****AUTO**3-DIGIT 441
004114 01 AT 0.371 T#000010
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:
1500049531404
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725



Subject: Your Inquiry Was Recieved

Your inquiry regarding a billing, credit or service issue has been received by Dominion East Ohio.

Thank you for calling this problem to our attention. We value your business and regret causing you any inconvenience. Dominion East Ohio strives to maintain high quality service to our customers.

While in the process of researching and investigating this matter, we appreciate your patience as we work to address your inquiry.

The Company will contact you once the research is complete. If you have any questions, please feel free to call us at (888)309-9670, Monday through Friday 8:00 a.m. to 4:30 p.m.

Sincerely,

Dominion East Ohio
Customer Relations Department

LCA395

1-800-362-7557



Dominion®

December 29, 2011

*****AUTO**3-DIGIT 441
006978 01 AT 0.362 T#000020
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:
1500045280920
SERVICE ADDRESS:
1441 SULZER AVE
EUCLID OH 44132-2725



Subject: Please Call

We received your inquiry about the above account. We have not been able to reach you by phone.

Dominion East Ohio strives to maintain high quality service to our customers. Please call us at **(800)362-7557** Monday through Friday from 7:00 a.m. through 7:00 p.m. and we will be happy to review your account with you. We look forward to hearing from you.

Sincerely,

Customer Service Center
Dominion East Ohio

lca300

P/

If write a letter to you stop JFF-111
DOMINION 1201 B. 05 1-800-373-3411



November 08, 2011

*****AUTO**3-DIGIT 441
009710 01 AT 0.362 T#000027
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:
1500029457379
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725
Balance Due: \$332.73
Due Date of Final Bill: 10-27-2011



Subject: Final Bill Collection Warning

This is to advise you that we have not received payment of \$332.73 which represents your outstanding balance for gas service used at the above service address. In the event that payment has been mailed, please disregard this letter.

If payment has not been made, please remit payment immediately 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 shown above.

To avoid further collection action, use one of the following payment methods:

- **Credit/Debit Card or Electronic Check.** Fees apply. Visit www.dom.com any time day or night.
- **Authorized Payment Centers.** If you wish to make a payment in person, visit an authorized payment agent. Visit www.dom.com or call (800)362-7557 to find an agent in your area. Fees may apply.
- **By Mail.** Kindly remit payment in full today using the enclosed return envelope.

If you would like to contact us, please call (800)950-7989 Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,
Dominion East Ohio
Customer Credit Services

Enclosure
lca313

CUT HERE CUT HERE
Please make checks payable to Dominion East Ohio and return this portion with your payment. Thanks.

| | | | |
|--|---------------------|---|----------------------|
| PLEASE PAY BY | Upon Receipt | Account No: | 1500029457379 |
| Account Balance | | Amount Enclosed | |
| <div style="border: 1px solid black; padding: 5px; text-align: center;">\$332.73</div> | | <div style="border: 1px solid black; padding: 5px; text-align: center;"> </div> | |

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

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

P.O. Box 26666
Richmond, VA 23261-6666



Sept 19, 11 \$197.00

Dominion

September 10, 2011

*****AUTO**3-DIGIT 441
006107 01 AT 0.362 T#000018
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Contradiction

AUG 29, 2011

ACCOUNT NO:

1500029457379

SERVICE ADDRESS:

1439 SULZER AVE

EUCLID OH 44132-2725

Balance Due: \$375.73

Due Date of Final Bill: 08-29-2011

July 16, 2011, I have total

current charge of \$4650 that's not possible
has not been off since May of 2011

Subject: Final Bill Collection Warning

This is to advise you that we have not received payment of \$375.73 which represents your outstanding balance for gas service used at the above service address. In the event that payment has been mailed, please disregard this letter.

If payment has not been made, please remit payment immediately 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 shown above.

To avoid further collection action, use one of the following payment methods:

- **Credit/Debit Card or Electronic Check.** Fees apply. Visit www.dom.com any time day or night.
- **Authorized Payment Centers.** If you wish to make a payment in person, visit an authorized payment agent. Visit www.dom.com or call (800)362-7557 to find an agent in your area. Fees may apply.
- **By Mail.** Kindly remit payment in full today using the enclosed return envelope.

If you would like to contact us, please call (800)950-7989 Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,
Dominion East Ohio
Customer Credit Services

Enclosure
lca313

July 18, 2011 - Dominion charged me
\$46.50 while my gas
is off

CUT HERE CUT HERE
Please make checks payable to Dominion East Ohio and return this portion with your payment. Thanks.

| | | | |
|----------------------|--------------|--------------------|---------------|
| PLEASE PAY BY | Upon Receipt | Account No: | 1500029457379 |
| Account Balance | | Amount Enclosed | |
| \$375.73 | | I owe \$10.49 | |

as of Sept 1 2011

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

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

0115000294573790000000037573000000375733

call the Ohio Dept of development
(800) 282-0880



October 08, 2011

\$175.00

*****AUTO**3-DIGIT 441
014111 01 AT 0.362 T#000045
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:
1500029457379
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725



Subject: Winter Reconnection Order Information

As a current or former PIPP Plus or Graduate PIPP Plus customer, you should be aware of changes to this year's Winter Reconnection Order, issued by the Public Utilities Commission of Ohio (PUCO), that apply to you.

Under this year's reconnection order, eligible PIPP Plus or Graduate PIPP Plus customers who take advantage of the Winter Reconnection Order must make a copayment of no more than \$50 per utility, that will be billed, along with their first plan payment, regardless of your \$175 payment source, to re enroll or maintain participation in the PIPP Plus or Graduate PIPP Plus. If service is restored, a reconnection fee also will be billed. The money paid to maintain or restore service under the Winter Reconnection Order does not apply toward any balance forgiveness.

The Winter Reconnection Order takes effect October 17, 2011, and continues through April 13, 2012. The reconnection order allows residential customers to avoid a shutoff or to restore gas service due to nonpayment once during the heating season by paying the lesser of:

As a PIPP Plus customer, there are two important dates that you need to know.

- 1) the entire past-due balance of your gas bill;
- 2) the past-due default payments if you are on a special payment plan; or
- 3) \$175 ~~per utility~~

If you use this assistance, you must apply for HEAP and enroll in either PIPP Plus or another payment plan.

For Winter Crisis Assistance to help with the \$175 payment or to re-verify your income for PIPP Plus, please call the Ohio Department of Development at 1-800-282-0880. Customers with Telecommunications Devices for the Deaf (TDDs) call 1-800-686-1557. Applications also are available at libraries, some banks and your local county auditor's office. Download the form at www.energyhelp.ohio.gov.

A list of all available winter assistance options is enclosed.

If you choose to leave off your gas service, it is important to winterize your home to prevent pipe damage if temperatures drop below freezing.

If you have questions, please call Dominion East Ohio, Monday through Friday from 7:00 a.m. through 7:00 p.m. We'll do our best to help.

Sincerely,
Customer Service Center
Dominion East Ohio

eog076

\$45.17



New Payment
7379
\$45.17 Toward
Past Due

February 12, 2011

*****AUTO**3-DIGIT 441
005439 01 AT 0.354 T#000015
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

* ACCOUNT NO:
1500029457379
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725



Subject: Current Plus Plan Agreement

Thank you for making a monthly payment arrangement. The Current Plus Plan will help you maintain gas service while you pay off your past-due balance and keep your new bills current.

The plan amount will appear in the "Please Pay" section of your bill. You must pay this amount in full by the due date.

By enrolling in the plan, you agree each month to pay Dominion East Ohio the Current Plus plan amount, as well as \$45.71 toward your past-due balance. Your agreement will start on 02/10/2011 with a total of 6 installments. If you want to enroll in a different payment plan, just call us.

If you do not make the required payment in full each month by the due date, you will be assessed a Late Payment Charge (LPC) of 1.5%, and Dominion East Ohio can shut off your gas service. Should you lose gas service, you will have 10 days to pay the past-due plan amount. After 10 days, this payment agreement will end and you will need to pay the full account balance before we can restore service. Once we restore service, we will bill you a \$33.00 reconnection fee and we may bill you a security deposit in three equal, monthly installments or you will need to have a creditworthy guarantor.

If you would like to contact us about your agreement, please call 1-800-950-7989 Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,
Dominion East Ohio
Customer Service Center

lca051

Pay current + PIPP PLUS plus \$45.71/Heil No
4300