

FILE

12-2326-GA-CSS

4

Ohio**Public Utilities
Commission**

OH 12-2103-GA CSS

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 Sylzer Ave
Customer AddressEuclid, Ohio 44132
City State Zip**Against**

Account Number

Customer Service Address (if different from above)

City

State

Zip

Dominion
Utility Company Name

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

RECEIVED-DOCKETING DIV
2012 AUG 28 PM 2:17
PUCOThis is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician Date Processed AUG 22 2012

Dominion has establish a pattern over the years, when ever I have a zero past due balance. They come up with a debit tranfer. The first one was in 2006; May 15, 2006. \$159.00 Deposit Charge. Sept 14, 2006. Zero balance from August 2006 \$430.00 Final Debit. No date or explanation. Also on March 20, 2009 Statement there is a \$532.72 Transfer debit. Gwendolyn Tandy
Signature
(216) 322-2910
Customer Telephone Number

And on 12-9-11 statement I had a zero balance and \$332.73
I would like a statement of account from 2004- until Present Aug 1, 2012. And a refund For all the money stolen from me.

My phone # is unlisted

GWENDOLYN C TANDY \$2006

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2833 1312 Date Prepared May 15, 2006



For questions about Dominion East Ohio charges call 216-361-2345. Avoid an estimate-enter a read between 06/13 & 5 p.m. on 06/15/2006 at www.dom.com

Credits And Charges Since Your Last Bill

Balance from last bill	\$0.00
Deposit Charge	159.00
Balance	\$159.00

Current Charges Not Available Because there

Total Account Balance \$159.00

May 2006 \$159.00 Deposit

#2 TO pay b/ check
3 Shut off

Nov 14, 2006
7mths to Refund \$159.

Because I didn't move in until June 06

Please Pay **Account Balance of \$159.00 by May 31, 2006**

When To Call Us

Have a question? Dial the number listed on the top of the bill to talk to one of our employees. We can answer billing questions, schedule service and tell you about assistance programs. Our customer information lines are open from 7 a.m. to 7 p.m., Monday through Friday. Best times to call are before 9 a.m. or after 2 p.m.

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

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

Call see if this is a deposit
GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 2945 7379 Date Prepared September 14, 2006 Next Meter Reading 10/10 - 10/13/2006

For questions about Dominion East Ohio charges call 216-361-2345. Avoid estimate-enter a read between 10/11 & 5 p.m. on 10/13/2006 at www.dom.co

Dominion

Page 2 of 2

Credits And Charges Since Your Last Bill

Balance from last bill \$0.00
From Final - Debit NO DATE → 430.00
From Final - Credit 271.00 CR
Balance Deposit → \$159.00

Current Charges

General Sales Service Rate

Monthly Service Charge \$5.70

Gas Usage Charge

1.6 MCF @ \$12.6312 20.21

Total Current Charges

Total Account Balance \$25.91
→ \$184.91

This bill includes \$15.84 for gas cost recovery at \$9.901 per thousand cubic feet (MCF) and \$.78 for Gross Receipts Tax.

You may be able to save on the gas cost recovery portion of your bill by shopping for an alternative gas supplier.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Sep 12, 2006	Estimate	109.4	
Sep 1, 2006	Actual	107.9	
Aug 24, 2006	Actual	107.8	1.6

MCF Used in 19 Days

1.6

\$430.00
- 271.00
\$159.00

\$159.00

\$159.00

\$159.00 Credit

My deposit was paid in June 20, 06

Please Pay **Account Balance of \$184.91 by October 2, 2006**

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$159.00 by Oct 2, 2006, 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, a new security deposit and a reconnection fee before we can turn the gas back on. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier.

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 physician or local Board of Health physician must sign the form.

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