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# Public Utilities Commission

12-2103-GA-CSS

copy 10 November 10, 2011

## Formal Complaint Form

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

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)

Dominion East Ohio

Utility Company Name

City

State Zip

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. This actions was 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 \$39.00 plus an additional \$10.55. I had no past due amount.

This is to certify that the images appearing on this document are accurate and complete reproduction of a case file document delivered in the regular course of business.  
AUG 24 2012  
Date Processed  
Technician



November 10, 2011

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

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**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](http://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](http://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](http://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.

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continued next page

Winter Crisis NOV 3, 2011  
\$117.10 Dominion Balance

STATE OF OHIO  
DEPARTMENT OF DEVELOPMENT  
2012 WINTER CRISIS PROGRAM  
Notice of Determination

Council for Economic Opportunities in Greater Cleveland  
1849 Prospect Ave E  
Cleveland, OH 44115-2335

Gwendolyn C Tandy  
1439 Sulzer Ave  
Euclid, OH 44132-2725

Client Number: 01703042

File Number: 00000588

Date: 11/3/2011

Your application for assistance dated 11/3/2011 has the following determination.

Energy Source Provider	Source	Account Number	Status	Maximum Amount*	PIPP Status	PIPP Amount
Dominion East Ohio Gas 1301 E 55th St Cleveland OH 44103-1305	Main	1500029457379	Eligible	\$117.10	Eligible	\$29.00
Cleveland Electric Illuminating Company/First Energy 76 S Main St Akron OH 44308-1812	Electric	110046580079	Eligible	\$57.90	Eligible	\$29.00

You have the right to appeal the above determination in writing within 30 days of this notice, if you believe it to be inaccurate. Your appeal must contain your name, address, social security number, telephone number, reason for appeal, and supporting information with your signature. Please forward your appeal to the above address and to the attention of the Chief Executive Officer. For state appeal process, please refer to posting within intake Offices. If you are unhappy with the quality or the quantity of bulk fuel, it is your responsibility to resolve it with the vendor.

\*Bulk fuel customers will receive a one-time delivery up to the maximum amount indicated above. The only exception is for clients with small tanks of 100 gallons or less; a 30-day line of credit should be established up to the maximum amount indicated above.

If you have any questions regarding this notice, please contact: Council for Economic Opportunities in Greater Cleveland at (216) 263-6266.

Staff For This Case: Holly K

'2-20-11



**Dominion®**

1404

December 20, 2011

\*\*\*\*\*AUTO\*\*3-DIGIT 441  
005904 01 AT 0.362 T#000017  
GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725

**ACCOUNT NO:**  
1500049531404  
**SERVICE ADDRESS:**  
1439 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

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