Andrew J. Compbell. CH12-2103GA-CSS August 13,2012 Gwenddhyn Tandy New account establish 12-9-11 15000-49531404 01d ac# 15 000-2945-737 a) To get rid of past Due bal 3. Percentage of Frome 1-31-12 the Fraud wasn't based on any efficience. I had not complete my application And I was ask to confirm my income. I did a I was reinstated. Prove attached This answer is a bounch of lies. The statements are self explanitory. And Dominion has establish a pattern of stealing money from me, sencer I bought this house 2006. Uhen ever I had, a zero bol Dominion East Ohio, Added a debit transfer I beleive Dominion has over changed me by over \$1,645.00. And each fime They adder a debit transfer to, my zero balance it prevented me from getting arreagens that were do me. Organilla accurate and complete reproduction of a case file. 18:4 Hd 15:31,18.21 ME CENTED DOCKETING DIV. accurate and complete reproduction of a case file document delivered in the regular course of business Technician Date Processed AUG 2 6 2012

Dominion Statement are fruadulant. That's Megal. I believe Dominion has been stealing money from me since I first had gas turned on. However, the statements speak for themselves and for the last 30 months. All my bills have incornect balance, past due amounts. And I believe. If they can misrepresent my past due they can also misrepresent my total current charges as well

Gwondolp Landy

May 15, 3000 0 ZERO Dai para \$154.00 deposit May 16, 2006. The debt of \$5200.06
\$859.00
159.00
paid
700.00 I made and over the phone payment and paid thre balance in full with funds from my checking account. Then on June 20, 2006 recorded depost of \$159.00 Aug 23, 2004 - Dominon had a charge of \$138.00 just one month early it was confirmed I had paid \$159.00 Security Deposit and I bad a zero bal. Then in Sept 14 2006 Balance from Tast bill was zero. Then there was a final Debit of \$430.00 A credit of \$271.00 reaving a balance of \$159.00, how does zero go to\$430.00. The Dominion gas Company stole \$159.00 from me

my total current were \$25.91

March 30, 2009 I had a zero balance and or credit of 84,95

Dn March 20, 2009 Statement 9

Past Due - 8532.72. Where did it come from There's no date and no explanations of account number

November 10, 3010 A graduate PIPP PIUS PIANI pay was \$341.00 added to my account

December 9, 2011 Is had a zero balance And a credit of \$117.00 plus a charge of \$133.00 for cutting my gas off: And my gas should have never been cut because all my payment were on time. From final Debit a payment were on time. From final Debit a \$1332.73 charge. Again with no date and \$1332.73 charge. Again with no date and \$100 explanation.

In May of 2006 I paid Dominion 1 \$ 700.00 from and old account. The deposit of \$159.00 wasn't justified May 15,06 I had a zero balance
Domionion charged me-\$15900 _430.00 Sept 14, 06 I had a zero bal. 159.00 pomionion charge 332.00 change for restoring GAS 33 OD 532.00 2007 I would like a Statement of I 1,645,00 2008 account for 2007-2008 amount where did \$532.77 Debit transfer come from I'm requesting a statement of account for 2007-2008- From January to December each Dec 9, 2011 Service work \$13320 + \$332.73 Final depit.

5

Ohio Department of Development

Mailing Date: Nov 09, 2011

Gwendolyn Tandy 1439 Sulzer Ave Euclid, OH 44132 Please refer to the following number when making inquiries:

Client No: 01703042

Dear Gwendolyn Tandy:

Your PIPP Plus reverification for the following utility was approved. Remember to make your payments on-time and in-full to receive arrearage credits. Failure to make the payments, reverify your income, or accept energy conservation services, may result in your being dropped from the program.

Application:

Reverification Application

Utility:

Cleveland Electric Illuminating Company/First Energy

Payment:

\$29.00

Status:

Accepted

You have the right to appeal the above PIPP Plus 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 address below.

If you move after submitting your application, are physically unable to reverify at your local HEAP provider, or you have any questions, please call the HEAP toll-free number (1-800-282-0880). Hearing impaired applicants should call 1-800-686-1557.

Sincerely,
Office of Community Services

Website: energyhelp.ohio.gov

46

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

Formal Complaint Form

Gwen ddyn Tand Customer Name (Please Print)	of 121	39 Sulzer A	re
Oustomer Hame (Flease Fillity)	EI	which OH.	44132
	City	0.100	State Zip
Against	15	000495314	104
	Accol	int Number	•
	Custo	mer Service Address (if di	fferent from above)
Daminian /	Custo	AIIA	nerent nom above)
Utility Company Name	City	14/17	State Zip
ounty company warne	,	,	·
Please describe your complaint. (Attac	ch additional sheets if ne	cessary)	
T have	all the	Druments.	that
I have dominion needs to vision supposed to consinion actinocaled February 29, 2012. Jome up with a significant downward lies. The un downward that I have	ierify m	w Campiain	de Daminion
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F Latin 29 2012.	the law C	equires Do	mininiae To
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some up with a s	Ctatemen	its themsel	us are
un documents lits. The	a source by		Vr 1
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evidence that I have evidence that I have my case. The solution be to refund the overpayments and	1800, Sustan	6) 322-29, her Telephone Number	
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over poymences and	800. Olive	interest	
1.	10 pigs	111101.000	1 5 600 000
	a ooi Addi	tional intra	etion for gas
& 4,			t rlegally for
*			Updated June 29, 2012
180 East Broad Street Columbus, Ohio 43215-3793	Q M	onths	(614) 466-3016 S

Columbus, Ohio 43215-3793

www.PUCO.ohio.gov

C#12-2103-GA-CSS

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

Formal Complaint Form

Gwenddyn Tandy of Customer Name (Please Print)	1439 S Customer Addre	Gulzer Av	re	
	Euclid	OH.	44132 State Zip	
Against		495314		
	Customer Service	MA ce Address (if dif	ferent from above)	
Dominion		NIA		
Utility Company Name	City		State Zip	
Please describe your complaint. (Attach additional she	<u> </u>			
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supposed to come up	with.	a solu	tron not m	ne
ninion acknowledge my	complain	t on D	ce 29, 2011	8 Z)
bruary 29, 2012. The las	w reguin	res pu	C = C	.\!\
supposed to come up ninion actualledge my bruary 29, 2012. The land ne up with a solution	. My SON	Hions	a retund e	*
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1,300 intraction for ges	Signature	17-90	(2)	
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	FULLIA	Ohio 4	14137	

C#12-2103-6A-655

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

Formal Complaint Form

Guenalyn Tand od Oustomer Name (Please Print)	1439 Sulzer Ave Customer Address
Against	Euclid OH. 44137 City State Zip 1500049531404 Account Number
<i>Dyninion</i> Utility Company Name	Customer Service Address (if different from above) A//A City State Zip
Please describe your complaint. (Attach additional she	ne documents, that
1 1 1 1 La La La CO	Author to the board
is supposed to come up nominion acknowledge my February 29, 2012. The law nome up with a solution	complaint on Dec 29, 2011 & requires Dominion to
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Africa of \$4,000. Plus Mornest \$1,000 infraction 5,300 For gas	Signature (216) 322-2710 Customer Telephone Number
Morres \$5,300 For gas	being tuned off ilegally



C#12-2103-GA-CSS

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

Formal Complaint Form

Gwen ddyn Tandy odd Customer Name (Please Print)	1439 Sulzer Ave Customer Address
(Euclid OH. 44132 City State Zip
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	Customer Service Address (if different from above)
Dominion	NIH
Utility Company Name	City State Zip
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	LI CAMALAIAA OR JIEL OCI, W
inion actionaledge mornary 29, 2012. The 1	law requires Domininion to
bruary 29, 2012. The 1structure as 2012. The 1structure are leyes of	the documents, that Ty my complaints, Dominion Ip with a solution not me by complaint on Dec 29, 2011 & law requires Dominion to in 90 days. Some of these Id. My solution would be Livendolyn tanchy

Customer Telephone Number

C#12-2103-GA-CSS

Public Utilities Commission of Ohio Attn: Docketing

180 E. Broad St. Columbus, OH 43215

Formal Complaint Form

Gwendolyn Tanch od	1439 Sulzer Ave
Customer Name (Please Print)	Customer Address
	Euclid OH. 44132 City State Zip
	City State Zip
Against	1500049531404
	Account Number
	MA
	Customer Service Address (if different from above)
Daninian	NIA
Utility Company Name	City State Zip
Please describe your complaint. (Attach additional si	neets if necessary)
I have all t	he documents, that
dominion needs to verify	o with a solution not me, complaint on Dec 29, 2011 &
to come of to come in	a with a solution not me!
is supposed to come of	10 10 00 00 000 29 2011 F
Dominion actions leage my	comploint on Dec 29, 2011 & requires pomininion to the Answer is a bunch of ninion statement are
February 29, 2012. The 14	w requires pointing from the
the a colution	r. The Answer is a bunch of
Jome up with a Strain	ninion Statement are
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evidence. That I have	swendbyn andy
eviative. The	Signature 912
proven my case. The	(216) 322-2910 Sustomer Telephone Number C#1 700 #
in a la la entre sa E	ind my overpayment of \$1,800 at 3,800
Solution would be 30 PETC	ince my over payment a so not,
	2.00
	<i>3)</i> °°°°

Columbus, Ohio 43215-3793

www.PUCO.ohio.gov

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

Formal Complaint Form

Gwen alyn Tanch of Customer Name (Please Print)	1439 Sulzer Ave Customer Address
Against	Euclid OH. 44132 City State Zip 1500049531404 Account Number
<i>Dominion</i> Utility Company Name	Customer Service Address (if different from above) City State Zip
Please describe your complaint. (Attach additional she	ets if necessary)
dominion needs to verify is supposed to come up sominion activoaledge my February 29, 2012. The law some up with a solution infractions where in 3006, 300 infractions where in 3006, 300 be a refund of \$1,800 Aefand be a refund of \$1,800 Infracti	in 90 days. Some of these world

1. Feb 12, 2011 - Subject Current PUBPIA And add tunal 845.71. Why would I pay on a past due amount I'm disputing

ateb 24, 2011 - Reventy

3. Sept 10, 2011 \$375,00 . This is fraud trying to collect \$375,00 I don't one,

4. Winter reconnect order on May 2011
my gas was turned off for what
to believe, was retaliation for
disputing balance in written complaints

#5. How does one get compensated for gas being turned off, for lenths ilegally. \$200.00 additional infraction for 6.843.00 PIPP PLAN 200.

77. NW 4,11 \$29.00

Outline of Documents

Also several of my neighbors are have the identical problem with the New PIPPPLUS & Dominion

C#12-2103-GA-CSS

Updated June 29, 2012

www.PUCO.ohio.gov

(614) 466-3016

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

Formal Complaint Form

Gwenddyn Tandy oxb Customer Name (Please Print)	1439 Sulzer Ave Customer Address
	Euclid OH. 44132
Against	City State Zip 1500049531404 Account Number
	N/A
Daminian	Customer Service Address (if different from above)
Utility Company Name	City State Zip
February 29, 2012. The law rome up with a solution Please describe your complaint. (Attach additional she I have all the dominion needs to verify some up some up some up with a solution of lies. The Statements	my complaints. Dominion with a solution not me
of lies. The statements	are evadence that I
have proven my case	Signature (216) 322-2910 Customer Telephone Number
refund my over payment (2000.00 12 Intractions
	B3,766.00 Plus interest

Handsin

P.O. B ox 26666 R ichmond, VA 23261-6666

145.17

February 12, 2011

*************AUTO**3-DIGIT 441 005439 01 AT 0.354 T#000015 GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 Dominion 7379

SUBJET TOWARD

ACCOUNT NO: Past Dure

ACCOUNT NO: 1500029457379 SERVICE ADDRESS:

> 1439 SULZER AVE EUCLID OH 44132-2725

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Subject: Current Plus Plan Agreement I would have never agreed to this

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

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.

The Dept-OF Devel has alread set my PIPP PLANI AT \$29.00 anth

Sincerely, Dominion East Ohio Customer Service Center

Pay current PIPP PIUS Plus \$45.71/ffell No Why did Dominion over ricle my PIPP PIUS plan of \$29.00 and Add an addition amount of \$45.71. Uhy would F pay on a balance I'm \$45.71. I \$74.71 sear 5439 OMR.SW1: 2

2

2-20-11

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

- դեսիկիիլեյիիլերիի անիկարիկարիկարիկերի հանկիկին

I requested Dominion contact me in unting.

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

pominion adnowledge my complaint, However they never offered a solution. To my complaint, of the Feb 10, 2011 \$87.54 HESS charge complaint, of the Feb 10, 2011 \$87.54 HESS charge



November 10, 2011

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

- գեռականիանիացի ինկինինի անքանինի ինիանինույի և ա

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

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	Sourçe	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[®]

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

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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

148001362-75 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

որներունովինինի արդանականում և արկանինին անականում է իրա արանականում և համանականում և հայանական և հայանական և

I requested Dominion to contact me in Subject: Please Call Writting

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 duality 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

Never offered a solutions

I write a free to the transfer of the DAMMINON 1201 2. 20 1-800-373-3411

19. 3 ox 26666 Semmond, VA 23261-6666

InterCRISS

October 08, 2011

***********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**

- լլեւլիլիդիդժիկաիգինիլիկիկիկինի և բերիանիա

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, eliqible 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

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) cal 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

for \$159.00 deposit, And \$\for \$159.00 deposit, And \$\for \$100 a zero past due amount \$\for \$\for \$159.00 ferosit, And \$\for \$\for \$159.00 past due amount \$\for \$\for \$1000, \$\text{Pominion charged me \$\pi 430.00 Final Debit. \$\for \$\for \$100 past \$\for \$\for \$100 past \$\for \$\for \$\for \$180 \$\for \$

3. March 30, 2009 \$532,75 Transfer debit 4 December 9, 2001 \$ 332,73. Final-pelit

Allrance one Westron agency 1. May 9, 2011 \$147.00 6 infraction 2. July 20, 2011 74.42) 7 in fraction 3 Winter Crisis 11/3/12 \$117,00 paid to dominion 4. Deposit warring letter 8 I Stell need the 1887,54 DTE Supply \$ 200.00

February 17, 3011 cominion establish a payment plan Feb. 17) 2011. I was to pay my current PPIP PLANS which was \$39.00 and A additional \$45.71. Why would I pay an additional amount when Fin disputing the \$34600 graduated PIPP PLUS Plan, From Mov 10, 2010. The Dominion bas Co. Disreguarded my complaint. And now over & years have past, The solution would be to subtract the \$341.00 with interest from my balance due

Aug 22,00 \$2,054.45

\$159.00 Due Infraction \$200.00 130.00 Two 1 200.00 532,77- Three 200.00 \$1,954,45 Total iranias changes

AST. Five Infraction 200.00
November 103 2011
Subject! Dominion 5.0H Weldome
letter. And I was given
a new account # that was
Supposed to get rid of
past due balance, which was zero
New Account # 15000-4953-1404
OU Account # 15000-2945-7379

MOV AVIU MOV agill Letter October 30, 3010.
1. Mov. 5 2010 Automatic convert to PIPP PLUS 2 NOV. 1, 2010 PIPP PLUS \$43,00 3 Every time pay on time and I will receive 1/34 credit. And will no longer owe the rest of that months change 4. 24 mms struight all armearages uitl be eliminated Be-verification date is 08/30/3011 Anniversary date Sept 15, 2011 Each time Dominion moves my daniversary date back For example; From Aug - Nov. I paid the larger PIPP PLAN which cost me more money

How does dom, rectify this! May 2011. Even though F paid all my PIPP Payment In full and on time and continuated to do so. Through Sept 2011, Eventhough. The 6 as was turned off. Also I had made several written complaints disputing: And I believe the cutting off my gas, was retailiation. However my complaints were never admonleelige I also made a complaint about the service man who came out to turn my Gas o . He refused to tun it on. And told me I need a new furnacle. I had it Cheek and He was wrong

Dominion

June, Som

June 20, 2006

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 ACCOUNT NO:
1500028331312
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725

Subject: Security Deposit Receipt

Dominion East Ohio recently recorded a security deposit of \$159.00 for your account at the above service address. Please keep this letter as a record of your security deposit.

June 810 - 1200, 06

This deposit will be applied to your account if:

- You pay your account balance (budget or full balance) on time for 12 consecutive consecutive months.
- Currently not delinquent, and
- Service is shut off for non-payment and your account closed 10 days later, or
- Your service is turned off at your request and your account closed with a final reading.

If we hold your security deposit for six months or more, we will pay interest from the date the deposit was made until the date we apply the deposit to your account.

If you would like to contact us, please call (216)361-2345 Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,

Customer Service Center Dominion East Ohio

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1439 SULZER AVE **EUCLID OH 44132-2725**

Account Number 1 5000 2945 7379

Date Prepared September 14, 2006 10/10 - 10/13/2006

Next Meter Reading

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.cc

Billing Period And Meter Readings Credits And Charges Since Your Last Bill \$.00 Date Read Type Reading **Difference** Balance from last bill Meter Number 13825215 From Final - Debit 430.00 Sep 12, 2006 Estimate 109.4 From Final - Credit 271.00 CR Sep 1, 2006 Actual 107.9 Balance **\$**159.00 Aug 24, 2006 Actual 107.8 1.6 **Current Charges** MCF Used in 19 Days 1.6 General Sales Service Rate Monthly Service Charge \$5.70 Gas Usage Charge 1.6 MCF @ \$12.6312 20.21 **Total Current Charges** \$25.91 **Total Account Balance** \$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.

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.

Account Number Date Prepared 1 5000 2945 7379 March 20, 2009 Next Mater Reading



Next Meter Reading 04/16 - 04/21/2009

For questions about **Dominion East Ohio** charges call 1-800-362-7557. Avoid estimate-enter a read between 04/17 & 5 p.m. on 04/21/2009 at www.dom.com

March Credits and Charges Since Your Last Bill Monthly Usage Comparison **Balance From Last Bill** \$268.18 Average Daily Temperature 2009 2008 273-13 CR Payment on Mar 16, 2009 For This Billing Period 33°F Transfer Debit 🔊 🕡 532.72 Gas Use in MCF \$527.77 Balance Current Charges General Sales Service Rate \$12.50 **Basic Monthly Charge** Gas Usage Charges 10.9 MCF @ \$9.5908 / 104.54 5.39/ **Gross Receipts Tax** This bill includes \$74.19 for SSO gas cost at \$6.806 per thousand cubic feet (MCF), Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Total Current Gas Charges \$122.43 2008 2009 Average monthly use: 6.5 MCF. Dominion Products & Services Credits and Charges 77.9 MCF. Total annual use: Balance From Last Bill \$4.95 \$4.95 Balance Billing Period And Meter Readings Current Charges Date Read Type Reading Difference Dominion Prods & Srvcs Charges **Meter Number** 13825215 Furnace Repair Program \$4.95 Mar 18, 2009 Estimate 90.3 Dominion Prods & Srvcs Account Balance \$9.90 Feb 17, 2009 Remote 79.4 10.9 We did not receive a required payment from you for this 10.94 MCF Used in 29 Days account. An immediate payment is necessary. Non-payment could result in suspension of coverage/benefits or termination from the program(s). For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 Pittsburgh PA 15230-0298 or www.dom.com. **Total Current Charges** \$127,38 **Total Account Balance** \$660,10

1439 SULZER AVE **EUCLID OH 44132-2725**

\ccount Number Date Prepared 5000 2945 7379 July 21, 2009

Next Meter Reading 08/14 - 08/19/2009



For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid ar estimate-enter a read between 08/17 & 5 p.m. on 08/19/2009 at www.dom.com.

Balance From Last Bill Late Payment Charge Gross Receipts Tax Balance Current Charges Dominion East Ohio Distribution Charges Basic Monthly Charge Usage-Based Charges 2.0 MCF @ \$2.5500 Gross Receipts Tax Total Dominion East Ohio Charges For questions about Dominion East Ohio charges, call us at 1-800-362-7557. HESS CORPORATION Charges Standard Choice Offer (SCO) Gas Cost 2.0 MCF @ \$4.938 Sales Tax Total HESS CORPORATION Charges For questions about gas supply costs, contact HESS CORPORATION at 1-800-511-2587 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com. Total Current Gas Charges Total Gas Charges Balance Dominion Products & Services Credits and Charges Balance From Last Bill Balance Dominion Prods & Srvcs Account Balance We did not receive a required payment from you for this account. An immediate payment is necessary.	\$627.49 3.73 17 \$631.39 \$12.80 5.10 82 \$18.72 \$18.72 \$9.86 77 \$10.65 \$24.75 \$24.75 \$24.75	Monthly Usage Comparison Average Daily Temperature For This Billing Period Gas Use In MCF 28 Gas Use In MCF 29 Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul 2008 Average monthly use: 6.6 MCF. Total annual use: 79.1 MCF. Billing Period And Meter Readings Date Meter Number 13825215 Jul 17, 2009 Remote 101.9 Jun 16, 2009 Remote 101.9 MCF Used in 31 Days Comparison 2008 2009 Average May Jun Jul 2009 Average monthly use: 6.6 MCF. 79.1 MCF. Billing Period And Meter Readings Date Meter Number 13825215 Jul 17, 2009 Estimate 103.9 Jun 16, 2009 Remote 101.9 2.0 MCF Used in 31 Days Comparison Average Daily Temperature 2008 2009 Average monthly use: 6.6 MCF. 79.1 MCF.
Balance From Last Bill Balance Dominion Prods & Srvcs Account Balance	\$24.75	plan 125.74
For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 ⊃ittsburgh PA 15230-0298 or www.dom.com.		
Total Current Charges	\$29.37	

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Fotal Account Balance

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GWENDOLYN C TANDY

1439 SULZER AVE EUCLID OH 44132-2725

Account Number Date Prepared 1 5000 2945 7379 June 17, 2009

Next Meter Reading 08/14 - 08/19/2009

Dominion Page 3 of 5

For questions about **Dominion East Ohio** charges call **1-800-362-7557**. Avoid a estimate-enter a read between 07/17 & 5 p.m. on 07/21/2009 at www.dom.com.

Credits and Charges Since Your Last Bill		Monthly Usage (
Balance From Last Bill	\$597.72	Average Daily		2008	2009
Late Payment Charge	1.90	For This Billing	Period	63°F	63°F
Billing Adjustment - Credit	.32 CR	20	Gas Use in MC	F	
Gross Receipts Tax	.09	28			
Balance	\$599.39	21			
Current Charges		214			
Dominion East Ohio Distribution Charges		14		386	
Basic Monthly Charge	^{>} \$12.80	'4			
Usage-Based Charges		7			
1.9 MCF @ \$2.5368	4.82	'1			*
Gross Receipts Tax	.81				1 1 1 1 1 1 1 1 1 1
Total Dominion East Ohio Charges	\$18.43	lum but Ar	ig Sep Oct Nov Dec Ja	Ech Mar A	ne Mare from
For questions about Dominion East Ohio charges, call	w ₂	2008	ig sep oct not bec sa	t Lan well W	2009
us at 1-800-362-7557.			ge monthly use:	6.6 MC	
HERE CORROBATION Charges			annual use:	79.1 MC	
HESS CORPORATION Charges					
Standard Choice Offer (SCO)	(\$8.97)	Billing Period Ar	nd Meter Readings		
Gas Cost 1.9 MCF @ \$4.721 Sales Tax	70	Date	Read Type	Reading	Difference
Total HESS CORPORATION Charges	\$9.67	Meter Number	13825215		
For questions about gas supply costs, contact HESS	\ \$3.01 \	Jun 16, 2009	Remote	101.9	
CORPORATION at 1-800-511-2587 or One Hess Plaza		May 18, 2009	Estimate	100.0	1.9
Woodbridge, NJ 07095 or www.hess.com.		MCF Used in 2	9 Days		1.9
Total Current Gas Charges	\$28.10		7		1. 1
Total Gas Charges Balance	\$627.49	1 2010	1 / 1/2/27	1 -1	and the same of th
•		1 2810	1862	1/	1
Dominion Products & Services Credits and Charges					*
Balance From Last Bill	\$19.80		•		
Balance	\$19.80				
Surrent Charges	******				
Dominion Prods & Srvcs Charges					
Furnace Repair Program	\$4.95				
Dominion Prods & Srvcs Account Balance	\$24.75				
We did not receive a required payment from you for this		,			
account. An immediate payment is necessary.					
Non-payment could result in suspension of	7	1			

Products + Services \$34.75 1-800 8562-849 P.D. BOX 389 398

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00014 T#000000 GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725

coverage/benefits or termination from the program(s).

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OLYN C TANDY

OH 44132-2725

Dominion

Page 2 of 4

For questions about Dominion Fast Ohio charges call 1-800-362-7557. Avoid a

count Number Date Prepared 5000 2945 7379 May 20, 2009

Next Meter Reading 06/16 - 06/19/2009

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid a estimate-enter a read between 06/17 & 5 p.m. on 06/19/2009 at www.dom.com.

edits and Charges Since Your Last Bill	•	Monthly Usage Comparison
alance From Last Bill	\$682.22	Average Daily Temperature 2008 2009 For This Billing Period 56°F 57°F
ayment on Apr 27, 2009 - Thank You	127.38 CR	For This Billing Period 56°F 57°F
ate Payment Charge	8.32	Gas Use in MCF
ross Receipts Tax		28
alance	\$563.54	1 1 1011. 5 5/100 2000
ırrent Charges	. •	21 / 4 / 2 / 1 / 1 / 1 / 1
ominion East Ohio Distribution Charges	No.	
asic Monthly Charge	`\$12.80	14
sage-Based Charges	•	
2.5 MCF @ \$2.7680	· Š 6.92	7
ross Receipts Tax	.91.	
otal Dominion East Ohio Charges	\$20.63	
or questions about Dominion East Ohio charges, call	420.00	May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May
at 1-800-362-7557	· · · · ^	2008 2009
ESS CORPORATION Charges What 13	しけいくとんり	Average monthly use: 6.5 MCF. Total annual use: 78.3 MCF.
ESS CORPORATION Charges (んパルバー)	いしょうしか	Total alinual use. 78.3 MCF.
ee last page for important message)	• • •	Dilling Davied And Motor Decalings
landard Choice Offer (SCO)		Billing Period And Meter Readings
as Cost 2.5 MCF @ \$5.031	\$12.58	Date Read Type Reading Difference
ales Tax	.97	Meter Number 13825215
otal HESS CORPORATION Charges	\$13.55	May 18, 2009 Estimate 100.0
r questions about gas supply costs, contact HESS DRPORATION at 1-800-511-2587 or One Hess Plaza		Apr 17, 2009 Remote 97.5 2.5
DRPORATION at 1-800-511-2587 or One Hess Plaza		MCF Used in 31 Days
oodbridge, NJ 07095 or www.hess.com.	-	HI I A HOUR + N ZUIX
otal Current Gas Charges	\$34.18	Total Current & 34.18
otal Gas Charges Balance	\$597.72	110/01/04/
·		,
minion Products & Services Credits and Charges	_	HAT Line
alance From Last Bill	\$14.85	LLA+ LINY,
alance	\$14.85	$\pi v = \pi v$
rrent Charges	•	
ominion Prods & Srvcs Charges		
ırnace Repair Program	\$4.95	
ominion Prods & Srycs Account Balance	\$19.80	1 0) X 0 0 0 0 0 0
e did not receive a required payment from you for this	7. VI3.00	1 2 5/10 / 1 102
count. An immediate payment is necessary.		I DOIN DILL AN -TIME MIXIZ
on-payment could result in suspension of	•	Taly Fill all the said
verage/benefits or termination from the program(s).		1124
		I KUTE
**************************************	11 0 8 / 2	2 Total Bill

Whet is HESS whit hess.c.

22757 2 AV 0.460 T#000090

GWENDOLYN C TANDY

1439 SULZER AVE

EUCLID OH 44132-2725

\$ 652, Tota 1 Bill
6146.45 Bal Daw

HEAP-18450.00 Jan 5ph Pept OF 1-1800-282-0880 Enerty Help, 900.

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ENDOLYN C TANDY 1457 SUIZEV SUIZER AVE \$ 72.50 Pard 8/18/10	Page 1 of 4
SULZER AVE 4 10 00 POW B/O/10 LID OH 44132-2725	Dominion 13968
Int Number Date Prepared Next Meter Reading For question 2945 7379 October 13, 2010 12/10 - 12/15/2010 estimate-s	ions about Dominion East Ohjo (pargus call 1-800-362-7557, Avoid a enter a read between 1441, 845 p.m. on 11/15/2010 at www.dom.com.
Payment Due 9/18 3/15 Port PIPP Plan Amount 9/18 216.00 Payment Due by October 29, 2010 \$288.00	CULTIENT PULL 31,61 **** THIS IS A SHUT-OFF NOTICE **** 297-24 -PCL 28
ARE ON THE PERCENTAGE OF INCOME PAYMENT PLAN.	20 1001 1000
ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due prvice. Partial payment will not protect you from shutoff unless you arrange one of	ayment of \$216.00 in full by October 29, 2010, the company can shut off your the following payment plans with us in advance, if eligible:
of Plus - Pay a special budget amount, plus one of 12 equal payments of the past- u use. The Plus - You pay your current charges, and make one of up to six equal payments.	AS I USE IBUDGE FUS
ntage of Income Payment Plan (PIPP) - Income-eligible residential customers pelopment at 1-800-282-0880 for an application or for the location of the nearest C	ay 10% of their monthly gross household income. Call the Ohio Department on munity Action Agency.
hird Winter Heating Plan - Pay one-third of the account balance if charges include	de gas used between November 1 and April 15.
company shuts off your gas service for nonpayment, you must pay your pas	t-due plan arrears. You will be billed a reconnection fee of \$33.00.
ent Methods. Pay your over-due balance through BillMatrix day or night with an e MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-115 for each transaction. You may also pay in person at an authorized payment cente bhio at the number in the top right corner of this bill. Authorized payment agents of	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
y Assistance. If you meet income requirements, you might qualify for financial aid pment, Office of Community Services, at 1-800-282-0880 or contact us.	or weatherization services. To learn more, call the Ohio Department of
al Certificate. A medical certification delays a shutoff when it would be especially ne to get financial help or make payment arrangements. It does not reduce the an 950-7989. A licensed medical professional must sign the form. You can apply by seven days. If gas service is off, return the signed form within 21 days to restore sal information to us.	nount you owe. You can get a medical certification form by calling phone, provided that Dominion East Ohio receives the written notification
e to pay all charges for non-regulated Dominion Products & Services may result in have made your payment, please accept our thanks and disregard this notice.	termination of your contract.
energy help. Ohis. com	1 bot we 4 139.08
detach and return this coupon with a check made payable to Dominion East Ohio	Please see reverse side for mailing address change instructions
SE PAY BY Oct 29, 2010 Account No. 1 5000 2945 7379	View a Summary of Your Account
	Your account information is always at your fingertips. Visit us at www.dom.com and sign in to view your
\$288.00	current billing information, current payment information and account balance online. You can
PIPP Plan Amount Amount Enclosed	even get a "printer friendly" version for your records. Try it today.
05 20,122	
**********AUTO**5-DIGIT 44132 020122 02 AV 0.457 T#000077	
GWENDOLYN C TANDY	DOMINION EAST OHIO PO BOX 26785
1439 SULZER AVE EUCLID OH 44132-2725	RICHMOND VA 23261-6785
	ինդուկիրիդինով-իրքվի-կիլիդի-նուրդուիիինդինոյնուրի

39 SULZER AVE JCLID OH 44132-2725 For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an **Date Prepared Next Meter Reading** count Number estimate-enter a read between 11/11 & 5 p.m. on 11/15/2010 at www.dom.com. 000 2945 7379 October 13, 2010 12/10 - 12/15/2010 Monthly Usage Comparison mmary of Payment Due ırrent PIPP Plan Amount Average Daily Temperature 72.00 ast Due PIPP Plan Amount For This Billing Period 58°F 216.00 ital Payment Due by October 29, 2010 \$288.00 Gas Use in MCF 21 our PIPP Plus anniversary is 09/15/2011 its is the date by which you must pay any PIPP Plus payments missed in ∋ prior 12 months to remain on PIPP Plus. 14 ou must re-verify your income by 08/30/2011 to stay on PIPP Plus. rou have questions about your household income reverification, call the nio Department of Development at 1-800-282-0880. Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep 2009 2010 5.7 MCF. Average monthly use: Total annual use: 68.9 MCF. Billing Period And Meter Readings Date Read Type Reading Difference **Meter Number** 13825215 Oct 12, 2010 Remote 178.7 Sep 14, 2010 Estimate 176.9 1.8 MCF Used in 28 Davs 1.8 PIPP Plan Amount of \$288.00 by October 29, 2010 Important Notice About Your Shut-Off Notice and PIPP Disconnection of your gas service could impact your participation in the Percentage of Income Payment Plan (PIPP) if you fail to make up missed payments. This is important because this November, a new program, PIPP Plus, will begin. PIPP Plus will make your monthly payments more affordable on a year-round basis. If you make your monthly payment on time and in full, the rest of that month's bill and part of your old debt will be credited to you account. By your Anniversary Date, you must make up any PIPP Plus payments you missed over the past 12 months. Your Anniversary Date is listed on this bill. So, to take advantage of all the benefits of the new PIPP Plus program, please be sure to pay all missed PIPP payments now. For questions about your plan payments, call us at 1-800-950-7989. For general PIPP Plus questions, call the Public Utilities Commission of Ohio at 1-800-686-7826. GWENDOLÝN Č TÁNDY 1439 SULZER AVE EUCLID OH 44132-2725 dosent reflect

Page 3 of 4 **39 SULZER AVE ICLID OH 44132-2725** For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an **Next Meter Reading** count Number Date Prepared estimate-enter a read between 11/11 & 5 p.m. on 11/15/2010 at www.dom.com. 12/10 - 12/15/2010 000 2945 7379 October 13, 2010 edits And Charges Since Your Last Bill &72.00 Oct \$108,17 lance from last bill lance \$108.17 rrent Charges neral Sales Service Rate andard Service Offer (SSO) sic Monthly Charge \$16.59 is Usage Charges 1.8 MCF @ 13.53 \$7.5166 oss Receipts Tax (4.6044%) is bill includes \$8.73 for SSO gas cost at \$4.851 per 1.39 usand cubic feet (MCF). tal Current Charges \$31.51 tal Account Balance \$139.68 **JU ARE ON THE PERCENTAGE OF INCOME (\$72.00) LYMENT PLAN.** 9,85.00 Per MC1 1439 SULZER AVE EUCLID OH 44132-2725

իդիկին ներկան ինակին իրակին հանարարին ին անակին հետևության հայարարի հայարարի հանաբանակին հետևության հայարարար

Assa Sulzer AVE EUCLIO DIN 44132-2725 Next Meter Reading 5000 2845 7379 November 10, 2010 12/09 - 12/14/2010 For questions along Deminion East Official Supplications of the Supplication of the Supplicatio	GWENDOL	YN C TA	NDY#/	19,10,		W /		- 470 N	Page 1 of	4
Soon 245 7379 November 10, 2010 1209 - 12/14/2010 For questions about Dominion East Chip or flags 5, 500,392 7557 April 2011 130 April 25	1439 SULZEF EUCLID OH 4	R AVE 4132-2725	s polon	2 Oct	t pee de		Domin	ion /		
Summary of Payment Due by November 29, 2010 To join GRADUATE PIPP Plus Plan, pay You are not currently on a payment plan. OUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$28.80 in full by November 29, 2010, the company can shut of rough gas arrives. Partial payment will not protect pour from shutell where you are eightle for and serolled in one of the payment programs libed on the Terms page. It the company shuts off your gas service for incorpanyment, you must pay your past due payment of \$28.80 in the support of the payment programs libed on the Terms page. It the company shuts off your gas service for incorpanyment, you must pay your past due payment of the payment programs libed on the Terms page. It the company shuts off your gas service for incorpanyment, you must pay your past due payment of the payment programs libed on the Terms page. It the company shuts off your gas service for incorpanyment, your must pay your past due payment of the payment programs intend to the payment programs to payment programs. In the payment programs to payment programs to the payment programs to payment programs to the payment programs. In the payment programs to payment programs to payment programs to payment programs programs to payment programs. In the payment programs of payment programs to payment programs programs programs programs programs programs programs programs. In the payment programs prog					eading 2010 For que	11/		/ /// # 7//#	00-362-7557.	7
TOUR ACCOUNT S PAST DUE. Unless Dominion East Ohlo receives your past due payment of \$288.00 in full by November 29, 2010, the company can shut off rour 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 nonpeyment, you must pay your past-due amounted) or plan arrears. You will be billed or accentry deposed of \$43.00 in three sequal monthly inchallations or you more do to have a conditive or accentry deposed of \$43.00 in three sequal monthly inchallations or you must be pasted as executive deposed of \$43.00 in three sequal monthly inchallations or or uned to have a conditivotry guarantee. 2-yayment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATMédeit card with a Pulse, Stat, INYCE are conditioned to the sequence of the sequenc	Current Gas / Past Due Gas [otal Paymer	Amount Amount	₁ 00.	<i>O</i> 9, 2010 —	139.68	Aust ***	* THIS IS A	SHUT-OFF	7	r
TOUR ACCOUNT S PAST DUE. Unless Dominion East Ohlo receives your past due payment of \$288.00 in full by November 29, 2010, the company can shut off rour 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 nonpeyment, you must pay your past-due amounted) or plan arrears. You will be billed or accentry deposed of \$43.00 in three sequal monthly inchallations or you more do to have a conditive or accentry deposed of \$43.00 in three sequal monthly inchallations or you must be pasted as executive deposed of \$43.00 in three sequal monthly inchallations or or uned to have a conditivotry guarantee. 2-yayment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATMédeit card with a Pulse, Stat, INYCE are conditioned to the sequence of the sequenc	To join GRAD		•		\$341.00	1/1/1/1/1	OWN	10 V	for a f	
The company shuts off your gas service for nonpayment, you must pay your peat-due amounted on no of the payment programs listed on the Terme page. I the company shuts off your gas service for nonpayment, you must pay your peat-due amounted or payment programs listed on the Terme page. I the company shuts off your will be billed for a security deposit of \$44.00 in three equal monthly installantens or you need to have a creditmonthy guaranto. Payment Methods. Pay your over-due balance through BillMatrix day or night with an electronic check, ATMdebit card with a Pulse, Star, NYCE or Accellings or a read of the attended of the company of the pulse of the payment possibility of the company of the pulse of the payment possibility of the payment possibility of the payment possibility of the payment possibility of the payment agents obtained as a service leaf of 30 80 for each transaction. You may also pay in porson at an authorized payment agents obtained as a service leaf of 30 80 for each transaction. The payment matrix of the payment payment possibility of the payment agents obtained as a service leaf of 30 80 for each transaction. The payment matrix of the payment payment agents obtained as a service leaf of 30 80 for each transaction. The payment matrix of the payment agents obtained as a service leaf of 30 80 for each transaction. The payment payment arrangement agents obtained as a service as 10 80 80 for each transaction. The payment payment arrangement agents obtained as a service service. Redicted Certificate. A redicted certification disagrate activate the payment agents obtained as a payment agent obtained by the payment agents obtained agent agents obtained agent payment agents obtained agent agents obtained agent payment agents obtained agent agent obtained agent payment agent obtained agent agent agent obtained agent payment agent obtained agent agent agent obtained agent agent agent obtained agent agent obtained agent agent agent obtained agent agent agent agent agent agent agent agent agent	You are not o	currently o	n a paymen	t plan.				•		
133.00. Also, you will be billed for a security depoid of \$44.00 in three equiu monthly installments or you need to have a creditworthy guarantor. 2 syment Methods. Pay your over-due balance through BillMatrix day or night within a discretionic check, ATMidebit card with a Pulse, Star, NYCE or Accell logo or a first, MasterCard, or Decover credit card. Contact BillMatrix by shore at 1-300-573-1150 or online through wew don. com. BillMatrix charges a convenience fee of 13-35 for each transaction. The major through the properties of the properties	OUR ACCOUN our gas service.	T IS PAST DU Partial paym	JE. Unless Dom ent will not prote	ninion East Ohio red act you from shutoff	ceives your past du funless you are eli	ie payment of gible for and e	\$288.00 in full by Nov nrolled in one of the p	ember 29, 2010, the c ayment programs liste	ompany can shut off d on the Terms page.	
Jisa, MasterCard, or Discover credit card. Contact BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience see of 33 56 for each transaction. You may also pay in present an an authorized payment center. For the payment location nearly, unit www.dom.com or call Dominion and Chio at the number in the top right corner of this bill. Authorized payment reters. For the payment location nearly, unit with current. For the payment location nearly, unit with current, or the payment of the vereingment, office of Community Services, at 1-800-282-0880 or contact us. Addical Certificate. A medical certification delays a shufoff when it would be especially dangerous to the health of a permanent member of your household. It allows out line to get financial help or making payment arrangements. It does not reduce the amount you owe. You can get a medical certification form by calling -300-590-7998. A licensed medical protestional must sign the form. You can apply by phone, provided that Comminion East Chio receives the written notification within seven days. If gas service is oil, return the signed form within 12 days to estore service. Be sure to give your health care provider permission to release your nectical information to us. When a distribution of the pay all charges for non-regulated Dominion Products & Services may result in termination of your contract. You have made your payment, please accept our thanks and disregard this notice. When a distribution of the payment p										f
Percomment, Office of Community Services, at 1-80-282-0880 or confact us. Redical Certificate. A medical certification delays a shutoff when it would be specially dangerous to the health of a permanent member of your household. It allows to time to get financial help or make payment arrangements. It does not reduce the amount you owe. You can get a medical certification from by calling -800-950-7988. A licensed medical professional must sign the form. You can apply by phone, provided that Dominion East Orito receives the written notification within seven days. If gas service is of, return the signed form within 21 days to restore service. Be sure to give your health care provider permission to release your nedical information to us. Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract. Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract. Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract. Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract. Failure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract. Failure to pay all charges for non-regulated Dominion Products & Services and Serv	/isa, MasterCard 3.95 for each tra	l, or Discover insaction. Yo	credit card. Cor u may also pay	ntact BillMatrix by p in person at an autl	hone at 1-800-573 horized payment o	-1153 or online enter. For the	through www.dom.c payment location nea	om. BillMatrix charges rest you, visit www.don	a convenience lee of	f
ou line to get linancial help or make payment arrangements. It does not reduce the amount you use. You can get a medical certification form by calling 300-950-7989. 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. It 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 needlaal information to us. 'ailure to pay all charges for non-regulated Dominion Products & Services may result in termination of your contract. 'you have made your payment, please accept our thanks and disregard this notice. Whence Ad Dominion Get Adams 139.51 My PIPP = Oct 173.00 Mov + DCC 193.00 etc. My PIPP = Oct 173.00 Mov + DCC 193.00 etc. FASE PAY BY Nov 29, 2010 Account No. 1 5000 2945 7379 With this bill, customers on Centeral Sales Service. Residential will see an increase in the Basic Monthly Charge to \$17.55, plus applicable dens, and the similarion of the victorial count of the public Utilities Commission of Ohio. GWENDOLYN C TANDY B 15 8: 10 PIPP PLUS DOMINION EAST OHIO PO BOX 28785 RICHMOND VA 23281-8785 [Initial transportation of the Value of the Public Utilities Commission of Ohio. GWENDOLYN C TANDY B 15 8: 10 PIPP PLUS DOMINION EAST OHIO PO BOX 28785 RICHMOND VA 23281-8785 [Initial transportation of the Value of the Public Utilities Commission of Ohio. B 150002945737900000000000000000000000000000000000						l aid or weathe	orization services. To	learn more, call the Of	io Department of	
where and Deminion get BBBO Park by Nov 29, 10 may balance from October was \$139.51 My PIPP = Oct \$73.00 Mov+ bcc \$43.00 et \$199.10 Total Current ease detach and return this coupon with a check made payable to Dominion East Ohio. Please see reverse side for mailing address change instructions. FASE PAY BY Nov 29, 2010 Account No. 15000 2945 7379 Stage of the public Utilities Commission of Ohio. With this bill, customers on General Sales Service - Residential will see an increase in the Basic Monthly Charge to \$17.55, plus applicable riders, and the rount Balance Plan Amount Amount Enclosed OMINION EAST OHIO PO BOX 28785 GWENDOLYN C TANDY \$158.00 PIPP PLUS DOMINION EAST OHIO PO BOX 28785 BICHMOND VA 23261-6785 Intillification with a check made payable to Dominion East Ohio. Please see reverse side for mailing address change instructions. Change in Rate Design With this bill, customers on General Sales Service - Residential will see an increase in the Basic Monthly Charge to \$17.55, plus applicable riders, and the public Utilities Commission of Ohio. A \$773.00 sa BOMINION EAST OHIO PO BOX 28785 BICHMOND VA 23261-6785 Intillification in the public Utility of	ou time to get fir -800-950-7989. vithin seven day:	nancial help o A licensed m s. If gas servi	r make payment redical professio	t arrangements. It consists the terms of the	does not reduce the orm. You can appl	e amount you on you on you on you on you want yo	owe. You can get a movided that Dominion	redical certification form East Ohio receives the	n by calling written notification	
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Page 2 of 1439 SULZER AVE **EUCLID OH 44132-2725** For questions about Deminis **Next Meter Reading** Account Number **Date Prepared** November 10, 2010 12/09 - 12/14/2010 1 5000 2945 7379 (See Next Page for Usage Comparison and Meter Readings) Summary of Payment Due **Current Gas Amount** 59.59 139.68 Past Due Gas Amount-Total Payment Due by November 29, 2010 \$199.27 To join GRADUATE PIPP Plus Plan, pay \$341.00 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. miumio wanteel a Graduate PIPPAUS 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. **GWENDOLYN C TANDY** 1439 SULZER AVE EUCLID OH 44132-2725

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1439 SULZER AVE JUPEL \$199.27	4B, Nev Page 2
EUCLID OH 44132-2725	Dominjon 400
Account Number Date Prepared Next Meter Reading Fo 15000 2945 7379 November 10, 2010 12/09 - 12/14/2010 DIP	questions about Deminion East Ohio charges call 1-800-362-7557.
Summary of Payment Due	(See Next Page for Usage Comparison and Meter Readings
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or	1.00
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	100 / Oct / Dec
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GWENDOLYN C TANDY / / //

1439 SULZER AVE **EUCLID OH 44132-2725**

Account Number Date Prepared

Next Méter Réading



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

5000 2945 7379 November 10, 2010 12/09-12/14/2010 Credits And Charges Since Your Last Bill Balance from last bill \$139.68 Balance \$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%)
This bill includes \$25.69 for SSO gas cost at \$5.037 per 2.62 housand cubic feet (MCF). **Total Current Charges** . \$59.59 **Total Account Balance** \$199.27

Monthly Usage Comparison Average Daily Temperature 2010 For This Billing Period 48°F Gas Use in MCF Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov 2009 2010 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

Pay \$62,34

Includes 225.69 SSO 085.037 21 11 1.50 SSO 0.5.00 per MCF

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725

GWENDOLYN C TANDY Page 2 of 3 1439 SULZER AVE EUCLID OH 44132-2725 For questions about Dominion East Qhio charges call 1-800-362-7557. **Next Meter Reading** Account Number **Date Prepared** 1 5000 2945 7379 03/10 - 03/15/2011 February 10, 2011 Credits And Charges Since Your Last Bill Balance from last bill Average Daily Temperature \$415.29 22°F For This Billing Period **Heap Credit** 141.00 CR Gas Use In MCF Balance \$274.29 Current Charges **Dominion East Ohio Distribution Charges** Basic Monthly Charge -\$19,63 Usage-Based Charges = _15_0_MCE @ \$2.3493 35.24 Gross Receipts Tax (4.6044%) 2.53 **Total Dominion East Ohio Charges** \$57.40 For questions about Dominion East Ohio charges, call us at 1-800-362-7557. Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb 2010 2011 DTE ENERGY SUPPLY Charges. Average monthly use: 6.0 MCF. (See last page for important message) Total annual use: 72.3 MCF. Standard Choice Offer (SCO) Gas Cost 15.0 MCF @ \$5.416 4 \$81,24 Billing Period And Meter Readings Sales Tax = 6.30 Read Type Reading Difference Total DTE ENERGY SUPPLY Charges DIS PORTS
For questions about gas supply costs, contact DTE
ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main \$87,54 13825215 Meter Number Feb 9, 2011 Remote 225.0 Jan 11, 2011 Remote 210.0 15.0 St., Suite 200 Ann Arbor, MI 48104. MCF Used in 29 Days 15.0 **Total Current Charges** \$144.94 \$419.23 **Total Account Balance** YOU ARE ON THE CURRENT PLUS (\$45.71) PAYMENT PLAN. 15.0MCF@\$2.3493=\$2.4D used9 15.0 MUF 045.416 = 5.40 transter is more than useage **GWENDOLYN C TANDY** 1439 SULZER AVE EUCLID OH 44132-2725 I med Oct o Dec

Apeals OFFICE/DUMINION Custer Service 3-89801 Vickie 6/19/- Transfer to Michell hrstql customen Relation Chrst4/ G. ast # 10 days 6/36/12 GC an - 11/92/2.714 Duly Orginal June 19 GC An- OUFFILTH

Due-Jan 30, 201) **GWENDOLYN C TANDY EUCLID OH 44132-2725** For questions about Dominion, East Ohio charges call 1-800-362-7557. Next Meter Reading HOW ark My bar 90 from 1-out 100 of the charges can 1-out 100 of the my bar 90 from 100 of the my bar 9 Date Prepared Account Number 1 5000 4953 1404 January 12, 2012 Credits And Charges Since Your Last Bill Monthly Usage Comparison \$307.59 Average Daily Temperature Balance from last bill Payment on Dec 13, 2011 - Thank You 29.00 CR For This Billing Period 25°F Payment on Dec 28, 2011 - Thank You 29.00 CR Gas Use In MCF 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 Dec Jan Gross Receipts Tax (4.6044%)
This bill includes \$61.53 for SSO gas cost at \$4.364 per 4.51 2011 2012 Average monthly use: 10.1 MCF. thousand cubic feet*(MCF). 20.2 MCF. Total annual use: \$102.44 Total Current Charges **Total Account Balance** \$293.59 Billing Period And Meter Readings Read Type Date Reading Difference YOU ARE ON THE PIPP Plus PLAN FOR \$29.00. Paid #61,53 14.1 MIF@5.00 Meter Number 13825215 Jan 9, 2012 Remote 267.4 Dec 6, 2011 Remote 253.3 14.1 Gas transfer is more than 14.1 MCF Used in 34 Days +61,53 the autual gas \$20.37 3times the Bal \$259, 47 \$61,53 SSO when did transporting the Gas become more than actual gas! Jan 12 2012 29,00 121 30.00 12-29 GWENDOLYN C TANDY 1439 SULZER AVE -0-Bal & 117, 10 credit Paid up that April Des 9, 3010 \$332, +33,00 365p0

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1439 SULZER AVE EUCLID OH 44132-2725	Jy Jymmyn	
Account Number Date Prepared Next Meter Reading For question 5000 4953 1404 December 9, 2011 01/09 - 01/12/2012	ons about Dominion East Ohio charges call 1-800-36	i2-7557.
Credits And Charges Since Your Last Bill Balance from last bill Payment on Dec 1, 2011 - Thank You 117.10 CR	Monthly Usage Comparison Average Daily Temperature For This Billing Period	2011 45°F
Service Work Turned GAS BULON 33.00 From Final - Debit 332.73	28 / Gas Use in MCF	
Gross Receipts Tax (4.6044%) 1.52 Balance \$250.15	21 0.3021 13	
Current Charges General Sales Service Rate Standard Service Offer (SSO)	14 7 10	
Basic Monthly Charge \$20.37 Gas Usage Charges	150	
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	2010	Dec 2011
housand cubic feet (MCF). Total Current Charges \$57.44	Billing Period And Meter Readings Date Read Type Reading Meter Number 13825215	Difference
Fotal Account Balance \$307.59 YOU ARE ON THE PIPP Plus PLAN FOR \$29.00.	Dec 6, 2011 Remote 253.3 Nov 9, 2011 Actual 247.2	6.1
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