

41 Andrew J. Campbell
CH 12-2103 GA-CSS
FILE

August 13, 2012
Gwendolyn Tandy

New account establish ^{Date} 12-9-11 15000-49531404
To get rid of past Due bal old acc# 15000-3945-73

3. Percentage of Income 1-31-12 ~~the~~ fraud wasn't based on any effidence. I had not complete my application And I was ask to confirm my income. I did & I was reinstated. Prove attached

This answer is a bounch of lies.

The statements are self explanatory. And Dominion has establish a pattern of stealing money from me, sence ~~I~~ bought this house

~~add~~. When ever I had a zero bal Dominion East Ohio, Added a debit transfer

I beleive Dominion has over charged me by over \$1,645.00, And each time They added a debit transfer to, my zero balance it prevented me from getting arreagans that were do me.

This 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 fe Date Processed AUG 26 2012

RECEIVED-DOCKETING DIV
2012 AUG 27 PM 4:21
PUCO

Answer

Aug 13, 2012

Dominion Statement are fraudulent. That's illegal. 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 incorrect balance, past due amounts. And I believe. If they can misrepresent my past due they can also misrepresent my total current charges as well

Gwendolyn Sandy

May 15, 2004 0 zero bal paid \$159.00 deposit

May 16, 2006 The debt of \$1,200.00

\$859.00
- 159.00
\$700.00

159.00 paid
700.00

I made and over the phone payment and paid the balance in full with funds from my checking account. Then on

June 20, 2004 recorded deposit of \$159.00

Aug 23, 2004 - Dominion had a charge of \$138.00 just one month early it was confirmed

I had paid \$159.00 Security Deposit and I had a zero bal. Then in Sept 14, 2006 Balance from last bill was zero. Then there was

a final Debt of \$430.00 A credit of \$271.00 leaving 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 20, 2009 I had a zero balance
and a credit of \$4.95

On March 20, 2009 Statement a
Past Due - \$532.72. Where did it
come from. There's no date and no
explanation of account number

November 10, 2010 A graduate PIPP PLUS PLAN
pay was \$341.00 added to my account

December 9, 2011 I had a zero balance
And a credit of \$117.00 plus a charge of
\$33.00 for cutting my gas off. And my gas
should have never been cut. because all my
payment were on time. From final Debit a
\$332.73 charge. Again with no date and
no explanation.

In May of 2006 I paid Dominion 11
\$700.00 from and old account. The
deposit of \$159.00 wasn't justified

May 15, 06 I had a zero balance
Dominion charged me - \$159.00

Sept 14, 06 I had a zero bal. ————— 430.00
Dominion charge 159.00

plus another
Charge for restoring GAS 332.00
33.00

2007 I would like a Statement of
2008 account for 2007-2008

2009 I had a zero past due
amount where did \$532.72 Debit
transfer come from

I'm requesting a statement of account
for 2007-2008 - from January to December each
Dec 9, 2011 Service work \$33.00 + \$332.73
Final debit.

16 12
25 29

22

532.00
\$1,645.00

9
5
3



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

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Public Utilities Commission

CH#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 *oht*
Customer Name (Please Print)

1439 Sulzer Ave
Customer Address

Euclid OH. 44132
City State Zip

Against

1500049531404
Account Number

N/A
Customer Service Address (if different from above)

Dominion
Utility Company Name

N/A
City State Zip

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

I have all the documents, that
dominion needs to verify my complaints. Dominion
is supposed to come up with a solution not me!
dominion acknowledge my complaint on Dec 29, 2011 &
February 29, 2012. The law requires Dominion to
come up with a solution. The answer is a bunch of
un documents lies. The statements themselves are
evidence that I have proven
my case. The solution would
be to refund the \$1,800.
overpayments and $\begin{array}{r} 2,000 \\ \$3,800. \\ 1,200. \\ \$4,000 \end{array}$ in fractions
plus interest
Additional infraction for gas
being turned off illegally for
6 months

Gwendolyn Tandy
Signature
(216) 322-2910
Customer Telephone Number



Public Utilities Commission

CH#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 *o.k.*
Customer Name (Please Print)

1439 Sulzer Ave
Customer Address

Euclid OH. 44132
City State Zip

Against

1500049531404
Account Number

N/A
Customer Service Address (if different from above)

Dominion
Utility Company Name

N/A
City State Zip

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

I have all the documents, that
dominion needs to verify my complaints. Dominion
is supposed to come up with a solution not me!
dominion acknowledge my complaint on Dec 29, 2011 &
February 29, 2012. The law requires Dominion to
come up with a solution. My solutions a refund of
\$4,000
\$1,300 infraction for gas
\$5,200 being turned off
illegally in May 2011
for 6 mths

Gwendolyn Tandy
Signature

(216) 322-2910
Customer Telephone Number

Gwendolyn Tandy
1439 Sulzer Ave
Euclid, Ohio 44132



Public Utilities Commission

5
CH#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 Sulzer Ave

Customer Address

Euclid OH 44132

City

State Zip

Against

1500049531404

Account Number

N/A

Customer Service Address (if different from above)

Dominion

Utility Company Name

N/A

City

State Zip

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

I have all the documents, that
Dominion needs to verify my complaints. Dominion
is supposed to come up with a solution not me!
Dominion acknowledge my complaint on Dec 29, 2011 &
February 29, 2012. The law requires Dominion to
come up with a solution within 90. day. And it's
been four years. My solution would be a
Refund of \$4,000. Plus
Interest \$5,200 1,8006 infraction
For gas being turned off illegally
for 6 mths

Signature

(216) 322-2910

Customer Telephone Number



Public Utilities Commission

Case Number
C#12-2103-GA-CSS

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

Formal Complaint Form

Gwendolyn Tandy

Customer Name (Please Print)

OK

1439 Sulzer Ave

Customer Address

Euclid OH. 44132

City

State Zip

Against

1500049531404

Account Number

N/A

Customer Service Address (if different from above)

N/A

Dominion

Utility Company Name

City

State Zip

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

I have all the documents, that
dominion needs to verify my complaints. Dominion
is supposed to come up with a solution not me!
dominion acknowledge my complaint on Dec 29, 2011 &
February 29, 2012. The law requires dominion to
come up with a solution in 90 days. Some of these
in fractions are 1/2 years old. My solution would be

Gwendolyn Tandy

Signature

(216) 322-2910

Customer Telephone Number



Public Utilities Commission

C#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 *ok*
Customer Name (Please Print)

1439 Sulzer Ave
Customer Address

Euclid OH. 44132
City State Zip

Against

1500049531404
Account Number

N/A
Customer Service Address (if different from above)

Dominion
Utility Company Name

N/A
City State Zip

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

I have all the documents, that
dominion needs to verify my complaints. Dominion
is supposed to come up with a solution not me!
dominion acknowledge my complaint on Dec 29, 2011 &
February 29, 2012. The law requires Dominion to
come up with a solution. The Answer is a bunch of
undocument lies. The Dominion Statement are
evidence. That I have
proven my case. The
solution would be to refund my overpayment of \$1,800.00
2,000.00
3,800.00

Gwendolyn Tandy
Signature
(216) 322-2910
Customer Telephone Number



Public Utilities Commission

Case Number
C#12-2103-GA-CSS

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 OH. 44132
City State Zip

Against

1500049531404
Account Number

N/A
Customer Service Address (if different from above)

Dominion
Utility Company Name

N/A
City State Zip

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

I have all the documents, that
dominion needs to verify my complaints. Dominion
is supposed to come up with a solution not me!
dominion acknowledge my complaint on Dec 29, 2011 &
February 29, 2012. The law requires Dominion to
come up with a solution in 90 days. Some of these
infractions where in 2006, 2009, 2010 + 2011! My solution would
be a refund of \$1,800. Refund Gwendolyn Tandy
\$2,000 Infract. Signature
\$3,800 (216) 322-2910
\$4,000. Plus interest + Customer Telephone Number
Refund all the late fees that weren't warranted
Gwendolyn Tandy
1439 Sulzer Ave
Euclid, Ohio 44132

1. Feb 12, 2011 - Subject Current PLUS PIA AND
additional \$45.71. Why would I pay on a
past due amount I'm disputing

2 Feb 24, 2011 - Revenfy

3. Sept 10, 2011 \$375.00. This is fraud
trying to collect \$375.00 I don't owe,

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

*5. How does one get compensated for
gas being turned off, for 6 mths
illegally. \$200.00 additional infraction for
6 mths

\$43.00 PIPP PLAN

\$200.
x 6
1200

17 Nov 4, 11 \$29.00

Outline of Documents

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



Public Utilities Commission

CH#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)

ok

1439 Sulzer Ave
Customer Address

Euclid OH. 44132
City State Zip

Against

1500049531404
Account Number

N/A
Customer Service Address (if different from above)

Dominion
Utility Company Name

N/A
City State Zip

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

I have all the documents, that
dominion needs to verify my complaints. Dominion
is supposed to come up with a solution not me!
dominion acknowledge my complaint on Dec 29, 2011 &
February 29, 2012. The law requires Dominion to
come up with a solution. The answer is a bunch
of lies. The statements are evidence that I
have proven my case.

Gwendolyn Tandy
Signature

(216) 322-2910
Customer Telephone Number

The solution would be to
refund my over payment of \$1,766.00

2000.00
\$3,766.00

12 Infractions
Plus interest

Harrison

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

\$45.17



New Payment
73 79
\$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

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 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.

The Dept. OF Devel. has already
set my PIPP PLAN AT \$29.00 a mth
lca051

Sincerely,
Dominion East Ohio
Customer Service Center

Pay current + PIPP PLUS plus \$45.71 / Hell No
Why did Dominion over ride my PIPP PLUS
plan of \$29.00 and Add an addition amount of
\$45.71? \$74.71 Why would I pay on a balance I'm
disputing.

SEQ#: 5439 OMR-SW1: 3

23

2-20-11



Dominion®

14104
New Account number

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



I requested Dominion contact me in writing.

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

*Dominion acknowledge my complaint. However
they never offered a solution. To my
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

|||||

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

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

lca300

1 (800) 362-7557 - one yr later



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



I requested Dominion to contact me in writing

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

Pl. Never offered a solutions

*I wrote a letter to you 12/19/11
Dominion 12/19/11 1-800-373-3411*

Oct 3 2011
\$175.00



Winter Crisis
Dominion

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



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 ~~maximum~~

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

1. May 15, 2006. I was b711 for \$159.00 deposit. And I had a zero past due amount
2. August 2006. Dominion charged me \$430.00 Final Debit. I had already paid. The gas b711 from 180 Euclid Ave. Cleveland Ohio. There was no date or explanation
3. March 20, 2009 \$532.72 Transfer debit
4. December 9, 2001 \$332.73. Final - debit

Advance One Collection agency

1 May 9, 2011 \$147.00 6 infractions

2 July 20, 2011 74.40 7 infractions

3 Winter Crisis 11/3/12

\$117.00 paid to dominion

4. Deposit warning letter 8 infractions

I still need the

11 \$87.54 DTE Supply 9 infractions

3
12

\$200.00

12

40000

200000

4000000

February 17, 2011

Dominion establish a payment plan Feb. 17, 2011. I was to pay my current PPIP PLAN which was \$29.00 and

A additional \$45.71. Why would I pay an additional amount when I'm disputing the \$341.00 graduated PIPP PLUS Plan, From Nov 10, 2010.

The Dominion Gas Co. Disregarded my complaint.

And now over 2 years have past. The solution would be to subtract the \$341.00 with interest from my balance due

Aug 22, 00

$\frac{\$15,271.42}{800.00}$
\$2,254.45

\$159.00	One Infraction	\$200.00
430.00	Two	200.00
532.72	Three	200.00
332.73	Four	200.00
\$1,454.45	Total infractions charges	

\$87. Five Infraction 200.00

November 10, 2011

Subject: Dominion E.OH Welcome 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

Old Account # 15000-2945-7371

NOV 2010
NOV 2011
NOV 12

Letter October 20, 2010

1. Nov. 1, 2010 Automatic convert
to PIPP PLUS

2. Nov. 1, 2010 PIPP PLUS \$43.00

3. Every time pay on time and
I ^{in full} will receive 1/24 credit. And

will no longer owe the rest
of that months charge

4. 24 mths straight all arrearages
will be eliminated

Re-verification date is 08/30/2011

Anniversary date Sept 15, 2011

Each time Dominion moves
my anniversary date back. For
example; From Aug - Nov. I paid
the larger PIPP PLAN which cost me
more money

How does dom. rectify This!
My Gas was turned off

May 2011. Even though I
paid all my PIRP Payment
In full and on time. And
continued to do so. through
Sept 2011. Even though. The
Gas was turned off. Also
I had made several written
complaints disputing:
And I believe the cutting off
my gas. was retaliation. However
my complaints were never acknowledge

I also made a complaint
about the service man who came
out to turn my Gas on. He
refused to turn it on. And told
me I need a new furnace. I had it
checked and He was wrong



Dominion®

June, 2006

Paid Security Deposit - \$159.00

June 06 - Rec. Old 6m

Dec-06 - June, 07 - 6m

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.

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

lac001

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

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 20.21
 1.6 MCF @ \$12.6312
 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.

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

\$430.00
- 271.00
\$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.

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2945 7379
Date Prepared March 20, 2009

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



Dominion

Page 2 of 2

Credits and Charges Since Your Last Bill

Balance From Last Bill
Payment on Mar 16, 2009 - Thank You
Transfer Debit
Balance

Current Charges

General Sales Service Rate

Basic Monthly Charge

Gas Usage Charges

10.9 MCF @ \$9.5908

Gross Receipts Tax

This bill includes \$74.19 for SSO gas cost at \$6.806 per thousand cubic feet (MCF).

Total Current Gas Charges

Dominion Products & Services Credits and Charges

Balance From Last Bill

Balance

Current Charges

Dominion Prods & Svcs Charges

Furnace Repair Program

Dominion Prods & Svcs Account Balance

We did not receive a required payment from you for this 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

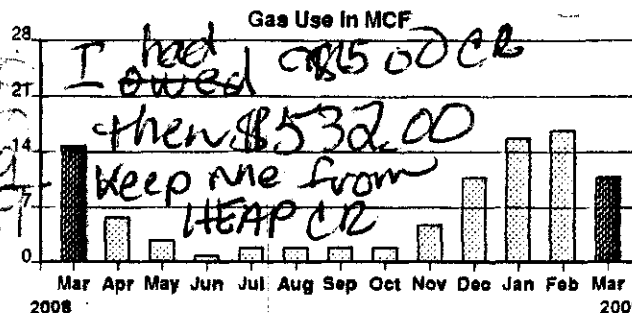
Total Account Balance

Monthly Usage Comparison

Average Daily Temperature
For This Billing Period

2008
27°F

2009
33°F



Average monthly use:

6.5 MCF

Total annual use:

77.9 MCF

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Mar 18, 2009	Estimate	90.3	
Feb 17, 2009	Remote	79.4	10.9

MCF Used in 29 Days

Handwritten calculations and notes:
\$ 273.13 / 3-15-09 17.13 paid
- 268.18 / 3-15-09 363.13
= 4.95
\$ 4.95 Added Trans for
that already been turn
over to collection

73191
GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 2945 7379 Date Prepared July 21, 2009

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

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



Dominion®

Page 3 of 5

Credits and Charges Since Your Last Bill

Balance From Last Bill \$627.49
Late Payment Charge 3.73
Gross Receipts Tax .17
Balance **\$631.39**

Current Charges

Dominion East Ohio Distribution Charges

Basic Monthly Charge \$12.80
Usage-Based Charges 5.10
2.0 MCF @ \$2.5500 .82
Gross Receipts Tax .82
Total Dominion East Ohio Charges **\$18.72**

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 .77

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 \$29.37
Total Gas Charges Balance **\$660.76**

Dominion Products & Services Credits and Charges

Balance From Last Bill \$24.75
Balance **\$24.75**
Dominion Prods & Svcs Account Balance **\$24.75**

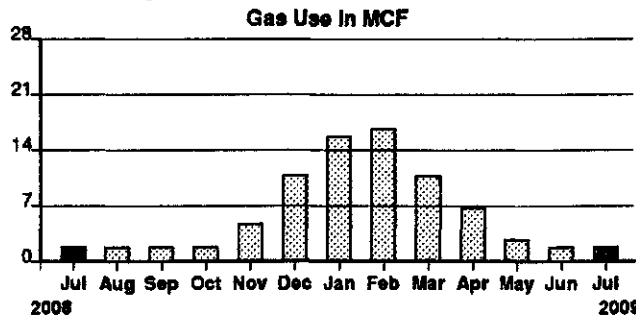
We did not receive a required payment from you for this account. An immediate payment is necessary. Non-payment could result in suspension of coverage/benefits or termination from the program(s).

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 \$29.37
Total Account Balance **\$685.51**

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2008 69°F 2009 70°F



Average monthly use: 6.6 MCF.
Total annual use: 79.1 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Jul 17, 2009	Estimate	103.9	
Jun 16, 2009	Remote	101.9	2.0
MCF Used in 31 Days			2.0

Total current Gas \$29.37
plan 125.74

1-800-511-2587/HESS \$10.65 dispute

06

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GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



30,568

13

13 14
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

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.



Dominion®

Page 3 of 5

Credits and Charges Since Your Last Bill

Balance From Last Bill \$597.72
Late Payment Charge 1.90
Billing Adjustment - Credit .32 CR
Gross Receipts Tax .09
Balance \$599.39

Current Charges

Dominion East Ohio Distribution Charges

Basic Monthly Charge \$12.80
Usage-Based Charges 4.82
1.9 MCF @ \$2.5368
Gross Receipts Tax .81
Total Dominion East Ohio Charges \$18.43

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

HESS CORPORATION Charges

Standard Choice Offer (SCO)

Gas Cost 1.9 MCF @ \$4.721

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 \$28.10
Total Gas Charges Balance \$627.49

Dominion Products & Services Credits and Charges

Balance From Last Bill \$19.80
Balance \$19.80

Current Charges

Dominion Prods & Svcs Charges

Furnace Repair Program

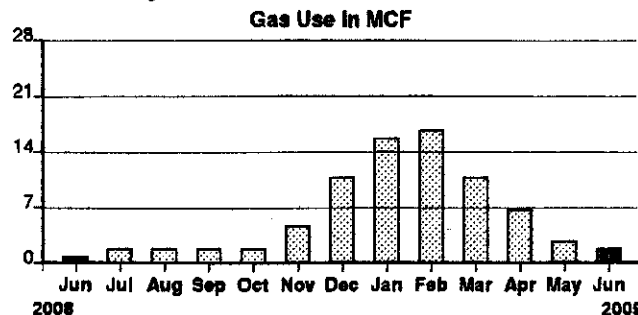
Dominion Prods & Svcs Account Balance

We did not receive a required payment from you for this
account. An immediate payment is necessary.

Non-payment could result in suspension of
coverage/benefits or termination from the program(s).

Monthly Usage Comparison

Average Daily Temperature 2008 2009
For This Billing Period 63°F 63°F



Average monthly use: 6.6 MCF.
Total annual use: 79.1 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Jun 16, 2009	Remote	101.9	
May 18, 2009	Estimate	100.0	1.9
MCF Used in 29 Days			1.9

28.10 / 8627.49

Products + Services \$24.75 1-800-562-8419
P.O. BOX 281298

05

14 D

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



9

217.09 Paid 2/27/22
HESS 1-800-511-2587
OLYN C TANDY

SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 2945 7379
Date Prepared May 20, 2009

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

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



Page 2 of 4

Credits and Charges Since Your Last Bill

Balance From Last Bill \$682.22
Payment on Apr 27, 2009 - Thank You 127.38 CR
Late Payment Charge 8.32
Gross Receipts Tax 38
Balance \$563.54

Current Charges

Dominion East Ohio Distribution Charges

Basic Monthly Charge \$12.80
Usage-Based Charges 6.92
2.5 MCF @ \$2.7680
Gross Receipts Tax .91
Total Dominion East Ohio Charges \$20.63

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

HESS CORPORATION Charges

(See last page for important message)

Standard Choice Offer (SCO)

Gas Cost 2.5 MCF @ \$5.031 \$12.58
Sales Tax .97
Total HESS CORPORATION Charges \$13.55

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

\$34.18
Total Gas Charges Balance \$597.72

Dominion Products & Services Credits and Charges

Balance From Last Bill \$14.85
Balance \$14.85

Current Charges

Dominion Prods & Svcs Charges

Furnace Repair Program

Dominion Prods & Svcs Account Balance

We did not receive a required payment from you for this account. An immediate payment is necessary. Non-payment could result in suspension of coverage/benefits or termination from the program(s).

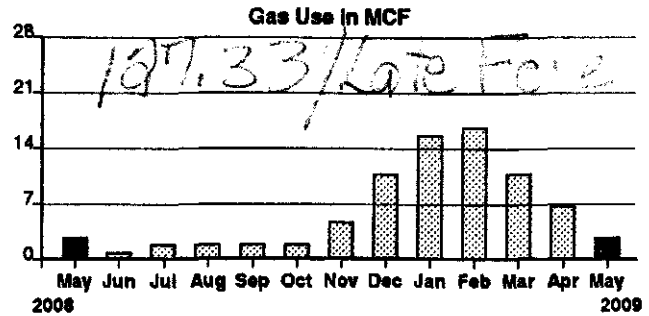
\$4.95
\$19.80

Monthly Usage Comparison

Average Daily Temperature For This Billing Period

2008 56°F

2009 57°F



Average monthly use:

6.5 MCF.

Total annual use:

78.3 MCF.

Billing Period And Meter Readings

Date	Meter Number	Read type	Reading	Difference
May 18, 2009	13825215	Estimate	100.0	
Apr 17, 2009		Remote	97.5	2.5

MCF Used in 31 Days

2.5

Total Current \$34.18

Hot Line

518-4014

paid PIPP on time \$83.20
Late

45600 M-F 8-10
What is HESS
www.hess.com

\$652, Total Bill
\$146.45 Bal Due

HEAP-\$450.00 Per 5pm

Dept. of 1-800-282-0880

Energy Help gov.

*****AUTO**5-DIGIT 44132
22757 2 AV 0.460 T#000090
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



ENDOLYN C TANDY

1437 SULZER AVE
EUCALID OH 44132-2725

Account Number 02945 7379 Date Prepared October 13, 2010

Next Meter Reading 12/10 - 12/15/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 11:11 & 5 p.m. on 11/15/2010 at www.dom.com.

Summary of Payment Due

Current PIPP Plan Amount 72.00
Due PIPP Plan Amount 216.00
Total Payment Due by October 29, 2010 \$288.00

ARE ON THE PERCENTAGE OF INCOME PAYMENT PLAN.

IF ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$216.00 in full by October 29, 2010, the company can shut off your service. Partial payment will not protect you from shutoff unless you arrange one of the following payment plans with us in advance, if eligible:

Plan Plus - Pay a special budget amount, plus one of 12 equal payments of the past due amount. Plan subject to review periodically so that you only pay for the gas you use.

Plan Plus - You pay your current charges, and make one of up to six equal payments of the past due amount, each month.

Percentage of Income Payment Plan (PIPP) - Income-eligible residential customers pay 10% of their monthly gross household income. Call the Ohio Department of Community Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

Third Winter Heating Plan - Pay one-third of the account balance if charges include gas used between November 1 and April 15.

If the company shuts off your gas service for nonpayment, you must pay your past due plan arrears. You will be billed a reconnection fee of \$33.00.

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 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 \$1.95-7989. A licensed medical professional must sign the form. You can apply by phone, provided that Dominion East Ohio receives the written notification 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.

Financial Assistance. If you meet income requirements, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Department of Community 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 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 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.

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

PLEASE PAY BY Oct 29, 2010 Account No. 1 5000 2945 7379

\$288.00

PIPP Plan Amount

Amount Enclosed

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 current billing information, current payment information and account balance online. You can even get a "printer friendly" version for your records. Try it today.

*****AUTO**5-DIGIT 44132
020122 02 AV 0.457 T#000077

GWENDOLYN C TANDY
1439 SULZER AVE
EUCALID OH 44132-2725

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

0115000294573790000000003151000000288009

WENDOLYN C TANDY

1439 SULZER AVE
ECLID OH 44132-2725

Account Number
000 2945 7379

Date Prepared
October 13, 2010

Next Meter Reading
12/10 - 12/15/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 11/11 & 5 p.m. on 11/15/2010 at www.dom.com.

Summary of Payment Due

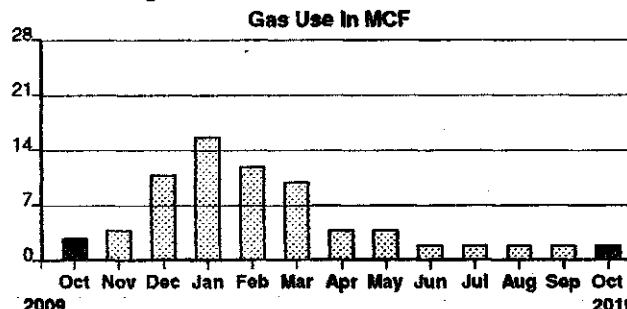
Current PIPP Plan Amount 72.00
Past Due PIPP Plan Amount 216.00
Total Payment Due by October 29, 2010 \$288.00

Your PIPP Plus anniversary is 09/15/2011. This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

You must re-verify your income by 08/30/2011 to stay on PIPP Plus. If you have questions about your household income re-verification, call the Ohio Department of Development at 1-800-282-0880.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period
2009 58°F
2010 61°F



Average monthly use: 5.7 MCF
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 Days			1.8

Please Pay 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 your 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.

GWENDOLYN C TANDY
1439 SULZER AVE
ECLID OH 44132-2725



Nov 2010 - \$43.00 PIPP Plus Starts Nov-2010
Bill doesn't reflect gas usage

WENDOLYN C TANDY

39 SULZER AVE
EUCALID OH 44132-2725

Account Number 000 2945 7379 Date Prepared October 13, 2010

Next Meter Reading 12/10 - 12/15/2010

For questions about Dominion East Ohio charges call 1-800-362-7557. Avoid an estimate-enter a read between 11/11 & 5 p.m. on 11/15/2010 at www.dom.com.

Page 3 of 4

Payments And Charges Since Your Last Bill

Balance from last bill

Balance

Current Charges

General Sales Service Rate

Standard Service Offer (SSO)

Basic Monthly Charge

Gas Usage Charges

1.8 MCF @ \$7.5166

Gross Receipts Tax (4.6044%)

This bill includes \$8.73 for SSO gas cost at \$4.851 per

thousand cubic feet (MCF).

Total Current Charges

Total Account Balance

YOU ARE ON THE PERCENTAGE OF INCOME (\$72.00) PAYMENT PLAN.

Include @ \$8.73 SSO @ 139.68

@ \$5.00 Per MCF

\$67.68

59.59 NW

\$127.27

+ 87.97 DEC

\$215.24 NW Freedom

PAST \$108.17

\$108.17

\$16.59

13.53

1.39

\$31.51
\$139.68

Due \$36.17

31.51 NOV

67.68

BA 167.68

\$72.00

\$72.00

Oct - Dec

Oct F owe \$158.00
43.00

\$201.00

\$72.00 Oct

43.00 Nov

43.06 Dec

\$158.00

430.00 Jan

\$201.00

PIPP

146.55 \$108.17 + 31.5

\$78.17 \$72.00 Sept

+ 31.51

\$74.55

33.62

\$110.68 \$108.17 Oct

+ 59.59 Nov 31.51 F.C.

\$170.27

139.68 + A.C

\$74.55

+ 33.62

\$78.17

43.00

\$108.17 Oct
+ 31.51 Cur. Total

\$139.68

NOV

WENDOLYN C TANDY
1439 SULZER AVE
EUCALID OH 44132-2725



GWENDOLYN C TANDY

1439 SULZER AVE
EUCUD 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

Summary of Payment Due

Current Gas Amount
Past Due Gas Amount
Total Payment Due by November 29, 2010

or
To join GRADUATE PIPP Plus Plan, pay

You are not currently on a payment plan.

59.59
139.68
\$199.27 Past
\$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
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
EUCUD OH 44132-2725

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

\$72.00
86.00
\$158.00 PIPP Plus

What mth did the PIPP Plus start?

0115000294573790000000005959000000199276

I need Oct 2009 - Dec 2009

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.

Page 2 of

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

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.

(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

I owe \$886.00 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 5, 2010 My PIPP PLUS Payment was \$43.00
341.00

- 199.27 \$141.73
\$241.73

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

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

Page 2

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

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.

(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

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

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

\$199.00 NOV

Need Dec 2010

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion

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

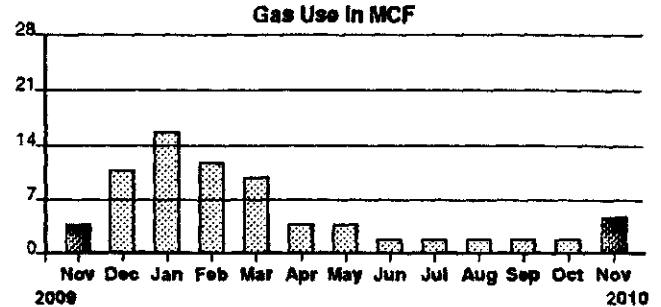
For questions about Dominion East Ohio charges call 1-800-362-7557.

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%) 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

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 Past Due
+ \$59.59 Nov Total Current
\$199.27
\$19.63
37.34
\$56.97
2.62
\$59.59

\$139.68
59.59
Pay \$199.27

I owe \$24.72
434
Includes \$25.69 SSO @ \$5.037
141 1.50 SSO @ \$5.00 per MCF

67.30
2124.72
12
4
4
7
12

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2945 7379 Date Prepared February 10, 2011 Next Meter Reading 03/10 - 03/15/2011

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

Page 2 of 3



Dominion

Credits And Charges Since Your Last Bill

Balance from last bill \$415.29
Heap Credit 141.00 CR
Balance \$274.29

Current Charges

Dominion East Ohio Distribution Charges

Basic Monthly Charge \$19.63
Usage-Based Charges 15.0 MCF @ \$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.

DTE ENERGY SUPPLY Charges

(See last page for important message)

Standard Choice Offer (SCO)

Gas Cost 15.0 MCF @ \$5.416 \$81.24
Sales Tax 6.30
Total DTE ENERGY SUPPLY Charges \$87.54

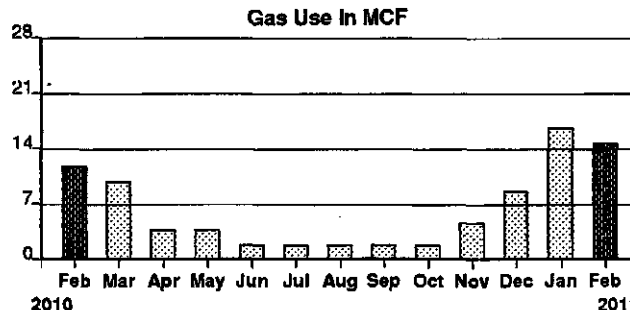
For questions about gas supply costs, contact DTE ENERGY SUPPLY at 1-866-807-2209 or 414 S. Main St., Suite 200 Ann Arbor, MI 48104.

Total Current Charges \$144.94
Total Account Balance \$419.23

YOU ARE ON THE CURRENT PLUS (\$45.71) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2010 27°F 2011 22°F



Average monthly use: 6.0 MCF.
Total annual use: 72.3 MCF.

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Feb 9, 2011	13825215	Remote	225.0	
Jan 11, 2011		Remote	210.0	15.0
MCF Used in 29 Days				15.0

\$154.90
15.0 MCF @ \$2.3493 = \$2.40 useage
15.0 MCF @ \$5.416 = 5.40.
transfer is more than useage

107.77
- 34.12
73.65
+ 81.24
154.89

I canceled PIP PLUS Oct/Nov/Dec

Renewed \$43.00 Feb 2011 -

DTE \$87.54
Oct I owed \$72.00
Nov 43.00
Dec 43.00

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

\$274.29
+ 57.40
\$331.69

\$158.00
- 87.54
\$70.46

No arrearsages
I need Oct & Dec 2010

Appeals Office / Dominion

(888) 263-8989
Customer Service

Vickie 6/19/- Transfer to Michael
Customer Retention
Chrysta June 19, 2012

Case # 10 days 6/26/12
GC an - 06/19/12 TH 10th July
Grindl June 19
TH

GC An - 06/19¹² TH

1434
GWENDOLYN C TANDY

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.

As of Dec 1, 11 I had a
\$459.56 Credit
Page 2 of 3
Dominion

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

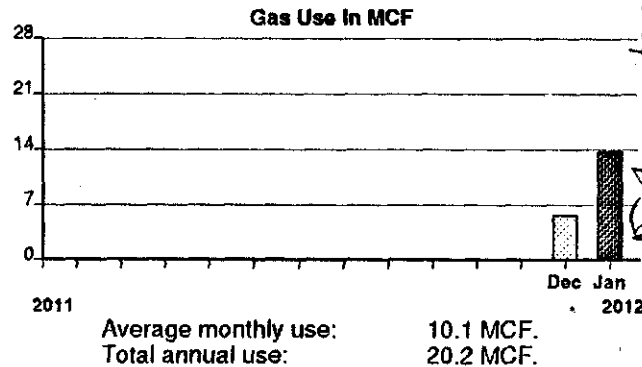
General Sales Service Rate
Standard Service Offer (SSO)
Basic Monthly Charge \$20.37
Gas Usage Charges
14.1 MCF @ \$5.5007 77.56
Gross Receipts Tax (4.6044%) 4.51
This bill includes \$61.53 for SSO gas cost at \$4.364 per
thousand cubic feet (MCF).
Total Current Charges \$102.44
Total Account Balance \$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
Bal \$259.47

Monthly Usage Comparison

Average Daily Temperature For This Billing Period
2011 25°F
2012 35°F



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			14.1

\$102.44 + 61.53 -
61.53
\$40.91 Total Current

\$61.53 SSO

when did transporting the Gas become more
than actual gas?

Dec 1, 2011 - \$117.00
Jan 12 2012 29.00
12/11 - Dec
12/13 - 12 Jan
12-28-12 Feb

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Paid up that Apr 1 Dec 9, 2010 - 0 - Bal \$117.10 credit
\$332 + 33.00 = 365.00
\$365
117.00
\$248

Dec 13, 2011 \$29.00 Jan Dec 13, 2011 1/2
 28, 29.00 Feb 8
 Jan 30.00 March 20
 28.44 Bal reduction
116.44

\$248.00
 - 116.44
\$132.44
 102.44

\$234.00

Dec 27, 2011 Discon. Notice Zero previous
 PREV. Bal \$234.00
 March 7, 2012 \$30.00 + 92.29

Pay up until April 1

March 7 \$376.29
 30.00

Dec 19, 2011 - O - Bal

\$332.00 Transfer From where
 33.00 Disconnect Fee

\$356.29
 81.00
\$437.29

All payment through April where

on time

May 3, 12 \$30.00 payment

June 7, 12 30.00 All payment on time

I need Sept

FAX Outline

~~Fax Cover Sheet~~

No Response

To: PUOC

From:

Gwendolyn Tandy

1 (800) 686-7826

Pages:

Oct 18, 2011

Fax

1-614-995-2008 / FAX

Document(s) Submitted

Description

Date Oct 17, 2011

- 1) Complaint concerning Dominion
- 2) On Feb 10, 2011 Statement, I was
- 3) charged an additional fee of \$87.54
- 4) for an energy supply charge by
- 5) DTE Energy. When I call to question
- 6) the charge. I was told it was allowed

The city of Euclid has a lower rate per MCF. I declined because I'm on PIPPIUS and HEAP. I believe I'm owed a refund of \$87.54 with interest!

~~Wm DTE Energy~~ DTE ENERGY SUPPLY
414 S. MAIN ST SUITE 200

C.C.

Ann Arbor, MI 48104

1. Dominion E OH

5. Dept. of Development

10/25/2010

2. PUOC

3. Consumer Protection

4. Attorney Generals

Aug-2008 - Aug 2009 72.80 Aug 2009

43 NOV 13 2010
Bal

\$ 72.00	Aug 2009	-	\$ 72.00	72.00
72.00	Sept	09	5	<u>x 12</u>
72.00	Oct	09		144.00
72.00	Nov	09	\$312.00	<u>72.00</u>
72.00	Dec	2009		\$ 864.00
72.00				<u>216.</u>

111

72
3
216

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 4953 1404 Date Prepared December 9, 2011

Next Meter Reading 01/09 - 01/12/2012

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

This was a PIPP PLUS amount that I didn't agree to

Page 3 of 1

Dominion

Credits And Charges Since Your Last Bill

Balance from last bill \$0.00
Payment on Dec 1, 2011 - Thank You 117.10 CR
Service Work *Turned GAS Back on* 33.00
From Final - Debit 332.73
Gross Receipts Tax (4.6044%) 1.52
Balance \$250.15

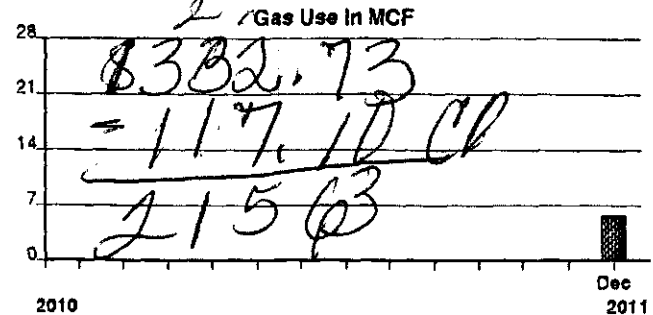
Current Charges

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.

Monthly Usage Comparison

Average Daily Temperature 2011 45°F
For This Billing Period



Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Dec 6, 2011	Remote	253.3	
Nov 9, 2011	Actual	247.2	6.1
MCF Used in 27 Days			6.1

pay bal is incorrect
Dec 117.00
+339.00
\$176.00

257.40 Dec
Jan
Feb

Formal Complaint PUCD FAX / Dominion
East Ohio's behavior is unlawful
trying to steal money from me by
not even acknowledging the receipt
of my complaint about this final debt
of \$332.00 impossible

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

COPY For PUCD

11