BEFORE THE PUBLIC UTILITIES COMMISSION OF OHIO

GWENDOLYN TANDY)
Complainant,)
V.)
THE EAST OHIO GAS COMPANY D/B/A DOMINION EAST OHIO,))))
Respondent.)

Case No. 12-2103-GA-CSS

DIRECT TESTIMONY OF ROXIE EDWARDS ON BEHALF OF THE EAST OHIO GAS COMPANY D/B/A DOMINION EAST OHIO

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1 2		Direct Testimony of Roxie Edwards
3	I.	INTRODUCTION
4	Q1.	Please introduce yourself.
5	A.	My name is Roxie Edwards. I am employed by The East Ohio Gas Company d/b/a
6		Dominion East Ohio ("DEO" or "Company") as Customer Relations Manager. My
7		business address is 1201 East 55th Street, Cleveland, Ohio 44103.
8	Q2.	What is the purpose of your testimony?
9	A.	The purpose of my testimony is to respond to the allegations in the complaint and
10		supplemental complaint filed in this case, as clarified in the Commission's Entries dated
11		November 1, 2012 ("Nov. 1 Entry"), and November 27, 2012 ("Nov. 27 Entry").
12	Q3.	Please summarize your testimony.
13	A.	DEO did not provide unjust or unreasonable service to Ms. Gwendolyn Tandy. In short,
14		most of Ms. Tandy's complaints stem from her simple failure to pay for services
15		consumed on her accounts.
16	II.	DEO'S ACCOUNTS AND RECORDS
17 18	Q4.	Do you have knowledge of the history of the complainant's various accounts with DEO?
19	A.	Yes. I am familiar with the accounts and records pertaining to and referenced in Ms.
20		Tandy's complaint. And I have personal knowledge of DEO's practices of acquiring and
21		maintaining this information. DEO maintains numerous types of information regarding
22		each customer's account, including meter readings, billing and payment history, dates of
23		initiation and disconnection of service, and communications to and from customers. All
24		such information is recorded at or near the time by a person with knowledge, or from
25		information transmitted by a person with knowledge, and all such information is recorded

1		and maintained in the course of DEO's regularly conducted business activity. It is
2		DEO's regular practice in the course of its business activity to record and keep the sorts
3		of information I relied upon in preparing this testimony.
4	Q5.	Does DEO maintain all of its records in perpetuity?
5	A.	No. Consistent with 4901:1-13-03, Ohio Adm. Code, DEO generally maintains
6		customer-account records for three years. This three-year preservation period applies to
7		customer service records and reports of customers' service complaints, as well as
8		customer billing data.
9	III.	SEPTEMBER 14, 2006 BILL
10 11 12 13 14 15 16	Q6.	Ms. Tandy alleges "that a 'final debit' of \$430.00 was incorrectly charged to her account as reflected on the bill dated September 14, 2006, without explanation." Nov. 1 Entry at 3. The complainant also alleges "that her bill dated September 14, 2006, does not properly reflect a \$159.00 deposit she paid on June 20, 2006, by telephone. The complainant claims that her bill dated May 15, 2006, reflects the deposit. She requests compensation for the \$159.00." <i>Id.</i> at 2.
17		Can you please explain the bills referenced in this allegation?
18	A.	Yes. I believe that the questions regarding these bills stem from the following facts. In
19		May 2006, Ms. Tandy applied to receive service from DEO at 1439 Sulzer Ave., and she
20		was assigned a pending account ending 1312. Her bill dated May 16, 2006, reflects the
21		charging—but not the payment—of the deposit. A little over a month later, DEO
22		received a \$430 payment on this account, which reflected the amount owed for an unpaid,
23		past-due balance of \$271.00 from another location for which Ms. Tandy was responsible,
24		plus the security deposit of \$159 that was required to initiate service for pending account
25		ending 1312. DEO credited \$159 of that payment to the security deposit for the pending
26		account, and reflected the remaining \$271 as a credit.

1

Q7. Did Ms. Tandy ever receive service on this account?

A. No, she did not. DEO's tariffs require a customer who has applied for service also to
notify us when she is ready for service to be turned on. *See* DEO Rules & Regulations,
Sheet No. K1, Rule 4. Among other things, this reflects DEO's need to test house-lines
and perform other safety checks before turning on the gas. Ms. Tandy did not notify
DEO, however, so the account number "expired" and never became active.

7 Q8. Did Ms. Tandy ever receive service at 1439 Sulzer Ave.?

8 A. Yes, she did. She applied for *and* began receiving service at 1439 Sulzer Ave. a few

9 months later, in September 2006, under a new account ending 7379. The bill she

10 complains about (dated September 14, 2006) reflects charges totaling \$430: \$271 from

11 the prior, unpaid balance discussed above, and \$159 that represented a security deposit

12 for the *new* account ending 7379. The \$271 credit that remained from Ms. Tandy's June

13 2006 payment was applied to the prior, unpaid balance, which left the \$159 security

14 deposit for the new account that is reflected on her September 2006 bill.

Q9. Was the \$159 credit from the account ending 1312 ever applied to the account ending 7379?

17 A. Yes, it was. Ms. Tandy's account ending 7379 was credited with \$159 on October 25,
18 2007.

19 Q10. Can you explain the delay in applying this credit to Ms. Tandy's account ending 7379?

A. Unfortunately, I cannot. These events all occurred over five to six years ago, and as I
discussed above, DEO generally does not preserve customer-service records beyond three
years. Due to the amount of time that has elapsed, I could not determine why the credit
was not applied until October 2007. Given that DEO ultimately did give her full credit

- 1 for the security deposit, however, I suspect that the issue simply had not come to DEO's
- 2 attention.

3	Q11.	Do you think Ms. Tandy should be compensated for the \$159?
4	A.	No, I do not. DEO did not violate any laws or rules in actually assessing the security
5		deposit for both accounts at issue. And Ms. Ms. Tandy ultimately received full credit for
6		the \$159 security deposit that she paid.
7	IV.	MARCH 20, 2009 TRANSFER DEBIT
8 9 10 11	Q12.	Ms. Tandy alleges that, "on or about March 20, 2009, a transfer debit of \$532.72 was incorrectly charged to her account without explanation," and that this "amount had been turned over to a collection agency." Nov. 1 Entry at 3.
12		Was \$532.72 transferred to Ms. Tandy's account ending 7379?
13	A.	Yes, it was. On February 24, 2009, \$523.05 was transferred from a delinquent,
14		disconnected account for which Ms. Tandy was the customer of record. Additional
15		amounts of \$9.09 and \$.58 were also transferred, but cannot be detailed due to their age.
16	Q13.	Why was \$523.05 transferred to her account ending 7379?
16 17	Q13. A.	Why was \$523.05 transferred to her account ending 7379? That amount was an unpaid balance pertaining to service received under Ms. Tandy's
	-	·
17	-	That amount was an unpaid balance pertaining to service received under Ms. Tandy's
17 18	A.	That amount was an unpaid balance pertaining to service received under Ms. Tandy's name at 1441 Sulzer Ave., account ending 3115, from January 18, 2008, to April 1, 2008.
17 18 19	A. Q14.	That amount was an unpaid balance pertaining to service received under Ms. Tandy's name at 1441 Sulzer Ave., account ending 3115, from January 18, 2008, to April 1, 2008. Do you agree that this debit was incorrectly transferred?
17 18 19 20	A. Q14. A.	That amount was an unpaid balance pertaining to service received under Ms. Tandy's name at 1441 Sulzer Ave., account ending 3115, from January 18, 2008, to April 1, 2008. Do you agree that this debit was incorrectly transferred? No, I do not. Ms. Tandy was responsible for this balance as the customer of record.
17 18 19 20 21	A. Q14. A. Q15.	That amount was an unpaid balance pertaining to service received under Ms. Tandy's name at 1441 Sulzer Ave., account ending 3115, from January 18, 2008, to April 1, 2008. Do you agree that this debit was incorrectly transferred? No, I do not. Ms. Tandy was responsible for this balance as the customer of record. Was the \$523.05 amount turned over to a collection agency?
 17 18 19 20 21 22 	A. Q14. A. Q15.	 That amount was an unpaid balance pertaining to service received under Ms. Tandy's name at 1441 Sulzer Ave., account ending 3115, from January 18, 2008, to April 1, 2008. Do you agree that this debit was incorrectly transferred? No, I do not. Ms. Tandy was responsible for this balance as the customer of record. Was the \$523.05 amount turned over to a collection agency? Yes, it was. A final bill was issued for service received at 1441 Sulzer Ave. up to April
 17 18 19 20 21 22 23 	A. Q14. A. Q15.	 That amount was an unpaid balance pertaining to service received under Ms. Tandy's name at 1441 Sulzer Ave., account ending 3115, from January 18, 2008, to April 1, 2008. Do you agree that this debit was incorrectly transferred? No, I do not. Ms. Tandy was responsible for this balance as the customer of record. Was the \$523.05 amount turned over to a collection agency? Yes, it was. A final bill was issued for service received at 1441 Sulzer Ave. up to April 1, 2008, when the account was disconnected. The final balance of \$523.05 was assigned

1	V.	OCTOBER AND NOVEMBER 2010 PIPP PLUS AND GRADUATE PIPP PLUS

Q16. Ms. Tandy alleges that, "the bill dated October 13, 2010, reflects a PIPP Plus payment of \$72.00. The bill dated November 10, 2010 indicates that Ms. Tandy is no longer enrolled in the PIPP Plus program. The complainant states she was enrolled on the Graduate PIPP Plus Plan, with payments due of \$341.00 each billing period, without her consent as reflected on the bill dated November 10, 2010." Nov. 1 Entry at 3.

9 Does Ms. Tandy's October 13, 2010 bill reflect a PIPP Plus payment of \$72?

- 10 A. No, it does not. Although Ms. Tandy was on PIPP Plus for \$72 per month at this time,
- 11 she did not make her program payment in October 2010.

12 Q17. Was Ms. Tandy enrolled in PIPP Plus as of her November 10, 2010 bill?

13 A. No, she was not.

14 Q18. Why was Ms. Tandy no longer enrolled in the PIPP Plus program?

- 15 A. On November 5, 2010, Ms. Tandy contacted DEO and requested to be removed from the
- 16 program. After being informed that she had an account balance that would become due if
- 17 she left the program, she nevertheless requested cancellation.

18 Q19. Was Ms. Tandy then enrolled in the Graduate PIPP Plus Plan?

- 19 A. No, she was not. After leaving PIPP Plus, Ms. Tandy was merely given the option to join
- 20 the Graduate PIPP Plus Plan by paying \$341 for her November 10, 2010 bill. Ultimately,
- 21 however, she did not enroll in the program.

22 VI. CURRENT PLUS ENROLLMENT

- Q20. Ms. Tandy "asserts that by letter dated February 12, 2011, she was offered
 enrollment in the Current Plus Plan, which required her to pay \$45.71 each month
 for six months on a past due balance beginning February 10, 2011." Nov. 1 Entry at
 3.
- 28 Was Ms. Tandy enrolled in the Current Plus Plan?
- A. Yes, she was. Consistent with 4901:1-18-05, Ohio Adm. Code, and the Energy Choice
- 30 Program—according to which Energy Choice customers who have an arrearage may be

1		automatically enrolled in a payment plan-Ms. Tandy was automatically enrolled in
2		DEO's one-sixth plan, or the Current Plus payment plan, on February 10, 2011. This
3		plan required her to pay her then-current monthly bill plus \$45.71.
4	VII.	MAY 2011 DISCONNECTION OF SERVICE
5 6 7	Q21.	Ms. Tandy "claims that in May 2011 her gas was illegally turned off for six months." Nov. 1 Entry at 3.
8		Was Ms. Tandy's natural gas service disconnected in May 2011?
9	A.	Yes, it was. Service was disconnected to Ms. Tandy's account ending 7379 for service at
10		1439 Sulzer Ave. on May 11, 2011.
11	Q22.	Why was Ms. Tandy's natural gas service disconnected?
12	A.	Consistent with Chapter 4901:1-18, Ohio Adm. Code, and DEO's tariffs (see Rules and
13		Regulations, Sheet No. K3, Rule 9), Ms. Tandy's account was cancelled and service was
14		disconnected on May 11, 2011, due to several consecutive late and non-payments.
15	Q23.	Was Ms. Tandy provided notices of the pending disconnection?
16	А.	Yes she was, consistent with Rule 4901:1-18-06, Ohio Adm. Code.
17	Q24.	Did the complainant have an account balance when her service was disconnected?
18	A.	Yes, she did. Ms. Tandy's delinquent account balance was \$539.84.
19	Q25.	How long was Ms. Tandy without service?
20	A.	Approximately six months-from May 11 to November 9, 2011. Ms. Tandy's service
21		was restored to 1439 Sulzer Ave. under an account ending 1404 after DEO received an
22		Intent for Payment of \$117.10 and a PIPP enrollment file from the Ohio Department of
23		Development ("ODOD") on November 3, 2011, to enroll her account on PIPP for a \$29
24		monthly payment plan.

1 VIII. ALLIANCE ONE COLLECTION AGENCY

2 3 4 5	Q26.	Ms. Tandy claims that on May 9, 2011, and July 20, 2011, the "Alliance One Collection agency improperly attempted to collect from her \$147.00, and \$74.48, respectively." Nov. 1 Entry at 3.
6		Did DEO assign \$147 to Alliance One for collection from the complainant?
7	A.	Yes, it did. In accordance with company credit guidelines, DEO assigned \$147.48 to
8		Alliance One from an account ending 0920 at 1441 Sulzer Ave. for service from
9		September 8, 2010, to February 26, 2011. Ms. Tandy assumed responsibility for service
10		during this time period under a landlord reversion agreement.
11 12	Q27.	Did DEO assign an additional \$74.48 to Alliance One for collection from the complainant?
13	A.	No, it did not. A payment of \$73 was received on June 21, 2011, reducing the \$147.48
14		debt to \$74.48.
15 16	Q28.	Did Alliance One collection agency improperly attempt to collect any amount from Ms. Tandy?
17	A.	To the extent Ms. Tandy is complaining that the debts were not hers, I disagree. The
18		debts were properly collectible from her, and were assigned to Alliance One in
19		accordance with DEO's standard credit policies. I have not been made aware of any
20		other complaints with respect to these collections.
21	IX.	SEPTEMBER 10, 2011 ATTEMPT TO COLLECT \$375
22 23 24	Q29.	Ms. Tandy alleges that, "[0]n or about September 10, 2011, Dominion attempted to collect \$375.00, the complainant claims she did not owe." Nov. 1 Entry at 3.
25 26		Did DEO attempt to collect \$375 from the complainant on or about September 10, 2011?
27	A.	Yes, it did. DEO sent Ms. Tandy a letter dated September 10, 2011, warning that her bill
28		would be referred to a collection agency if payment for \$375.73 was not received.

1	Q30.	Did Ms. Tandy owe this amount?
2	A.	Yes. When Ms. Tandy's account ending 7379 was cancelled on May 11, 2011, she had
3		an outstanding balance of \$539.84. Between the end of May and June 2011, Ms. Tandy
4		made various payments, which left her with an account balance of \$375.73. This balance
5		pertained to service consumed on accounts for which she is responsible.
6	Х.	NEW ACCOUNT ENDING 1404
7 8 9 10 11	Q31.	Ms. Tandy complains that in November 2011, "a new account was established and the past due amount on the account was eliminated," and that a letter dated November 9, 2011, stated that "her application for PIPP Plus was approved with a PIPP payment due of \$29.00 monthly." Nov. 1 Entry at 3–4.
11		Was a new account established for Ms. Tandy in November 2011?
13	A.	Yes, it was. A new account ending 1404, pertaining to service at 1439 Sulzer Ave., was
14		established for Ms. Tandy on November 9, 2011.
15	Q32.	Was this new account established to eliminate Ms. Tandy's past due amount?
16	A.	No, it was not. Indeed, when this new account was started, it included her past due
17		amount from the account ending 7379, which after various payments made between May
18		and September 2011 was \$332.73. In establishing this account, DEO neither indicated
19		nor intended that Ms. Tandy's past arrearages would be eliminated.
20	Q33.	Was this new account a PIPP Plus account?

A. Yes, it was. Her payment on this account was to have been \$29 per month.

1 XI. DECEMBER 9, 2011 BILL

2 3 4 5 6 7	Q34.	Ms. Tandy complains that her bill dated December 9, 2011, "reflects a zero balance, a credit of \$117.00 and a \$33.00 charge associated with the improper disconnection of her gas service." Nov. 1 Entry at 4. On this bill, Ms. Tandy alleges that, "she was inaccurately billed a 'final debit' of \$332.73." <i>Id.</i> She also asserts that this "new account was established to eliminate the past due balance." <i>Id.</i>
8		Did Ms. Tandy's December 9, 2011 bill reflect a zero balance?
9	A.	No, it did not. Ms. Tandy's December 9, 2011 bill states that her account balance is
10		\$307.59.
11	Q35.	Did the complainant's December 9, 2011 bill reflect "a credit of \$117"?
12	A.	Yes, it did. The December 9 bill reflects a \$117.10 payment paid by ODOD's 2012
13		Winter Crisis Program on behalf of Ms. Tandy.
14	Q36.	Does the complainant's December 9, 2011 bill reflect a \$33 charge?
15	A.	Yes, it does. As permitted by its tariffs (see Rules & Regulations, Sheet No. K3, Rule 9),
16		DEO applied a \$33 reconnection fee, plus applicable taxes, to account ending 1404 given
17		that her earlier account ending 7379 was disconnected in May 2011.
18	Q37.	Was this account established to eliminate the complainant's past due balance?
19	A.	No, it was not. As discussed above, a new account ending 1404 was established for Ms.
20		Tandy on November 9, 2011, and it did not eliminate her past-due amount from the
21		account ending 7379, which was \$332.73.
22	XII.	REMOVAL FROM AND REENROLLMENT IN PIPP PLUS PLAN
23 24 25 26 27	Q38.	Ms. Tandy complains that "she was removed from PIPP Plus on or about January 31, 2012, for failing to complete her application, and reinstated on the PIPP Plus plan in April 2012," and that "her reinstatement on PIPP Plus is not properly reflected on her account." Nov. 1 Entry at 4.
28		Was Ms. Tandy removed from PIPP Plus on or about January 31, 2012?
29	A.	Yes.

1	Q39.	Why was the complainant removed from the PIPP Plus program?
2	A.	DEO received a letter from ODOD informing it that Ms. Tandy had been removed from
3		the PIPP Plus program for enrollment fraud. This letter is attached as Attachment A to
4		my testimony.
5	Q40.	Was the complainant reinstated to the PIPP Plus program in April 2012?
6	A.	DEO has no record of Ms. Tandy being reinstated to the PIPP Plus program in April
7		2012. Accordingly, no reinstatement should be reflected on her account.
8	XIII.	APRIL 2012 CURRENT PLUS PLAN ENROLLMENT
9 10 11 12	Q41.	Ms. Tandy complains that she "was enrolled in the Current Plus Plan, which required her to pay \$69.67 each month for six months on her past due balance beginning April 12, 2012, bill," and "[s]he disputes that she had a past due balance." Nov. 1 Entry at 4.
13 14		Was Ms. Tandy enrolled in the Current Plus payment plan in April 2012?
15	A.	Yes. Ms. Tandy was automatically enrolled in DEO's one-sixth plan, or Current Plus
16		plan, at 1439 Sulzer Ave. in the same manner and consistent with the same rules as her
17		February 2011 enrollment described above, for her then-current monthly balance plus
18		\$69.67.
19	Q42.	Did Ms. Tandy have a past due balance?
20	A.	Yes, she did. As of her April 12, 2012 bill, her past due account balance was \$418.06.
21		The entire balance of \$464.23 pertains to service consumed on accounts for which she is
22		responsible.
23 24	XIV.	KRATOS GAS AND POWER, HESS CORP., AND DTE ENERGY SUPPLY COMMODITY CHARGES
25 26 27 28 29	Q43.	Ms. Tandy disputes the charges listed on the bill as owed to Kratos Gas and Power ("Kratos") on her bill for service at 1439 Sulzer Ave. dated April 12, 2012; charges owed to Hess Corporation ("Hess") on her bills dated May 20 and July 21, 2009, and May 11, 2012; and charges owed to DTE Energy Supply ("DTE") on her bill dated February 10, 2011. Nov. 1 Entry at 4.

1		Regarding the Kratos bill, was Ms. Tandy a PIPP customer in April 2012?
2	A.	No.
3	Q44.	Was Ms. Tandy an Energy Choice-eligible customer in April 2012?
4	A.	Yes.
5	Q45.	Does the complainant's April 12, 2012 bill reflect a charge from Kratos?
6	A.	Yes.
7	Q46.	What is that charge?
8	A.	Consistent with the procedure approved by the Commission in Case No. 07-1224-GA-
9		EXM, Kratos was assigned to Ms. Tandy as her Standard Choice Offer ("SCO")
10		commodity service supplier.
11	Q47.	Are the charges associated with Kratos accurate?
12	A.	Yes. Ms. Tandy's gas meter was read on April 9, 2012. Her gas usage for the time from
13		the previous read on March 8, 2012, was 4.9 MCF. The Commission-approved SCO rate
14		for April 9, 2012, was \$3.446/MCF. Taken together, plus applicable Cuyahoga county
15		sales tax equaling \$1.31, Ms. Tandy's SCO commodity charge was \$18.20, which is the
16		amount reflected on her April 12, 2012 bill.
17 18	Q48.	Regarding the Hess bills, was the complainant a PIPP customer in either May or July 2009, or May 2012?
19	A.	No.
20 21	Q49.	Was Ms. Tandy an Energy Choice-eligible customer in May and July, 2009, and May, 2012?
22	A.	Yes.
23 24	Q50.	Do the complainant's May 20 and July 21, 2009 and May 11, 2012 bills each reflect charges from Hess?
25	A.	Yes.

1	Q51.	What are those charges?
2	A.	As with Kratos, described above, Hess was assigned to Ms. Tandy as her SCO
3		commodity service supplier.
4	Q52.	Are the May 20, 2009 charges associated with Hess accurate?
5	A.	Yes. Ms. Tandy's meter reading was estimated on May 18, 2009. Her gas usage for the
6		time from the previous read on April 17, 2009, was 2.5 MCF. The Commission-
7		approved SCO rate for May 18, 2009, was \$5.031/MCF. Taken together, plus applicable
8		Cuyahoga county sales tax equaling \$0.97, Ms. Tandy's SCO commodity charge was
9		\$13.55, which is the amount reflected on her May 20, 2009 bill.
10	Q53.	Are the July 21, 2009 charges associated with Hess accurate?
11	A.	Yes. Ms. Tandy's gas meter was estimated on July 17, 2009. Her gas usage for the time
12		from the previous read on June 16, 2009, was 2.0 MCF. The Commission-approved SCO
13		rate for July 17, 2009, was \$4.938/MCF. Taken together, plus applicable Cuyahoga
14		county sales tax of \$0.77, Ms. Tandy's SCO commodity charge was \$10.65, which is the
15		amount reflected on her July 21, 2009 bill.
16	Q54.	Are the May 11, 2012 charges associated with Hess accurate?
17	A.	Yes. Ms. Tandy's gas meter was read on May 8, 2012. Her gas usage for the time from
18		the previous read on April 9, 2012, was 4.2 MCF. The Commission-approved SCO rate
19		for May 8, 2012, was \$2.791/MCF. Taken together, plus applicable Cuyahoga county
20		sales tax of \$0.91, Ms. Tandy's SCO commodity charge was \$12.63, which is the amount
21		reflected on her May 11, 2012 bill.
22	Q55.	Regarding the DTE bill, was the complainant a PIPP customer in February 2011?
23	A.	No.

1	Q56.	Was Ms. Tandy an Energy Choice-eligible customer in February 2011?
2	А.	Yes.
3	Q57.	Does the complainant's February 10, 2011 bill reflect a charge from DTE?
4	A.	Yes.
5	Q58.	What is that charge?
6	A.	As with Kratos and Hess, described above, DTE was assigned to Ms. Tandy as her SCO
7		commodity service supplier.
8	Q59.	Are the charges associated with DTE accurate?
9	А.	Yes. Ms. Tandy's gas meter was read on February 9, 2011. Her gas usage for the time
10		from the previous read on January 11, 2011, was 15 MCF. The Commission-approved
11		SCO rate for February 9, 2011, was \$5.416/MCF. Taken together, plus applicable
12		Cuyahoga county sales tax equaling \$6.30, Ms. Tandy's SCO commodity charge was
13		\$87.54, which is the amount reflected on her February 10, 2011 bill.
14	XV.	DEO SERVICEMAN
15 16 17 18 19 20 21	Q60.	Ms. Tandy complains about a "serviceman who came to turn her gas off (presumably when Ms. Tandy's service was disconnected in May 2011). According to Ms. Tandy, the serviceman refused to turn the gas on and told her she needed a new furnace. Ms. Tandy states that she had the furnace checked and the serviceman was wrong." Nov. 27 Entry at 1. Do you know whether a DEO "serviceman" advised Ms. Tandy that she needed a
22		new furnace?

23 A. No, I do not. DEO has no records suggesting this.

1 O61. If a DEO service technician believed that a gas leak or other safety concern might exist in a customer's home or appliance, would you find it problematic for him or 2 her to inform the customer? 3 4 No, I would not. DEO is required to check for leaks and perform a safety check before it A. 5 initiates or reestablishes service to customers. But as I explained, DEO has no records 6 that it detected or informed Ms. Tandy of a gas leak. 7 XVI. STATEMENT OF ACCOUNT AND REFUNDS 8 **O62**. "Ms. Tandy requests a statement of her account commencing 2004 through and 9 including August 2012 and a refund of all monies 'stolen from' her." Nov. 1 Entry at 4. She also requests that DEO "be directed to refund her for overpayments of 10 \$4,000 plus interest and \$1,200 for her gas being turned off illegally for six months." 11 12 *Id.* at 5. 13 14 Can DEO provide a statement of account from 2004 to August 2012? 15 No, it cannot. DEO maintains account and billing information for a retention period of A. 16 36 months as mandated; therefore, we are unable to provide an account statement back to 17 2004. DEO can, however, provide: 18 • a statement of account for account ending 7379 pertaining to service consumed at 19 1439 Sulzer Ave. from January 2009 to May 2011 (Attachment B); 20 a statement of account and copies of bills for account ending 1404 pertaining to • service consumed at 1439 Sulzer Ave. from November 2011 to August 2012 21 (Attachment C): 22 23 a statement of account and copies of bills for account ending 3532 pertaining to 24 service consumed at 1441 Sulzer Ave. from January 2012 to May 2012 (Attachment 25 D); and 26 a statement of account for account ending 0920 pertaining to service consumed at 1441 Sulzer Ave. from September 2010 to February 2011, and a copy of the final bill 27 28 for this account dated March 14, 2011 (Attachment E).

1 2 3 4	Q63.	For account number ending 1404, the account balance on the statement of account for read date December 6, 2012, is \$597.61. The account balance on the December 7, 2012 bill however, is \$547.61. Could you please explain the different account balances?
5	A.	Yes, I can. The \$50 difference represents the outstanding security deposit amount that is
6		still owed by Ms. Tandy. On November 6, 2012, consistent with Rules 4901:1-17-04 and
7		4901:1-17-05, Ohio Adm. Code, DEO required a \$75 security deposit, to be administered
8		in three, equal installments. The difference in the \$597.61 listed on the account statement
9		and the \$547.61 on the bill is the remaining security deposit amount; Ms. Tandy will be
10		billed \$25 on the January and February 2013 bills.
11	Q64.	Has DEO stolen any money from Ms. Tandy?
12	A.	No, it has not.
13	Q65.	Are you aware of any basis on which DEO could be said to owe Ms. Tandy \$4,000?
14	A.	No, I am not.
15	Q66.	Are you aware of any basis on which DEO could be said to owe Ms. Tandy \$1,200?
16	A.	No, I am not.
17	Q67.	Are you aware of any refunds to which Ms. Tandy is entitled?
18	A.	No, I am not. Any errors that have been identified in Ms. Tandy's account have already
19		been rectified.
20	Q68.	What does Ms. Tandy currently owe DEO for service consumed on her accounts?
21	A.	As of January 8, 2013, Ms. Tandy's balance on account ending 1404 is \$517.61. This
22		account is in shut-off status. In addition, she has two outstanding balances from 1441
23		Sulzer Ave.: account ending 3532 has a balance of \$159.27 for service from January 4,
24		2012, to May 14, 2012; and account ending 0920 has a balance of \$74.48 for service
25		from September 8, 2010, to February 26, 2011.

1 XVII.TIMING OF CUSTOMER COMPLAINTS AND DEO RESPONSE, AND DEO'S2DUTY TO RESPOND

- Q69. Ms. Tandy complains that DEO "acknowledged her complaints on December 29, 2011, and February 29, 2012, but Dominion failed to offer a solution within 90 days." Nov. 1 Entry at 5. She also "asserts that when she complains to Dominion it is Dominion's duty to offer a solution within 90 days," but "that some of her complaints are six years old." *Id.*
- 9 Has Ms. Tandy complained directly to DEO about any of her various billing, credit
 10 or service issues?
- 11 A. According to DEO's records, Ms. Tandy first complained through correspondence dated
- 12 December 1, 2011.
- 13 Q70. Has DEO acknowledged the complainant's complaints?
- 14 A. Yes, it has. DEO has acknowledged Ms. Tandy's complaints on December 20 and 29,
- 15 2011, and February 29, 2012.

16Q71. Are you aware of any statute, Commission rule, or DEO rule that requires DEO to17"offer a solution within 90 days" when the complainant makes a complaint?

- 18 A. No. DEO has responded to all Ms. Tandy's complaints, however, in accordance with
- 19 Rule 4901:1-13-10, Ohio Adm. Code.

20 Q72. Did DEO ever inform Ms. Tandy that it would offer a solution within 90 days?

- 21 A. DEO has no record of any agent or employee of DEO informing Ms. Tandy that it would
- 22 "offer a solution within 90 days."

23 XVIII. CONCLUSION

- 24 Q73. Does this conclude your testimony?
- 25 A. Yes.

CERTIFICATE OF SERVICE

I hereby certify that a copy of the Direct Testimony of Roxie Edwards was served by

U.S. mail to the following person on this 8th day of January, 2013:

Gwendolyn Tandy 1439 Sulzer Avenue Euclid, Ohio 44132

> <u>/s/ Gregory L. Williams</u> One of the Attorneys of The East Ohio Gas Company d/b/a Dominion East Ohio

ATTACHMENT A

Ohio

Department of Development

John R. Kasich, Governor

Christiane Schmenk, Director

November 14, 2011

24F

Gwendolyn C. Tandy 1703042 1439 Sulzer Ave Euclid OH 44132

normal managements of the Office Community Assistance has review and managements and identified some discrepancies provided on 11/03/2011.

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vį		City, State, 21P+4 Euclid OH 44132	-				
5	\sum	PS Form 3800, August 2006 See Reverse for Instructions					

Household income is defined as the gross income of all household members. Gross income includes, but is not limited to, wages, interest, annuities, pensions, Social Security, SSI, income from rental property, unemployment benefits, Workers' Compensation, and any other indirect income such as utility allowances.

Please submit to this office by 11/30/2011, a signed copy of your 2009 and 2010 business and personal income tax returns to support your declaration of income for the 2010, 2011and 2012 benefit years.

This information should be mailed to: Office Community Assistance Attn: Integrity Unit Manager P.O. Box 2169 Columbus OH 43216

Encouring unitable You may fax the documentation to Integrity Unit Manager at (614)466-1864.

Failure to respond to this letter will **Stop** the processing of your application and any payment of benefits being delayed or discontinued;

balances will become due.

• Any HEAP benefit received from the State of OHIO will be reversed.

Manager by calling (614)466-6014.

Sincerely, Office of Community Assistance V

> 77 South High Street P.O. Box 1001 Columbus, Ohio 43216-1001 U.S.A.

614 | 466 2480 800 | 848 1300 www.development.ohio.gov

The State of Ohio is an Equal Opportunity Employer and Provider of ADA Services

Ohio

Department of Development

John R. Kasich, Governor Ch

Christiane Schmenk, Director

December 12, 2011

24F

Gwendolyn C. Tandy 1703042 1439 Sulzer Ave Euclid OH 44132

The Office Community Assistance has review

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assistance, and identified discrepancies in the income of 11/03/2011.

A certified letter was mailed to you on November 14, 2011, requesting additional income documentation to support your claim of income for the 2010, 2011 and 2012 benefit years. You failed to provide the additional documentation.

According to records from the Cuyahoga County Auditor's website, you are the owner of the property located at 1441 Sulzer Avenue, Euclid Ohio; and there are tenants currently living at that address.

If you do not have documentation showing our records are in error, this letter serves as notice that the Office Community Assistance considers your past energy assistance for the2010, 2011 and 2012 heating seasons to be noncompliant. We therefore demand payment of restitution for benefits improperly received as follows:

Program	Date	Amount
Home Energy Assistance Program (HEAP) 2010	8/20/2009	\$345.00
Summer Crisis Program	8/30/2010	\$103.49
Home Energy Assistance Program 2011	8/30/2010	\$141.00
Winter Crisis Program	2/14/2011	\$146.48
HEAP Subtotal		\$735.97
Total Restitution Amount		\$735.97

77 South High Street P.O. Box 1001 Columbus, Ohio 43216-1001 U.S.A. 614 | 466 2480 800 | 848 1300 www.development.ohio.gov

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Department of Development

John R. Kasich, Governor

Christiane Schmenk, Director

Payment in full of the restitution amount is due January 14, 2012. Payments must be made by money order or bank certified check made payable to "Treasurer State of Ohio". Send your certified check or money order to:

Office Community Assistance Attn: Manager Program Integrity Unit P O Box 2169 Columbus OH 43216

We encourage you to contact the Integrity Unit Manager at your earliest opportunity to address this matter and possibly work out payment arrangements.

In accordance with administrative rules governing the Home Energy Assistance Program, you are barred from further participation in the Heap program effective immediately. You will be ineligible to participate in the HEAP program for 12 months after you satisfy the demand for restitution.

We are hopeful this matter can be resolved administratively, but we reserve the right to pursue any remedies available under applicable law.

Sincerely, Office Community Assistance The Program Integrity Unit Staff

> 77 South High Street P.O. Box 1001 Columbus, Ohio 43216-1001 U.S.A.

614 | 466 2480 800 | 848 1300 www.development.ohio.gov

The State of Ohio is an Equal Opportunity Employer and Provider of ADA Services

ATTACHMENT B

						Statem	Statement of Account	⊇ ti	(No O	chbe	(No Ochber PIIP payment)	aymer	P		
Name <u>TA</u> Address <u>143</u>	<u>TANDY, GWENDOLYN C</u> 1439 SULZER <u>AVE</u>					Account Number Meter Number	umber 13825215	15	For Questions Call (<u>800)-362-7557</u> Hearing Impaired Customers Call TDD (800)-633-8003	For Que Customer	For Questions Call <u>(800)-362-7557</u> ustomers Call TDD (800)-633-8003	00)-362-7	<u>557</u> 903		
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DOMINION EAST OHIO Statement of Account

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A-2.

NSC - INSUFFICIENT FUNDS CHARGE NSA - INSUFFICIENT FUNDS AMOUNT

CNT - CONTRACTS

RCC - RECONNECTION CHARGE

LPC - LATE PMT CHRGE

υτι - υτιμτγ

LPN - LATE PMT CHRGE (NONUTILITY) NSN - INSUFFICIENT FUNDS (NONUTILITY)

DEP - DEPOSITS

DEF - DOLLAR ENERGY FUND

DFA - DEFERRED AGREEMENT

INT - INTEREST

BUD - BUDGET PLAN

DSCNT - DISCOUNT

CIA - CONT IN AID OF CONST

\$135.64

ADJUSTMENTS:

\$2,268.81

BILL AMOUNTS:

16061

DEGREE DAYS:

ATTACHMENT C

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Statement of Account	

	ACCT SALANCE				HARGE AOUNT
	PLAN PLAN TOTAL DESC AMT DUE BALANCE	\$.00			NSC - INSUFFICIENT FUNDS CHARGE NSA - INSUFFICIENT FUNDS AMOUNT CNT - CONTRACTS
2-7557 3-8903	PLAN AMT DUE	\$.00	\$53.61		NSC - INSUFFICIENT NSA - INSUFFICIENT CNT - CONTRACTS
l (<u>800)-36</u> 0 <u>(800)-63</u>	PLAN DESC		GES:		NSC - INS NSA - INS CNT - CO
For Questions Call <u>(800)-362-7557</u> ustomers Call TDD <u>(800)-633-8903</u>	ADJUST DESC	\$282.26 XT-UTG	NT CHAR		
For Questions Call (<u>800)-362-7557</u> Hearing Impaired Customers Call TDD <u>(800)-633-8903</u>	ADJ	\$282.26	LATE PAYMENT CHARGES:		щ
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Hearing	PMT AMOUNT PMT DATE	\$.00	\$565.10	\$438.28	CIA - CONT IN AID OF CONST RCC - RECONNECTION CHARGE DSCNT - DISCOUNT
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r <u>13825215</u>	DUE DATE		PAYN	ADJUSTMENTS:	RGE
Account Number 13825215 Meter Number 13825215	SALES/ STATE TAX	\$.00	\$7.43	\$669.26	DEP - DEPOSITS LPC - LATE PMT CHRGE UTG - UTILITY
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GWENDOLYN C TANDY

1439 SULZER AVE EUCLID OH 44132-2725

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

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

Summary of Payment Due Current PIPP Plus Amount Past Due Amount Total Payment Due by December 27, 2011	63.52 332.73 \$396.25	**** THIS IS A SHUT-OFF NOTICE ****
Total 1 ayment bue by December 21, 2011	\$396.25	

YOU ARE ON THE PIPP Plus PLAN.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$332.73 in full by December 27, 2011, 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 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 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.

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

\$396.25				1
PIPP Plus Am	PIPP Plus Amount		Amount Enclosed	

Pipeline Infrastructure Replacement Charge In Case No. 11-3238-GA-RDR, the Public Utilities Commission of Ohio approved an adjustment to the Pipeline Infrastructure Replacement (PIR) Cost Recovery Charge. This charge provides recovery of certain costs associated with replacement of older pipelines and ownership of and responsibility for service lines. With the rider change, the Basic Monthly Charge increased by \$0.64 to a total of \$20.37 per month as of November 2, 2011.

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

GWENDOLYN C TANDY

1439 SULZER AVE

EUCLID OH 44132-2725	
Account Number Date Prepared Next Meter Reading For questing 1 5000 4953 1404 December 9, 2011 01/09 - 01/12/2012	ons about Dominion East Ohio charges call 1-800-362-7557.
Summary of Payment DueCurrent PIPP Plus Amount63.52Past Due Amount332.73Total Payment Due by December 27, 2011\$396.25Your 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 11/03/2012 to stay on PIPP Plus.If you have questions about your household income reverification, call the Ohio Department of Development at 1-800-282-0880.To receive an On Time Balance Reduction of \$28.44, we must receive at least \$29.00 by 12/27/2011. Remember, timely payment of bills ensure your continued gas service.	(See Next Page for Usage Comparison and Meter Readings)
Please Pay PIPP Plus Amount of \$396.25 by December 27, 2011	
THIS IS A SHUT-OFF N	
Monthly PIPP Plus Amount Past Due Amount Taxes & Reconnection Fee Total PIPP Plus Amount Due	\$29.00 \$332.73 \$34.52 \$396.25

Unless you pay the above past-due PIPP Plus amount by Dec 27, 2011, your gas service may be shut off. If your gas service is turned off, you must pay all past-due plan amounts. You will be billed a reconnection fee. Please call 1-800-950-7989 if you have any questions or need assistance. You are legally responsible for your entire utility bill.

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GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725

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18,012

1439 SULZER AVE EUCLID OH 44132-2725

Account Number Date Prepared Next Meter Re 1 5000 4953 1404 December 9, 2011 01/09 - 01/12/2	auny	ons about Dominion East Ohio charge	es call 1-800-3 0	62-7557.
Credits And Charges Since Your Last Bill Balance from last bill Payment on Dec 1, 2011 - Thank You Service Work From Final - Debit Gross Receipts Tax (4.6044%) Balance	\$.00 117.10 CR 33.00 332.73 1.52 \$250.15	Monthly Usage Comparison Average Daily Temperature For This Billing Period 28	MCF	2011 45°F
Current Charges General Sales Service Rate Standard Service Offer (SSO) Basic Monthly Charge Gas Usage Charges 6.1 MCF @ \$5.6622 Gross Receipts Tax (4.6044%) Fhis bill includes \$27.60 for SSO gas cost at \$4.524 per housand cubic feet (MCF). Fotal Current Charges Fotal Account Balance	\$20.37 34.54 2.53 \$57.44 \$307.59	14. 7. 0 2010 Billing Period And Meter Readings Date Read Type Meter Number 13825215 Dec 6, 2011	Reading 253.3	Dec 2011 Difference
OU ARE ON THE PIPP Plus PLAN FOR \$29.00.		Nov 9, 2011 Actual MCF Used in 27 Days	247.2	6.1 6.1

17,906

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 Page 3 of 4

18,012

Payment Programs for Eligible Customers

Budget Payment Plan - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount.

Current Plus - Pay current charges and make one of six equal payments of the past-due amount. One-Third Winter Heating Plan - Pay one-third of the account balance if current charges include gas used between November 1 and April 15.

One-Third winter Heating Fran- Pay one-third of the account balance in content charges include gas used between tovelnoor if and optimity. One-Ninth Plan - Pay a special budget amount, plus one of nine equal payments of the past-due amount. PIPP Plus - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

Graduate PIPP Plus - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP

Plus amount and budget billing amount. It replaces the PIPP Repayment Plan.

Explanation of Billing Terms (The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. CR - Credit

Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com. Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities. Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping. Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to restore gas service that was terminated by the Company or at a customer's request. Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment. Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly

installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer. Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Chio to provide gas supply at this regulated rate.

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to set to set to set to set to make the material gas for sale to set to transport programs. These charges do not include the cost of the gas.

> **GWENDOLYN C TANDY** 1439 SULZER AVE EUCLID OH 44132-2725

1439 SULZER A EUCLID OH 441					
Account Number 1 5000 4953 1404	Date Prepared January 12, 2012	Next Meter Reading 02/08 - 02/13/2012	For question	ns about Dominion East Ohio charges call 1-800-362-7557.	
Summary of Payme	ent Due	<u>.</u>		(See Next Page for Usage Comparison and Meter Reading	<u></u>
Current PIPP Plu	us Amount		29.00		ys)
Total Payment I	Due by January 30, :	2012	\$29.00		
This is the date by	nniversary is 09/15/20 which you must pay ar s to remain on PIPP Plu	v PIPP Plus payments r	nissed in		
I If you have questic	y your income by 11/0 ons about your househo of Development at 1-800	03/2012 to stay on PIPP Id income reverification, 0-282-0880.	Plus. call the		
To receive an On at least \$29.00 by ensure your conti	01/30/2012. Remember	ion of \$73.44, we must er, timely payment of bi	receive Ils		
					_
Please Pay PIPP	Plus Amount of \$29.0	0 by January 30, 2012			
	Mandal	Reminder Notice	and Plan E		
	WORU	y PIPP Plus Amount		\$29.00	
notice, a p	ayment of \$29.00 mu	ist be in our office by J	an 30, 2012	when they are due. To avoid a shut-off . If you have any questions, please call ponsible for your entire utility bill.	
· · · · · · · · · · · · · · · · · · ·	_	······································			
	In this coupon with a chee	ck made payable to Dominic	on East Ohio . F	Please see reverse side for mailing address change instructions.	
PLEASE PAY BY	Jan 30, 2012 Acco	unt No. 1 5000 495		Pipeline Infrastructure Replacement Charge	
			n	Case No. 11-3238-GA-RDR, the Public Utilities ommission of Ohio approved an adjustment to the	
\$29.00				ipeline Infrastructure Replacement (PIR) Cost	
PIPP Plus An	nount	Amount Enclosed	R	ecovery Charge. This charge provides recovery of	
			Ce	ertain costs associated with replacement of older - pelines and ownership of and responsibility for	
04		18,79	7 Se M	onthly Charge increased by \$0.64 to a total of 20.37 per month as of November 2, 2011.	
				DOMINION EAST OF 10	
	NDOLYN C TANDY SULZER AVE			DOMINION EAST OHIO PO BOX 26785	
	LID OH 44132-2725			RICHMOND VA 23261-6785	

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GWENDOLYN C TANDY

Page 1 of 3

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1439 SULZER AVE EUCLID OH 44132-2725	For questi	ions about Dominion East Ohio charge	as call 1-800-362-7557
Account Number Date Prepared Next Meter R 1 5000 4953 1404 January 12, 2012 02/08 - 02/13	reading		
Credits And Charges Since Your Last Bill Balance from last bill Payment on Dec 13, 2011 - Thank You Payment on Jan 6, 2012 - Thank You On Time Balance Reduction Credit Balance Current Charges General Sales Service Rate Standard Service Offer (SSO) Basic Monthly Charge Gas Usage Charges 14.1 MCF @ \$5.5007 Gross Receipts Tax (4.6044%) This bill includes \$61.53 for SSO gas cost at \$4.364 per thousand cubic feet (MCF). Total Current Charges Total Account Balance YOU ARE ON THE PIPP Plus PLAN FOR \$29.00.	\$307.59 29.00 CR 29.00 CR 28.44 CR \$191.15 \$20.37 77.56 4.51 \$102.44 \$293.59	Monthly Usage Comparison Average Daily Temperature For This Billing Period 28 21 24 21 14 7 0 2011 Average monthly use: Total annual use: Billing Period And Meter Readings Date Read Type Meter Number 13825215 Jan 9, 2012 Remote Dec 6, 2011 Remote MCF Used in 34 Days	Dec Jan 2012 □ 10.1 MCF. □ 20.2 MCF.

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GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 Page 2 of 3

18,899

Payment Programs for Eligible Customers

Budget Payment Plan - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount.

Current Plus - Pay current charges and make one of six equal payments of the past-due amount.

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

One-Ninth Plan - Pay a special budget amount, plus one of nine equal payments of the past-due amount,

PIPP Plus - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

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Gas Cost - The price charged to cover the cost of natural gas.

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Gross Receipts Tax - Ohio tax levied on public utilities.

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by Dominion East Ohio to provide gas supply at this regulated rate.

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to destomers who purchase gas from Dominion East Ohio.

Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

> **GWENDOLYN C TANDY** 1439 SULZER AVE EUCLID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE EUCLID OH 44132-2725

Account Number	Date Prepared	Next Meter Reading
1 5000 4953 1404	February 13, 2012	03/08 - 03/13/2012

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

Summary of Payment Due		
Past Due Gas Amount	293.59	
Current Gas Amount	96.89	**** THIS IS A SHUT-OFF NOTICE ****
Total Payment Due by February 29, 2012	\$390.48	

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$293.59 in full by February 29, 2012, 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 \$69.00 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.

Please 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	Feb 29, 2012 Account No.	1 5000 4953 1404
\$390.48		
Account Bala	Ance A	mount Enclosed
04		20,452

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 Pipeline Infrastructure Replacement Charge In Case No. 11-3238-GA-RDR, the Public Utilities Commission of Ohio approved an adjustment to the Pipeline Infrastructure Replacement (PIR) Cost Recovery Charge. This charge provides recovery of certain costs associated with replacement of older pipelines and ownership of and responsibility for service lines. With the rider change, the Basic Monthly Charge increased by \$0.64 to a total of \$20.37 per month as of November 2, 2011.

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

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GWENDOLYN C TANDY

1439 SULZER AVE EUCLID OH 44132-2725

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Account Number	Date Prepared	Next Meter Reading	For questions about Dominion East Ohio charges call 1-800-362-7557.
1 5000 4953 1404	February 13, 2012	03/08 - 03/13/2012	

Credits And Charges Since Your Last Bill		Monthly Usage Comparison	
Balance from last bill	\$293,59	Average Daily Temperature	2011 2010
Late Payment Charge	4.40	For This Billing Period	<u>2011 2012</u> 21°F 32°F
Gross Receipts Tax (4.6044%)	.20		
Balance	\$298.19	28Gas Use In	MCF
Current Charges	φ 2 50.15		
General Sales Service Rate		21	
(See last page for important message)			
Standard Service Offer (SSO)		14	
Basic Monthly Charge	\$20.37		
Gas Usage Charges	ψ20.57	7	
13.0 MCF @ \$5.2200	67.86		
Gross Receipts Tax (4.6044%)	4.06		
This bill includes \$53.09 for SSO gas cost at \$4.084 per	4.00	0044	Dec Jan Feb
thousand cubic feet (MCF),		2011 Average monthly use:	2012
Total Current Charges	\$92.29	Total annual use:	33.2 MCF.
Total Account Balance	\$390.48		B 33.2 MOT .
Vou may be able to botton control the see norther of your to	***	Billing Period And Meter Readings	
You may be able to better control the gas portion of your b. for an alternative gas supply contract.	ili by snopping	Date Read Type	Reading Difference
ier en enernaare gee oappiy oonaada.		Meter Number 13825215	
		Feb 8, 2012 Remote	280,4
		Jan 9, 2012 Remote	267.4 13.0
		MCF Used in 30 Days	13.0
Please Pay Account Balance of \$390.48 by Feb 29, 20	12 to Avoid Late Pa	yment Charge of 1.5% per month.	
	IS A SHUT-OFF N		·····
Unless we receive your past-due amount of \$2	293.59 by Feb 29.	2012, your gas may be shut off. If y	/0!!
have questions about this pending shutoff or n	eed a medical forr	n as outlined below, please call toll	-free
1-800-950-7989. If your gas service is shut off	vou must nav all	naet-due amounts. You will be bille	d a recommention for
Also, you will be billed a security deposit in thr	e equal monthly i	past-due arrounds. Tou will be blie	d a reconnection ree.
creditworthy guaranter. If you are on the Energy	ee equal monthly i	installments of you will need to have	ea
creditworthy guarantor. If you are on the Energy	ly Choice program	i and your service is shut off, you w	fill no longer
be served by your current supplier at the curre	nt rate.		
NOTE: A medical certification delays a shut of	f for residential cus	stomers when it would be especially	y I
dangerous to the health of a permanent memb	er of your househ	old. It allows you time to get financi	al help. It does
not reduce the amount you owe. A licensed me	edical professional	must sign the form.	, -

20,452

You have been placed on Dominion East Ohio's Standard Service Offer (SSO) rate. If you remain credit eligible for two consecutive bills, you will be assigned a supplier to provide you with gas at the regulated Standard Choice Offer (SCO) rate. The assigned SCO supplier will be listed on your monthly statement. The assigned supplier will continue to provide gas to you unless you choose a new supplier or participate in an aggregation program.

For contact information on participating Energy Choice suppliers, you have several options: - Visit www.DominionGasChoice.com for Energy Choice information.

- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is 1-800-686-7826 (TDD 800-686-1570).
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

PLEASE NOTE: If you have past due amounts owed to Dominion East Ohio and are not on a payment plan at the time of your first SCO bill, you will be automatically enrolled in Dominion's Payment Plan Program. The plan amount (current amount due, plus one-sixth of the past-due balance) will be stated on that bill.

Payment Programs for Eligible Customers

Budget Payment Plan - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount.

Current Plus - Pay current charges and make one of six equal payments of the past-due amount.

One-Third Winter Heating Plan - Pay one-third of the account balance if current charges include gas used between November 1 and April 15. One-Ninth Plan - Pay a special budget amount, plus one of nine equal payments of the past-due amount.

PIPP Plus - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

Graduate PIPP Plus - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount. It replaces the PIPP Repayment Plan.

Explanation of Billing Terms (The following items will not appear on every bill.)

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Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com.

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

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MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided. Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate. Reconnection Fee - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

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Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer.

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Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

GWENDOLYN C TANDY

1439 SULZER AVE EUCLID OH 44132-2725

Account Number		Next Meter Reading	
1 5000 4953 1404	March 13, 2012	04/09 - 04/12/2012	For questions about Dominion East Ohio charges call 1-800-362-7557.

Summary of Payment Due		
Past Due Gas Amount	360.48	
Current Gas Amount	87.58	**** THIS IS A SHUT-OFF NOTICE ****
Total Payment Due by March 29, 2012	\$448.06	

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your past due payment of \$360.48 in full by March 29, 2012, 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 \$67.00 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.

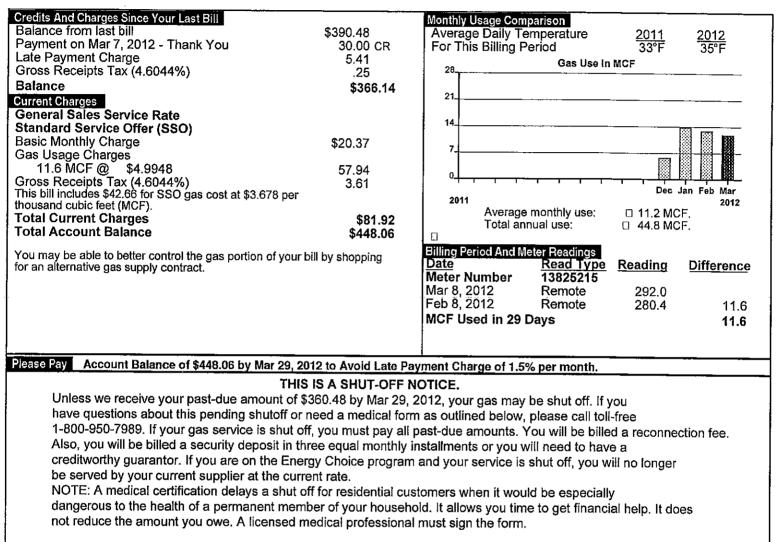
Please detach and return this coupon with a check made payable to Dominion East Ohio . Please see reverse side for mailing address change instructions.

PLEASE PAY BY Mar 29, 2012 Accourt \$448.06 Account Balance	t No. 1 5000 4953 1404 Amount Enclosed	Eligible for Energy Choice? The Public Utilities Commission of Ohio approved a supplier auction. If you are eligible for the Energy Choice program, you may be assigned to Standard Choice Offer (SCO) supplier beginning with your April/May bill. Dominion East Ohio will still read meters, offer billing and customer service help and respond to emergencies. As an SCO customer, you may shop for a supplier or join an aggregation program, if available.	
GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725		DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785	

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Account Number 1 5000 4953 1404	Next Meter Reading 04/09 - 04/12/2012	For questions about Dominion East Ohio charges call 1-800-362-7557.



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Budget Payment Plan - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe

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

1439 SULZER AVE EUCLID OH 44132-2725

> Next Meter Reading For questions about Dominion East Ohio charges call 1-800-362-7557. 05/08 - 05/11/2012

UCCODE LICO AMOUNT	, I	(See Next Page for Usage Comparison and Meter Readings
urrent Plan Amount otal Payment Due by April 30, 2012	115.84 \$115.84	
······································	Q 110.04	
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Thank you for portioinating in our enabled a summer in		
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to keep you current with new bills. The due date and To remain on the plan and to avoid a shut-off notice any questions, please call toll free 1-800-950-7989. To participate in the Energy Choice progr pay the amount ase detach and return this coupon with a check made payable to Domi	d the amount yo , please be sure ram and/or rem due on time ea nion East Ohio . Ple 953 1404 Cha The sup the	a owe appear each month on the payment stub below. to pay the correct amount by the due date. If you have the form on any payment plan, you must the month. pase see reverse side for mailing address change instructions. nge in Supplier - Standard Choice Offer (SCO) a Public Utilities Commission of Ohio approved a pplier auction. While all SCO customers will pay same monthly rate, you may receive your gas
to keep you current with new bills. The due date and To remain on the plan and to avoid a shut-off notice any questions, please call toll free 1-800-950-7989. To participate in the Energy Choice progr pay the amount ase detach and return this coupon with a check made payable to Domin ASE PAY BY Apr 30, 2012 Account No. 1 5000 44 \$115.84	d the amount yo , please be sure ram and/or rem due on time ea nion East Ohio . Ple 953 1404 Cha The sup the	to pay the correct amount by the due date. If you have to pay the correct amount by the due date. If you have the ain on any payment plan, you must the month. The pase see reverse side for mailing address change instructions. The page in Supplier - Standard Choice Offer (SCO) a Public Utilities Commission of Ohio approved a polier auction. While all SCO customers will pay same monthly rate, you may receive your gas poly from a different supplier beginning with your
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to keep you current with new bills. The due date and To remain on the plan and to avoid a shut-off notice any questions, please call toll free 1-800-950-7989. To participate in the Energy Choice progr pay the amount ase detach and return this coupon with a check made payable to Domin ASE PAY BY Apr 30, 2012 Account No. 1 5000 4 \$115.84 Plan Amount Amount Enclosed O4 22 GWENDOLYN C TANDY 1439 SULZER AVE	d the amount yo , please be sure ram and/or rem due on time ea nion East Ohio . Ple 953 1404 Cha The sup the sup the sup the sup the sup the sup the sup	au owe appear each month on the payment stub below. to pay the correct amount by the due date. If you have the pay the correct amount by the due date. If you have the pay the correct amount by the due date. If you have the payment plan, you must the month. The pase see reverse side for malling address change instructions. Inge in Supplier - Standard Choice Offer (SCO) a Public Utilities Commission of Ohio approved a polier auction. While all SCO customers will pay same monthly rate, you may receive your gas puply from a different supplier beginning with your fil/May bill. Dominion East Ohio will still read ters, offer billing and customer service help and pond to emergencies. As an SCO customer, you y shop for a supplier or join an aggregation gram, if available. DOMINION EAST OHIO PO BOX 26785

GWENDOLYN C TANDY

1439 SULZER AVE EUCLID OH 44132-2725

Account Number Date Prepared Next Meter 1 5000 4953 1404 April 12, 2012 05/08 - 05/1	For quest 1/2012	ions about Dominion East Ohio charges (call 1-800-362-7557.
Credits And Charges Since Your Last Bill Balance from last bill Payment on Apr 9, 2012 - Thank You Balance Current Charges Dominion East Ohio Distribution Charges Basic Monthly Charge Usage-Based Charges	\$448.06 30.00 CR \$418.06 \$20.37	Monthly Usage Comparison Average Daily Temperature For This Billing Period 28Gas Use In MC 21	2011 2012 40°F 52°F CF
4.9 MCF @ \$1.3000 Gross Receipts Tax (4.6044%) Total Dominion East Ohio Charges For questions about Dominion East Ohio charges, call us at 1-800-362-7557.	6.37 1.23 \$27.97		Dec Jan Feb Mar Apr
KRATOS GAS AND POWER Charges (See last page for important message) Standard Choice Offer (SCO) Gas Cost 4.9 MCF @ \$3.446 Sales Tax Total KRATOS GAS AND POWER Charges For questions about gas supply costs, contact KRATOS GAS AND POWER at 1-800-296-2203 or 215 Union Blvd Ste 425 Lakewood, CO 80228 Www.kratosgp.com or www.kratosgp.com. Total Current Charges Total Account Balance	\$16.89 1.31 \$ 18.20 \$46.17 \$464.23	Billing Period And Meter Readings	□ 9.9 MCF. □ 49.7 MCF. □ 2012 2012 2012 □ 49.7 MCF. □ 296.9 292.0 4.9 4.9
YOU ARE ON THE CURRENT PLUS (\$69.67) PAY			

22,036

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 Page 2 of 3

With this bill, you will find an assigned supplier listed that will provide natural gas at the regulated Standard Choice Offer (SCO) rate. The assigned supplier will continue to provide you with gas unless you choose a new supplier or participate in an aggregation program.

Sales Tax is charged to most customers who purchase their natural gas from an Energy Choice or governmental aggregation supplier. The Gross Receipts Tax is levied on public utilities and directly passed on to customers. Sales-tax-exempt customers should send a state-issued exemption certificate to the natural gas supplier listed on this bill, along with the applicable account number(s).

For contact information on participating Energy Choice suppliers, you have several options: - Visit www.DominionGasChoice.com for Energy Choice information.

- Contact the Public Utilities Commission of Ohio (PUCO) for its "Apples to Apples" supplier comparison chart. The PUCO number is
- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

PLEASE NOTE: Because you have past-due amounts owed to Dominion East Ohio, you have been automatically enrolled in Dominion's Payment Plan Program. The plan amount (current amount due and one-sixth of the past-due balance) is stated on that bill.

Payment Programs for Eligible Customers

Budget Payment Plan - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount.

Current Plus - Pay current charges and make one of six equal payments of the past-due amount. One-Third Winter Heating Plan - Pay one-third of the account balance if current charges include gas used between November 1 and April 15.

One-Ninth Plan - Pay a special budget amount, plus one of nine equal payments of the past-due amount. PIPP Plus - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency, Graduate PIPP Plus - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP

Plus amount and budget billing amount. It replaces the PIPP Repayment Plan.

Explanation of Billing Terms (The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. CR - Credit

Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com. Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount. MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Meter rest ree - ree charged for a meter lest performed at the customer's request. Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided. Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping. Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate. Reconnection Fee - Fee charged to restore gas service that was terminated by the Company or at a customer's request. Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment.

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer. Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned

by Dominion East Ohio to provide gas supply at this regulated rate. Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to set the set to purchase gas from Dominion East Ohio.

Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas,

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

1439 SULZER AVE EUCLID OH 44132-2725

Next Meter Reading 06/07 - 06/12/2012	For questions about Dominion East Ohio charges call 1-800-362-7557.
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Summary of Payment Due		(See Next Page for Usage Comparison and Meter Readings)
Past Due Plan Amount	85.84	(deenverthage for usage companison and meter Readings)
Current Plan Amount	111.28	
Total Payment Due by May 29, 2012	\$197.12	
Please Pay Plan Amount of \$197.12 by May 29, 2012 to Av	oid Late Paymen	t Charge of 1.5% per month.
Special Pa	ayment Arrange	
Monthly Plan Amount Past Due Amount		\$111.28
Total Plan Amount due		\$85.84 \$197.12
We can provide this plan only as land as we want		
We can provide this plan only as long as you make from the plan, your full account balance will be due	e your monthly p	ayments in full and on time. If you are dropped
Please call 1-800-950-7989 if you have any questi	ons or need ass	istance
If you have an Energy Choice supplier, you mu	ust pay the amo	ount due on time each month to retain your
Cui	rrent contract.	and and on this caon month to retain your
·····		
Please detach and return this coupon with a check made payable to Don	minion East Ohio . Pl	ease see reverse side for mailing address change instructions.
		Pipeline Infrastructure Replacement Charge
	ín	Case No. 12-0812-GA-RDR, the Public Utilities
\$197.12		ommission of Ohio approved an adjustment to the peline Infrastructure Replacement (PIR) Cost
	Re	covery Charge. This charge provides recovery of
Plan Amount Amount Enclose	ed ce	rtain costs associated with replacement of older
04	pir se	pelines and ownership of and responsibility for rvice lines. With the rider change, the Basic
	Mo	onthly Charge increased by \$0.58 to a total of
	\$2	0.95 per month as of May 4, 2012.
		—
GWENDOLYN C TANDY		DOMINION EAST OHIO
1439 SULZER AVE		PO BOX 26785 PICHMOND VA 22264 6705
EUCLID OH 44132-2725		RICHMOND VA 23261-6785

01150004953140400000000402600000197127

Credits And Charges Since Your Last Bill	- <u></u>	Monthly Llo	Company			
Balance from last bill Payment on May 8, 2012 - Thank You Late Payment Charge Gross Receipts Tax (4.6044%) Balance Current Charges Dominion East Ohio Distribution Charges Basic Monthly Charge Usage-Based Charges 4.2 MCF @ \$1.3000 Gross Receipts Tax (4.6044%) Total Dominion East Ohio Charges For guestions about Dominion East Ohio charges, call	\$464.23 30.00 CR 1.29 .06 \$435.58 \$20.95 5.46 1.22 \$27.63	Average [age Compari Daily Tempe Billing Period	erature	2011 52°F MCF	2012 53°F
us at 1-800-362-7557. HESS CORPORATION Charges Standard Choice Offer (SCO) Gas Cost 4.2 MCF @ \$2.791 Sales Tax Total HESS CORPORATION Charges For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com. Total Current Charges Total Account Balance YOU ARE ON THE CURRENT PLUS (\$69.67) PAY	\$11.72 .91 \$ 12.63 \$40.26 \$475.84 MENT PLAN.	D Billing Perio Date Meter Nur May 8, 20 Apr 9, 201	mber 1 12 R	use: Readings Lead Type 3825215 Lemote Lemote	B 9.0 MC D 53.9 MC <u>Reading</u> 301.1 296.9	CF.

21,482

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 .

21,641

Budget Payment Plan - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe. Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount. Current Plus - Pay current charges and make one of six equal payments of the past-due amount.

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

One-Ninth Plan - Pay a special budget amount, plus one of nine equal payments of the past-due amount.

PIPP Plus - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency,

Graduate PIPP Plus - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount. It replaces the PIPP Repayment Plan.

Explanation of Billing Terms (The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. CR - Credit

Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com. Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount. MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request. Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any

reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment. Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer.

Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate.

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale @###tomers who purchase gas from Dominion East Ohio.

Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

1439 SULZER A EUCLID OH 441				
Account Number 1 5000 4953 1404		Next Meter Reading 07/09 - 07/12/2012	For questi	tions about Dominion East Ohio charges call 1-800-362-7557.
Summary of Payme Past Due Plan Am Current Plan Amo Total Payment Du	ount	2	167.12 101.41 \$268.53	** THIS IS A SHUT-OFF NOTICE **
YOU ARE ON TH	E CURRENT PLUS	PAYMENT PLAN.		
YOUR ACCOUNT IS gas service. Partial p	PAST DUE. Unless Dom ayment will not protect yo	ninion East Ohio receives yo ou from shutoff unless you a	ur past due p re eligible for	payment of \$167.12 in full by June 28, 2012, the company can shut off your r and enrolled in one of the payment programs listed on the Terms page.
455.00. AISO, YOU WI	in be billed for a security	aeposit of \$65.00 in three	e equal mont	ist-due amount(s) or plan arrears. You will be billed a reconnection fee of the installments or you need to have a creditworthy guarantor.
 \$3.95 for each transa East Ohio at the numl Energy Assistance. Development, Office of Medical Certificate. A you time to get financ 1-800-950-7889. A lic within seven days. If medical information to Failure to pay all char 	Discover creat card. Cor ction. You may also pay i per in the top right corner if you meet income requir of Community Services, a A medical certification del ial help or make payment censed medical profession gas service is off, return t o us. ges for non-regulated Dor	nact BillMatrix by phone at 1 in person at an authorized p of this bill. Authorized payn rements, you might qualify fo t 1-800-282-0880 or contact ays a shutoff when it would arrangements. It does not nal must sign the form. You he signed form within 21 day	1-800-573-111 ayment center nent agents ci t us. be especially reduce the an a can apply by ys to restore s may result in	electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a 153 or online through www.dom.com. BillMatrix charges a convenience fee of ter. For the payment location nearest you, visit www.dom.com or call Dominion charge a service fee of \$1.50 for each transaction. id or weatherization services. To learn more, call the Ohio Department of y dangerous to the health of a permanent member of your household. It allows mount you owe. You can get a medical certification form by calling y phone, provided that Dominion East Ohio receives the written notification service. Be sure to give your health care provider permission to release your n termination of your contract.
Please detach and retu	rn this coupon with a che	ck made payable to Dominic	on East Ohio	 Please see reverse side for mailing address change instructions.
PLEASE PAY BY \$268.53 Plan Amou 04		Amount Enclosed	50	Pipeline Infrastructure Replacement Charge In Case No. 12-0812-GA-RDR, the Public Utilities Commission of Ohio approved an adjustment to the Pipeline Infrastructure Replacement (PIR) Cost Recovery Charge. This charge provides recovery of certain costs associated with replacement of older pipelines and ownership of and responsibility for service lines. With the rider change, the Basic Monthly Charge increased by \$0.58 to a total of \$20.95 per month as of May 4, 2012.

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725

DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

011500049531404000000002911000000268532

	Date Prepared June 12, 2012	Next Meter Reading 07/09 - 07/12/2012	For questions about Dominion East Ohio charges call 1-800-362-7557.
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Summary of Payment Due		1 7Con Mast Dans for Hanna Commandate and Martin De 1
Past Due Plan Amount	167.12	(See Next Page for Usage Comparison and Meter Readings)
Current Plan Amount	101.41	
Total Payment Due by June 28, 2012	\$268.53	
	l	
Please Pay Plan Amount of \$268.53 by Jun 28, 2012 to	Avoid Late Paymen	t Charge of 1.5% per month.
	S A SHUT-OFF NO	
Unless we receive your past-due amount of \$1	67.12 by Jun 28, 20)12, your gas may be shut off. If you
have questions about this pending shutoff or ne	eed a medical form	as outlined below, please call the number
listed at the top this bill. If your gas service is sl	hut off, you must pa	iv all past-due amounts. You will be billed a
reconnection fee. Also, you will be billed a secu	urity deposit in three	equal monthly installments or you will need
to have a creditworthy guarantor. If you are on	the Energy Choice	program and your service is shut off, you will
no longer be served by your current supplier at	the current rate.	
NOTE: A medical certification delays a shut off	for residential custo	omers when it would be especially
dangerous to the health of a permanent member	er of your household	d. It allows you time to get financial
help. It does not reduce the amount you owe. A	i licensed medical p	roressional must sign the form.

24,750

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725

F

24,750

Budget Payment Plan - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May. Budget Plus - Pay a budget amount, plus one of 12 equal payments of the past-due amount.

Current Plus - Pay current charges and make one of six equal payments of the past-due amount. One-Third Winter Heating Plan - Pay one-third of the account balance if current charges include gas used between November 1 and April 15.

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Gross Receipts Tax - Ohio tax levied on public utilities.

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Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use.

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GWENDOLY	N C TANDY			Page 1 of 4
1439 SULZER A EUCLID OH 441				
Account Number 1 5000 4953 1404	Date Prepared July 12, 2012	Next Meter Reading 08/07 - 08/10/2012	For questic	ons about Dominion East Ohio charges call 1-800-362-7557.
Summary of Payme Past Due Plan Am Current Plan Amou Total Payment Du	ount		238.53 103.24 \$341.77	** THIS IS A SHUT-OFF NOTICE **
YOU ARE ON TH	IE CURRENT PLUS	PAYMENT PLAN.		
YOUR ACCOUNT IS gas service. Partial p	PAST DUE. Unless Domi ayment will not protect you	inion East Ohio receives yo u from shutoff unless you a	our past due pa are eligible for a	ayment of \$238.53 in full by July 30, 2012, the company can shut off your and enrolled in one of the payment programs listed on the Terms page.
lf the company shut \$33.00. Also, you wi	s off your gas service fo Il be billed for a security	r nonpayment, you must deposit of \$67.00 in three	pay your pas e equal month	t-due amount(s) or plan arrears. You will be billed a reconnection fee of ily installments or you need to have a creditworthy guarantor.
Visa, MasterCard, of 1 \$3.95 for each transar East Ohio at the numt Energy Assistance. I Development, Office of Medical Certificate. A you time to get financi 1-800-950-7989. A lice	Discover creati card. Con ction. You may also pay in per in the top right corner of f you meet income require of Community Services, at A medical certification dela al help or make payment ansed medical profession gas service is off, return th	tact BillMatrix by phone at a person at an authorized por bit his bill. Authorized payr ements, you might qualify fr 1-800-282-0880 or contac uys a shutoff when it would arrangements. It does not all must sign the form. You	1-800-573-115 payment center ment agents ch or financial aid t us. be especially of reduce the am L can apply by	ectronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a 3 or online through www.dom.com. BillMatrix charges a convenience fee of 7. For the payment location nearest you, visit www.dom.com or call Dominion harge a service fee of \$1.50 for each transaction. or weatherization services. To learn more, call the Ohio Department of dangerous to the health of a permanent member of your household. It allows oount you owe. You can get a medical certification form by calling phone, provided that Dominion East Ohio receives the written notification ervice. Be sure to give your health care provider permission to release your
Failure to pay all charg	ges for non-regulated Dom	ninion Products & Services	may result in t	ermination of your contract.
lf you have made your	payment, please accept of	our thanks and disregard th	nis notice.	

Please 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	Jul 30, 2012	2 Account No. 1 5000 49	
\$34	1.77		In Case Commis Pipeline
Plan /	Amount	Amount Enclosed	i vonum v
04			pipelines service Monthly \$20.95 p

Pipeline infrastructure Replacement Charge In Case No. 12-0812-GA-RDR, the Public Utilities Commission of Ohio approved an adjustment to the Pipeline Infrastructure Replacement (PIR) Cost Recovery Charge. This charge provides recovery of certain costs associated with replacement of older pipelines and ownership of and responsibility for service lines. With the rider change, the Basic Monthly Charge increased by \$0.58 to a total of \$20.95 per month as of May 4, 2012.

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

011500049531404000000002983000000341778

Account Number	Date Prepared	Next Meter Reading	For questions about Dominion East Ohio charges call 1-800-362-7557.
1 5000 4953 1404	July 12, 2012	08/07 - 08/10/2012	

Summary of Payment Due	(See Next Page for Usage Comparison and Meter Readings)
	8.53
Current Plan Amount	3.24
	1.77
Please Pay Plan Amount of \$341.77 by Jul 30, 2012 to Avoid Late	Payment Charge of 1 5% per month
THIS IS A SHUT	
Unless we receive your past-due amount of \$238.53 by J	
have questions about this pending shutoff or need a med	ical form as outlined below, please call the number
listed at the top this bill. If your gas service is shut off, you	I must pay all past-due amounts. You will be billed a
reconnection fee. Also, you will be billed a security depos	it in three equal monthly installments or you will need
to have a creditworthy guarantor. If you are on the Energy	/ Choice program and your service is shut off, you will
no longer be served by your current supplier at the currer	it rate.
NOTE: A medical certification delays a shut off for reside	ntial customers when it would be especially
dangerous to the health of a permanent member of your	nousehold. It allows you time to get financial
help. It does not reduce the amount you owe. A licensed	medical professional must sign the form.

For questions about Dominion East Ohio charges call 1-800-362-7557, Account Number Date Prepared Next Meter Reading 1 5000 4953 1404 July 12, 2012 08/07 - 08/10/2012 Credits And Charges Since Your Last Bill Monthly Usage Comparison Balance from last bill \$477.58 Average Daily Temperature 2011 71°F <u>2012</u> 75°F Payment on Jul 9, 2012 - Thank You 30.00 CR For This Billing Period Late Payment Charge 3.58 Gas Use In MCF Gross Receipts Tax (4.6044%) .16 Balance \$451.32 21 Current Charges Dominion East Ohio Distribution Charges 14 **Basic Service Charge** \$20.95 Usage-Based Charges 1.7 MCF @ \$1.3294 7 2.26 Gross Receipts Tax (4.6044%) 1.07 O. 1000 868 **Total Dominion East Ohio Charges** \$24.28 Dec Jan Feb Mar Apr May Jun Jul For questions about Dominion East Ohio charges, call 2011 2012 us at 1-800-362-7557. Average monthly use: □ 7.2 MCF. Total annual use: □ 57.3 MCF. **HESS CORPORATION Charges** П Standard Choice Offer (SCO) Billing Period And Meter Readings
Date Read Type Gas Cost 1.7 MCF @ \$3.029 \$5.15 Reading Difference Sales Tax .40 Meter Number 13825215 **Total HESS CORPORATION Charges** \$5.55 Jul 9, 2012 Actual 304.5 For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Jun 7, 2012 Actual 302.8 1.7 MCF Used in 32 Days Woodbridge, NJ 07095 or www.hess.com. 1.7 **Total Current Charges** \$29.83 **Total Account Balance** \$481.15 YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.

Budget Payment Plan - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May. Budget Plus - Pay a budget amount, plus one of 12 equal payments of the past-due amount. Current Plus - Pay current charges and make one of six equal payments of the past-due amount.

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GWENDOLYN C TANDY

1439 SULZER AVE EUCLID OH 44132-2725

Account Number Date Prepared Next Meter Reading 1 5000 4953 1404 August 10, 2012 09/06 - 09/11/2012 Fo	or questions about Dominion East Ohio charges call 1-800-362-7557.
Current Plan Amount 10	1.77 2.83 4.60 ** THIS IS A SHUT-OFF NOTICE **
YOU ARE ON THE CURRENT PLUS PAYMENT PLAN.	
YOUR ACCOUNT IS PAST DUE. Unless Dominion East Ohio receives your pa gas service. Partial payment will not protect you from shutoff unless you are eli	ast due payment of \$281.77 in full by August 28, 2012, the company can shut off your gible for and enrolled in one of the payment programs listed on the Terms page.
\$35.00. Also, you will be blied for a security deposit of \$68.00 in three equ	
Visa, MasterCard, or Discover credit Card. Contact BillMatrix by phone at 1-800 \$3.95 for each transaction. You may also pay in person at an authorized payme East Ohio at the number in the top right corner of this bill. Authorized payment Energy Assistance. If you meet income requirements, you might qualify for fina 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 es you time to get financial help or make payment arrangements. It does not reduc 1-800-950-7989. A licensed medical professional must sign the form. You can within seven days. If gas service is off, return the signed form within 21 days to medical information to us.	ancial aid or weatherization services. To learn more, call the Ohio Department of specially dangerous to the health of a permanent member of your household. It allows ce the amount you owe. You can get a medical certification form by calling apply by phone, provided that Dominion East Ohio receives the written notification restore service. Be sure to give your health care provider permission to release your
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 no	tice.

Please 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	Aug 28, 2012 Account No.	1 5000 4953 140
\$384.6	0	
Plan Amo	unt A	mount Enclosed

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GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725

Removing Yourself from Customer Listing We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please sign in or register in Manage Your Account at www.dom.com, call us at 1-800-362-7557, or write us at P.O. Box 5759, Cleveland, OH 44101-0759.

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

0115000495314040000000002874000000384608

	Date Prepared August 10, 2012	Next Meter Reading 09/06 - 09/11/2012	For questions about Dominion East Ohio charges call 1-800-362-7557.
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Summary of Payment Due		(See Next Page for Usage Comparison and Meter Readings)
Past Due Plan Amount	281.77	· · · · · · · · · · · · · · · · · · ·
Current Plan Amount Total Payment Due by August 28, 2012	102.83	
Total Tayment Due by August 20, 2012	\$384.60	
Please Pay Plan Amount of \$384.60 by Aug 28, 2012 to Avoid	d Late Payment	Charge of 1.5% per month.
	SHUT-OFF NO	
Unless we receive your past-due amount of \$281.77	by Aug 28, 20	12, your gas may be shut off. If you
have questions about this pending shutoff or need a listed at the top this bill. If your gas service is shut of	medical form a	as outlined below, please call the number
reconnection fee. Also, you will be billed a security d	eposit in three	equal monthly installments or you will need
to have a creditworthy guarantor. If you are on the E	nergy Choice p	program and your service is shut off, you will
no longer be served by your current supplier at the c	urrent rate.	
NOTE: A medical certification delays a shut off for re	sidential custo	mers when it would be especially
dangerous to the health of a permanent member of y	our household	I. It allows you time to get financial
help. It does not reduce the amount you owe. A licen	ised medical p	roressional must sign the form.

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GWENDOLYN C TANDY

1439 SULZER AVE EUCLID OH 44132-2725

Account Number 1 5000 4953 1404	Date Prepared September 11, 2012	Next Meter Reading 10/05 - 10/10/2012	For question	s about Dominion East Ohio charges call 1-800-362-7557.
Cycle 04				
Summary of Payme Past Due Plan Am Current Plan Amou Total Payment Du	ount	2012	354.60 105.22 \$459.82	** THIS IS A SHUT-OFF NOTICE **
YOU ARE ON TH	E CURRENT PLUS	PAYMENT PLAN.		
YOUR ACCOUNT IS your gas service. Par	PAST DUE. Unless Domi rtial payment will not protect	nion East Ohio receives yo ct you from shutoff unless	our past due pay you are eligible f	ment of \$354.60 in full by September 27, 2012, the company can shut off or and enrolled in one of the payment programs listed on the Terms page.
lf the company shut \$33.00. Also, you wi	s off your gas service for Il be billed for a security	r nonpayment, you must deposit of \$65.00 in thre	pay your past- e equal monthly	lue amount(s) or plan arrears. You will be billed a reconnection fee of r installments or you need to have a creditworthy guarantor.
Visa, MasterCard, or \$3.95 for each transa East Ohio at the numi Energy Assistance. Development, Office of Medical Certificate. you time to get financ 1-800-950-7989. A lia	Discover credit card. Cont ction. You may also pay ir ber in the top right corner o If you meet income require of Community Services, at A medical certification dela ial help or make payment a censed medical profession gas service is off, return th	act BillMatrix by phone at person at an authorized p of this bill. Authorized pays ments, you might qualify f 1-800-282-0880 or contac ys a shutoff when it would arrangements. It does not al must sign the form. You	1-800-573-1153 payment center. ment agents char or financial aid o t us. be especially da reduce the amou u can apply by of	tronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a or online through www.dom.com. BillMatrix charges a convenience fee of For the payment location nearest you, visit www.dom.com or call Dominion rge a service fee of \$1.50 for each transaction. r weatherization services. To learn more, call the Ohio Department of ngerous to the health of a permanent member of your household. It allows unt you owe. You can get a medical certification form by calling one, provided that Dominion East Ohio receives the written notification vice. Be sure to give your health care provider permission to release your
Failure to pay all char	ges for non-regulated Dom	inion Products & Services	may result in te	mination of your contract.
If you have made you	r payment, please accept o	our thanks and disregard ti	his notice.	
		·····	<u>.</u>	
Please detach and retu	Im this coupon with a chec	k made payable to Domini	ion East Ohio . F	lease see reverse side for mailing address change instructions.
DIFACE DAY OV	0 *** 07 0040		0.4.404	

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GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 Removing Yourself from Customer Listing We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please sign in or register in Manage Your Account at www.dom.com, call us at 1-800-362-7557, or write us at P.O. Box 5759, Cleveland, OH 44101-0759.

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

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Account Number D 1 5000 4953 1404 S	Date Prepared September 11, 2012	Next Meter Reading 10/05 - 10/10/2012	For questions about Dominion East Ohio charges call 1-800-362-7557.
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Summary of Payment Due Past Due Plan Amount	054.00	(See Next Page for Usage Comparison and Meter Readings)
Current Plan Amount	354.60	
Total Payment Due by September 27, 2012	105.22 \$459.82	
i otal Payment Due by September 21, 2012	\$459.6Z	
Please Pay Plan Amount of \$459.82 by Sep 27, 2012 to Avoid	d Late Paymen	t Charge of 1.5% per month.
THIS IS A S	SHUT-OFF NO	DTICE.
Unless we receive your past-due amount of \$354.60	by Sep 27, 20	012, your gas may be shut off. If you
have questions about this pending shutoff or need a	medical form	as outlined below, please call the number
listed at the top this bill. If your gas service is shut of	f. vou must pa	av all past-due amounts. You will be billed a
reconnection fee. Also, you will be billed a security d	eposit in three	equal monthly installments or you will need
to have a creditworthy guarantor. If you are on the E	neray Choice	program and your service is shut off, you will
no longer be served by your current supplier at the c	urrent rate	program and your bervice is shar on; you win
NOTE: A medical certification delays a shut off for re		amora whon it would be canacially
dengarous to the backle of a normanant marshes of		d the laws user firsts (a set first size)
dangerous to the health of a permanent member of y	our nousenol	d. It allows you time to get tinancial
help. It does not reduce the amount you owe. A licen	ised medical p	professional must sign the form.

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725

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Account Number Date Prepared Next Meter Reading 1 5000 4953 1404 September 11, 2012 10/05 - 10/10/2012

Credits And Charges Since Your Last Bill Balance from last bill Payment on Sep 7, 2012 - Thank You Late Payment Charge Gross Receipts Tax (4.6044%) Balance Current Charges Dominion East Ohio Distribution Charges Basic Service Charge Usage-Based Charges 1.6 MCF @ \$1.1000 Gross Receipts Tax (4.6044%) 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 1.6 MCF @ \$3.61 Sales Tax Total HESS CORPORATION Charges For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com. Total Current Charges Total Account Balance	\$454.31 30.00 CR 5.32 .24 \$429.87 \$20.95 1.76 1.05 \$23.76 \$5.78 .45 \$6.23 \$29.99 \$459.86	Monthly Usage Comparison Average Daily Temperature 2011 2012 For This Billing Period 70°F 71°F 28 Gas Use In MCF 21 14 14 14 7 Dec Jan Feb Mar Apr May Jun Jul Aug Sep 2011 Dec Jan Feb Mar Apr May Jun Jul Aug Sep 2011 Control of the temperature 14 Total annual use: 0 14 Total annual use: 0 14 Total annual use: 0 15 60.3 MCF. 16 McF 13825215 307.5 Aug 7, 2012 Actual 305.9 1.6 MCF Used in 30 Days 1.6
us at 1-800-362-7557. HESS CORPORATION Charges Standard Choice Offer (SCO) Gas Cost 1.6 MCF @ \$3.61 Sales Tax Total HESS CORPORATION Charges For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.	.45 \$6.23	2011 2012 Average monthly use: 0 Total annual use: 0 Billing Period And Meter Readings Date Read Type Meter Number 13825215 Sep 6, 2012 Actual 307.5 Aug 7, 2012 Actual 305.9 1.6
	\$459.86	

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 For questions about Dominion East Ohio charges call 1-800-362-7557.

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SHENDOETH O TANDT	Page 1 of 3
1439 SULZER AVE EUCLID OH 44132-2725	
Account Number Date Prepared 1 5000 4953 1404 October 8, 2012	Next Meter Reading 11/05 - 11/08/2012 For questions about Dominion East Ohio charges call 1-800-362-7557.
Cycle 04	
Summary of Payment Due Past Due Gas Amount	
Current Gas Amount Total Payment Due by October 24, 20	36.10 ** THIS IS A SHUT-OFF NOTICE ** \$495.96
You are not currently on a payment pla YOUR ACCOUNT IS PAST DUE. Unless Domi gas service. Partial payment will not protect you	an. nion East Ohio receives your past due payment of \$459.86 in full by October 24, 2012, the company can shut off your I 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 \$33.00. Also, you will be billed for a security	r nonpayment, you must pay your past-due amount(s) or plan arrears. You will be billed a reconnection fee of deposit of \$71.00 in three equal monthly installments or you need to have a creditworthy guarantor.
1 Visa, MasterCard, or Discover credit card. Cont \$3.95 for each transaction. You may also pay in East Ohio at the number in the top right corner or Energy Assistance. If you meet income require Development, Office of Community Services, at Medical Certificate. A medical certification dela you time to get financial help or make payment a 1-800-950-7989. A licensed medical profession	through BillMatrix day or night with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a act BillMatrix by phone at 1-800-573-1153 or online through www.dom.com. BillMatrix charges a convenience fee of person at an authorized payment center. For the payment location nearest you, visit www.dom.com or call Dominion of this bill. Authorized payment agents charge a service fee of \$1.50 for each transaction. ments, you might qualify for financial aid or weatherization services. To learn more, call the Ohio Department of 1-800-282-0880 or contact us. ys a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows wrangements. It does not reduce the amount you owe. You can get a medical certification form by calling al must sign the form. You can apply by phone, provided that Dominion East Ohio receives the written notification e signed form within 21 days to restore service. Be sure to give your health care provider permission to release your
Failure to pay all charges for non-regulated Dom	inion Products & Services may result in termination of your contract.
If you have made your payment, please accept o	our thanks and disregard this notice.
l	

Please 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 24, 2012 Accou \$495.96 Account Balance	Int No. 1 5000 4953 1404 Amount Enclosed	Removing Yourself from Customer Listing We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please sign in or register in Manage Your Account at www.dom.com, call us at 1-800-362-7557, or write us at P.O. Box 5759, Cleveland, OH 44101-0759.
GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725		DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

0115000495314040000000002888000000495962

GWENDOLYN C TANDY			Page 2 of 3
1439 SULZER AVE EUCLID OH 44132-2725			
Account Number Date Prepared Next Meter F I 5000 4953 1404 October 8, 2012 11/05 - 11/08	leading For questi /2012	ons about Dominion East Ohio charges call 1-800-3	62-7557.
Credits And Charges Since Your Last Bill		Monthly Usage Comparison	·
Balance from last bill	\$459.86	Average Daily Temperature 2011	2012
_ate Payment Charge	6.90	For This Billing Period 61°F	<u>2012</u> 60°F
Gross Receipts Tax (4.6044%)	.32	Gas Use In MCF	
Balance	\$467.08	28	
Current Charges			
Dominion East Ohio Distribution Charges		21	
Basic Service Charge	\$20.95	14	
Jsage-Based Charges			
1.5 MCF @_ \$1.1066	1.66	7	
Gross Receipts Tax (4.6044%)	1.04		
otal Dominion East Ohio Charges	\$23.65		
or questions about Dominion East Ohio charges, call is at 1-800-362-7557.		Dec Jan Feb Mar Apr May Jun Jul A	Aug Sep Oct
		2011	2012
IESS CORPORATION Charges		Average monthly use: D 5.6 MC	
Standard Choice Offer (SCO)	* 4.05	Total annual use: 🛛 61.8 MC	F.
Gas Cost 1.5 MCF @ \$3.234 Sales Tax	\$4.85	Billing Period And Meter Readings	
Total HESS CORPORATION Charges	.38	Date Readings Readings	Difforence
or questions about day supply costs, contact HESS	\$5.23	Meter Number 13825215	<u>Difference</u>
or questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza	•	Oct 5, 2012 Actual 309.0	
Voodbridge, NJ 07095 or www.hess.com.		Sep 6, 2012 Actual 307.5	1.5
Total Current Charges	\$28.88	MCF Used in 29 Days	1.5
otal Account Balance	\$495.96	mor osca in 25 Days	1.5
lease Pay Account Balance of \$495.96 by Oct 24, 20	112 to Avoid Late Pa	avment Charge of 1.5% per month.	
	IS A SHUT-OFF		
Unless we receive your past-due amount of \$			
have questions about this pending shutoff or	need a modical for	zorz, your gas may be shut oil. If you	
listed at the ton this hill. If your ass sonice is		mas outlined below, please call the number	
reconnection fee. Also, you will be hilled a	snut on, you must	pay all past-due amounts. You will be billed a	
reconnection ree. Also, you will be blilled a se	curity deposit in the	ee equal monthly installments or you will need	
to have a creditworthy guarantor. If you are of	n the Energy Choic	e program and your service is shut off, you will	
no longer be served by your current supplier a			
NOTE: A medical certification delays a shut o	ff for residential cu	stomers when it would be especially	

NOTE: A medical certification delays a shut off for residential customers when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

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Account Number 1 5000 4953 1404	Date Prepared November 6, 2012	Next Meter Reading 12/06 - 12/11/2012	For ques	tions about Dominion East Ohio charges call 1-800-362-7557.
Cycle D4				
Summary of Payme Balance From Las Disconnect Amou Disconnect Amou Current Gas Amou Total Payment Du	t Bill unt Due Immediately unt Due by Nov 26, 20 unt		465.96 49.96 \$515.92	** THIS IS A SHUT-OFF NOTICE **
You are not curre	ently on a payment pla	an. YOUR ACC		PAST DUE.
Your gas servic	e could be shut off a			6 disconnection amount as noticed on your last bill.
You owe an add on or before No	itional past due ame vember 26, 2012.	ount of \$36.10 and y	our gas s	ervice can be shut off if this additional amount is not paid
If the company shut	s off your das service foi	r nonnavment, vou must i	bay your na	in one of the payment programs listed on the Terms page. st-due amount(s) or plan arrears. You will be billed a reconnection fee of thly installments or you need to have a creditworthy guarantor.
Visa, MasterCard, of 1 \$3.95 for each transa East Ohio at the numi Energy Assistance. Development, Office of Medical Certificate. You time to get financi 1-800-950-7989. A lice	Discover credit card. Cont ction. You may also pay ir ber in the top right corner c if you meet income require of Community Services, at A medical certification dela cal help or make payment cansed medical profession gas service is off, return th	ACC BillMatrix by phone at 1 a person at an authorized po of this bill. Authorized payne ements, you might qualify for 1-800-282-0880 or contact ys a shutoff when it would la arrangements. It does not r al must sign the form. You	-800-573-1 ayment ceni nent agents r financial a us. be especially educe the a can apply b	electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a 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 charge a service fee of \$1.50 for each transaction. d or weatherization services. To learn more, call the Ohio Department of r dangerous to the health of a permanent member of your household. It allows mount you owe. You can get a medical certification form by calling y phone, provided that Dominion East Ohio receives the written notification service. Be sure to give your health care provider permission to release your
Failure to pay all charge	ges for non-regulated Dom	inion Products & Services	may result i	termination of your contract.
lf you have made your	r payment, please accept o	our thanks and disregard th	is notice.	
· · · ·				
Please detach and retu	rn this coupon with a chec	k made payable to Dominic	on East Ohio	. Please see reverse side for mailing address change instructions.
Total Payment Due	\$515.92 Accou	nt No. 1 5000 4953	1404	Save Time, Stamps
\$429.86	\$86.			Enroll online in eBill through Manage Your Account at www.dom.com. Also, choose Automatic Bank Draft for the ultimate in bill payment convenience.

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Due Immediately

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GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

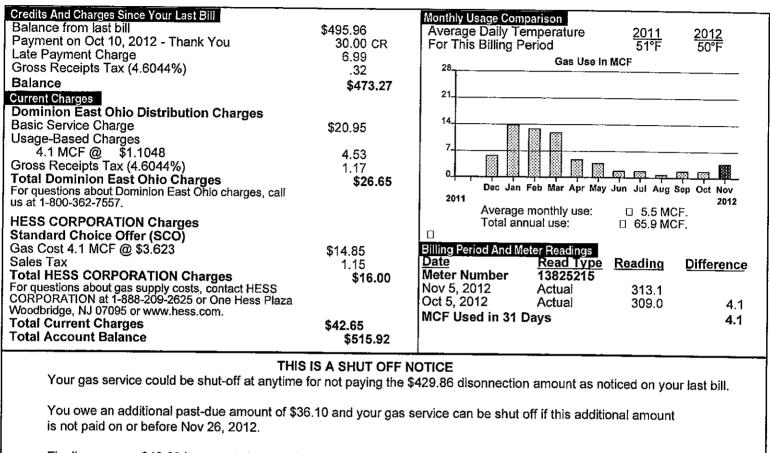
011500049531404000000000426500000515922

Account Balance Due

Nov 26, 2012

Amount Enclosed

Account Number Da 1 5000 4953 1404 No		Next Meter Reading 12/06 - 12/11/2012	For questions about Dominion East Ohio charges call 1-800-362-7557.
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Finally, you owe \$49.96 in current charges since your last bill, which is due by Nov 26, 2012. If unpaid in full by the due date, it will be added to your past-due amount along with a late payment fee of 1.5%. You will be billed a reconnection fee. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier at your current rate.

M-42

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Current Plus - Pay a budget anount, pus one of it equal payments of the past-due amount.

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	52-2125					
Account Number 1 5000 4953 1404	Date Prepared December 7, 2012	Next Meter Reading 01/09 - 01/14/2013	For ques	tions about Dominion East Ohio charges call 1-800-362-7557.		
Cycle 04						
	t Bill unt Due Immediately unt Due by Dec 26, 2 unt		455.92 91.69 \$547.61	** THIS IS A SHUT-OFF NOTICE **		
You are not curre	ently on a payment pl	an. You owe \$25.00	in security	deposit installments.		
		YOUR ACC	COUNT IS	PAST DUE.		
Your gas service	e could be shut off a	anytime for not payi	ng \$405.9	6 disconnection amount as noticed on your last bill.		
You owe an add on or before Dec	itional past due am cember 26, 2012.	ount of \$49.96 and y	our gas s	ervice can be shut off if this additional amount is not paid		
Partial payment will n	ot protect you from shutofi s off your gas service fo	r nonpavment, vou must	pay your pa	l in one of the payment programs listed on the Terms page. Ist-due amount(s) or plan arrears. You will be billed a reconnection fee of hly installments or you need to have a creditworthy guarantor.		
Visa, MasterCard, or \$3.95 for each transa East Ohio at the numi Energy Assistance. Development, Office of Medical Certificate. you time to get financ 1-800-950-7989. A lit	Discover credit card. Con ction. You may also pay in ber in the top right corner of fyou meet income require of Community Services, at A medical certification dela ial help or make payment censed medical profession gas service is off, return th	tact BillMatrix by phone at person at an authorized p of this bill. Authorized payr ements, you might qualify fr 1-800-282-0880 or contac rys a shutoff when it would arrangements. It does not al must sign the form. You	1-800-573-1 bayment cent nent agents or financial a t us. be especially reduce the a u can apply b	electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo or a 153 or online through www.dom.com. BillMatrix charges a convenience fee of ter. For the payment location nearest you, visit www.dom.com or call Dominion charge a service fee of \$1.50 for each transaction. id or weatherization services. To learn more, call the Ohio Department of y dangerous to the health of a permanent member of your household. It allows mount you owe. You can get a medical certification form by calling y phone, provided that Dominion East Ohio receives the written notification service. Be sure to give your health care provider permission to release your		
Failure to pay all char	ges for non-regulated Don	ninion Products & Services	may result i	n termination of your contract.		
If you have made your payment, please accept our thanks and disregard this notice.						
in you have have you	pathon, plotte deept	our munito una diaregara n	no nouce.			
	····					
Please detach and retu	In this coupon with a chee	k made payable to Domini	ion East Ohio	o . Please see reverse side for mailing address change instructions.		
Total Payment Due	\$547.61 Accou			Save Time, Stamps		
\$405.96 Due Immediately	Account Balance		sed	Enroll online in eBill through Manage Your Account at www.dom.com. Also, choose Automatic Bank Draft for the ultimate in bill payment convenience.		
	Dec 26, 2012					

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GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725 DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

011500049531404000000005954000000547617

Account Number Date Prepared Next Meter Reading For questions about Dominion East Ohio charges call 1-800-362-7557. 1 5000 4953 1404 December 7, 2012 01/09 - 01/14/2013

Ourseller of Development D	-^					
Summary of Payment Due Balance From Last Bill	155.00	(See Next Page for Usage Comparison and Meter Readings)				
	455.92					
Disconnect Amount Due Immediately	405.96					
Disconnect Amount Due by Dec 26, 2012	49.96					
Current Gas Amount	91.69					
Total Payment Due	\$547.61					
	THIS IS A SHUT OFF NO					
Your gas service could be shut-off at anytime for not paying the \$405.96 disconnection amount as noticed on your last bill.						
	iyane ter ner paying the qu	os so disconnection amount as noticed on your last bill.				
You owe an additional next due empunt of \$40.00 and when see any lag and here to a structure of the second						
You owe an additional past-due amount of \$49.96 and your gas service can be shut off if this additional amount is not paid on or before Dec 26, 2012.						
is not paid on or before Dec 26, 2012.						
Finally, you owe \$91.69 in current charges since your last bill, which is due by Dec 26, 2012. If unpaid in full						
by the due date, it will be added to your past-due amount along with a late payment fee of 1.5%. You will be billed						
a reconnection fee. If you are on the En	ergy Choice program and v	our service is shut off, you will no longer				
be served by your current supplier at your	ur current rate	ear earnee is sharen, yee wiir no tonger				

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725

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EUCLID OH 44132-2725Account NumberDate PreparedNext Meter Read1 5000 4953 1404December 7, 201201/09 - 01/14/2010		557.
Credits And Charges Since Your Last Bill Balance from last bill Payment on Nov 8, 2012 - Thank You Late Payment Charge Security Deposit Installment Gross Receipts Tax (4.6044%) Balance Current Charges Dominion East Ohio Distribution Charges Basic Service Charge Usage-Based Charges 6.7 MCF @ \$1.1746 Gross Receipts Tax (4.6044%) 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 6.7 MCF @ \$4.071 Sales Tax Total HESS CORPORATION Charges For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com. Total Current Charges Total Account Balance	6.84 Gas Use In MCF 25.00 .31 \$488.07 21 \$20.95 14 7 .33 1.33 Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct No 2011 Average monthly use: 0.5.5 MCF. Total annual use: 0.66.5 MCF. Billing Period And Meter Readings	212 1°F 2012 by Dec 2012 fference 6.7 6.7 6.7

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ATTACHMENT D

DOMINION EAST OHIO

Statement of Account

	Name <u>TAN</u> D	NY, GWEN	TANDY, GWENDOLYN C				Account Number	ber	8532		For Questions Call (800)-362-7557	s Call <u>(800</u>	<u>)-362-75</u>	157		
	Address 1441	1441 SULZER AVE	<u>AVE</u>				Meter Num	Meter Number 11396962	2	Hearing Impaired Customers Call TDD (800)-633-8903	Customers Cal	II TDD (800)-633-89	<u>0</u> 3		
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CNT - CONTRACTS

DSCNT - DISCOUNT

עדפ - עדונודץ

NSN - INSUFFICIENT FUNDS (NONUTILITY)

INT - INTEREST

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GWENDOLYN C TANDY

1441 SULZER AVE EUCLID OH 44132-2725

Account Number 1 5000 5011 3532	Next Meter Reading 02/08 - 02/13/2012	For questions about Dominion East Ohio charges call 1-800-362-7557.

Current Charges		Billing Period And M	eter Readings		
General Sales Service Rate		Date	Read Type	<u>Reading</u>	<u>Difference</u>
(See last page for important mes	sage)	Meter Number	11396962		
Standard Service Offer (SSO)		Jan 9, 2012	Remote	268.1	
Basic Monthly Charge	\$20.37	Jan 4, 2012	Actual	264.8	3.3
Gas Usage Charges		MCF Used in 5 Da			3.3
3.3 MCF @ \$5.5030	18.16		.jo		3.3
Gross Receipts Tax (4.6044%)	1 77				
I his bill includes \$14.40 for SSO gas co	ost at \$4.364 per				
thousand cubic feet (MCF).	•				
Total Current Charges	\$40.30				
Total Account Balance	\$40.30				
You may be able to better control the ga for an alternative gas supply contract.	as portion of your bill by shopping				
Please Pay Account Balance of \$40.	30 by Jan 30, 2012 to Avoid Late Paym Filters and Heating System I		per month.		
furnace operate more effectiv Keep your heating system run year and make repairs when ENERGYSHARE: Help peop	e filter at least three times during the rely and could save you money. Inning safely and efficiently. A qualifie needed. It's best to have the system le without heat by donating to Energy parate check payable to EnergyShare	ed heating contracto checked during su /Share. To donate,	or should inspe mmer months add exactly \$ ²	ect it once a before you' 1. \$2. \$6. \$12	. \$18 or \$36
Please detach and return this coupon with a cl		lease see reverse side t	or mailing address	s change instruct	ions.
PLEASE PAY BY Jan 30, 2012 Ac		Pipeline Infrastructu	ire Replaceme	nt Charge]
	<u> </u>	Case No. 11-3238-	GA-RDR, the	Public Utilities	
\$40.30		ommission of Ohio a	pproved an adju	ustment to the	
\$10.00		peline Infrastructure	Replacement	(PIR) Cost	
Account Balance	Amount Enclosed	ecovery Charge. This	s charge provide	ecovery of	· · · ·
04	18,203 SG	vice lines and owners rvice lines. With the onthly Charge increa 0.37 per month as of	hip of and res ne rider chang ased by \$0.64	ponsibility for ie, the Basic to a total of	

GWENDOLYN C TANDY 1441 SULZER AVE EUCLID OH 44132-2725

DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

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- Visit www.DominionGasChoice.com for Energy Choice information.
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- Contact the Ohio Consumers' Counsel at 1-877-742-5622.

PLEASE NOTE: If you have past due amounts owed to Dominion East Ohio and are not on a payment plan at the time of your first SCO bill, you will be automatically enrolled in Dominion's Payment Plan Program. The plan amount (current amount due, plus one-sixth of the past-due balance) will be stated on that bill.

Payment Programs for Eligible Customers

Budget Payment Plan - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe,

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Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com.

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Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

EUCLID OH 44132-2725 Account Number Date Prepared 1 5000 5011 3532 February 13, 2012 For questions about Dominion East Ohio charges call 1-800-362-7557. Next Meter Reading 03/08 - 03/13/2012 Credits And Charges Since Your Last Bill Monthly Usage Comparison Balance from last bill \$40.30 Average Daily Temperature <u>2012</u> 32°F Late Payment Charge .60 For This Billing Period Gross Receipts Tax (4.6044%) .03 Gas Use In MCF 28 Balance \$40.93 Current Charges 21 **General Sales Service Rate** (See last page for important message) 14 Standard Service Offer (SSO) **Basic Monthly Charge** \$20.37 7 Gas Usage Charges .2 MCF @ \$5.2500 1.05 0_ Gross Receipts Tax (4.6044%) .99 Jan Feb This bill includes \$.82 for SSO gas cost at \$4.084 per 2011 2012 thousand cubic feet (MCF). Average monthly use: I.8 MCF. **Total Current Charges** \$22.41 Total annual use: □ 3.5 MCF. **Total Account Balance** \$63.34 Π Billing Period And Meter Readings You may be able to better control the gas portion of your bill by shopping Read Type Date Reading Difference for an alternative gas supply contract. Meter Number 11396962 Feb 8, 2012 Remote 268.3Jan 9, 2012 Remote 268.1 .2 MCF Used in 30 Days .2 Please Pay Account Balance of \$63.34 by Feb 29, 2012 to Avoid Late Payment Charge of 1.5% per month. This is a Reminder Notice We haven't received your payment of \$40.93. If you've already paid it, thank you. If not, please pay the total balance of \$63,34 by Feb 29, 2012. If you were on a payment plan that ended last month and need to discuss a new plan, please call us toll-free 1-800-950-7989 and we will be happy to assist you. To participate in the Energy Choice program, you must pay the amount due on time each month. ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 to your payment or mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101. Please 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 Feb 29, 2012 Account No. 1 5000 5011 3532 Pipeline Infrastructure Replacement Charge In Case No. 11-3238-GA-RDR, the Public Utilities Commission of Ohio approved an adjustment to the \$63.34 Pipeline Infrastructure Replacement (PIR) Cost Recovery Charge. This charge provides recovery of Account Balance Amount Enclosed certain costs associated with replacement of older pipelines and ownership of and responsibility for service lines. With the rider change, the Basic Monthly Charge increased by \$0.64 to a total of **n**4 20,709 \$20.37 per month as of November 2, 2011. DOMINION EAST OHIO **GWENDOLYN C TANDY**

1441 SULZER AVE EUCLID OH 44132-2725

GWENDOLYN C TANDY

1441 SULZER AVE

DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

01150005011353200000000224100000063345

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Page 1 of 2

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Graduate PIPP Plus - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount. It replaces the PIPP Repayment Plan.

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1441 SULZER AVE EUCLID OH 44132-2725 Account Number Date Prepared Next Meter Reading For questions about Dominion East Ohio charges call 1-800-362-7557. 1 5000 5011 3532 March 13, 2012 04/09 - 04/12/2012 Credits And Charges Since Your Last Bill Monthly Usage Comparison Balance from last bill \$63.34 Average Daily Temperature 2012 35°F Balance For This Billing Period \$63.34 **Current Charges** Gas Use In MCF 28 Dominion East Ohio Distribution Charges **Basic Monthly Charge** \$20.37 21 Usage-Based Charges .8 MCF @ \$1.3000 1.04 14 Gross Receipts Tax (4.6044%) .99 Total Dominion East Ohio Charges \$22.40 7. For questions about Dominion East Ohio charges, call us at 1-800-362-7557. 0. 100 **DELTA ENERGY L L C Charges** Jan Feb Mar (See last page for important message) 2011 2012 Standard Choice Offer (SCO) Average monthly use: □ 1.4 MCF. Gas Cost .8 MCF @ \$3.678 Total annual use: 4.3 MCF. \$2.94 Π Sales Tax .23 Total DELTA ENERGY L L C Charges Billing Period And Meter Readings \$3.17 For questions about gas supply costs, contact DELTA ENERGY L L C at 1-866-973-3582 or 2674 Federated Date Read Type Reading Difference Meter Number 11396962 Blvd Columbus, OH 43235. Mar 8, 2012 Remote 269.1**Total Current Charges** \$25.57 Feb 8, 2012 Remote 268.3 .8 **Total Account Balance** \$88.91 MCF Used in 29 Days .8 YOU ARE ON THE CURRENT PLUS (\$10.55) PAYMENT PLAN. Please Pay Plan Amount of \$36.12 by Mar 29, 2012 to Avoid Late Payment Charge of 1.5% per month. **Special Payment Plan** Thank you for participating in our special payment plan. We designed the plan to help you pay off your balance and to keep you current with new bills. The due date and the amount you owe appear each month on the payment stub below. To remain on the plan and to avoid a shut-off notice, please be sure to pay the correct amount by the due date. If you have any questions, please call toll free 1-800-950-7989. To participate in the Energy Choice program and/or remain on any payment plan, you must pay the amount due on time each month. Please 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 Mar 29, 2012 Account No. 1 5000 5011 3532 Change in Supplier - Standard Choice Offer (SCO) The Public Utilities Commission of Ohio approved a supplier auction. While all SCO customers will pay \$36.12 the same monthly rate, you may receive your gas supply from a different supplier beginning with your Plan Amount Amount Enclosed April/May bill. Dominion East Ohio will still read meters, offer billing and customer service help and respond to emergencies. As an SCO customer, you 04 19,733 may shop for a supplier or join an aggregation program, if available. DOMINION EAST OHIO **GWENDOLYN C TANDY**

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1441 SULZER AVE

EUCLID OH 44132-2725

GWENDOLYN C TANDY

PO BOX 26785

RICHMOND VA 23261-6785

Page 1 of 2

With this bill, you will find an assigned supplier listed that will provide natural gas at the regulated Standard Choice Offer (SCO) rate. The assigned supplier will continue to provide you with gas unless you choose a new supplier or participate in an aggregation program.

Sales Tax is charged to most customers who purchase their natural gas from an Energy Choice or governmental aggregation supplier. The Gross Receipts Tax is levied on public utilities and directly passed on to customers. Sales-tax-exempt customers should send a state-issued exemption certificate to the natural gas supplier listed on this bill, along with the applicable account number(s).

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Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer. Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned

by Dominion East Ohio to provide gas supply at this regulated rate.

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to Zestomers who purchase gas from Dominion East Ohio.

Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

Account Number Date Prepared Next Meter 1 5000 5011 3532 April 12, 2012 05/08 - 05/	r Reading For quest 11/2012	ions about Dominion East Ohio charges call 1-80	00-362-7557.
Credits And Charges Since Your Last Bill Balance from last bill Late Payment Charge Gross Receipts Tax (4.6044%) Balance Current Charges	\$88.91 .54 .02 \$89.4 7	Monthly Usage Comparison Average Daily Temperature For This Billing Period 28Gas Use In MCF	<u>2012</u> 52°F
Dominion East Ohio Distribution ChargesBasic Monthly ChargeUsage-Based Charges.2 MCF @ \$1.3500Gross Receipts Tax (4.6044%)Total Dominion East Ohio ChargesFor questions about Dominion East Ohio charges, callus at 1-800-362-7557.	\$20.37 .27 .95 \$21.59		an Feb Mar Apr 2012
DELTA ENERGY L L C Charges Standard Choice Offer (SCO) Gas Cost .2 MCF @ \$3.446 Sales Tax Total DELTA ENERGY L L C Charges For questions about gas supply costs, contact DELTA ENERGY L L C at 1-866-973-3582 or 2674 Federated Blvd Columbus, OH 43235. Total Current Charges Total Account Balance	\$.69 .05 \$.74 \$22.33 \$111.80	Average monthly use: Total annual use:1.1 1.45Billing Period And Meter ReadingsDateRead TypeMeter Number11396962Apr 9, 2012Remote269.3Mar 8, 2012Remote269.3MCF Used in 32 Days	MCF. MCF. <u>Difference</u> 3
YOU ARE ON THE CURRENT PLUS (\$10.55) PA Please Pay Plan Amount of \$69.56 by Apr 30, 2012 Spe Monthly Plan Amount Past Due Amount Total Plan Amount	to Avoid Late Payme cial Payment Arrar unt		
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GWENDOLYN C TANDY 1441 SULZER AVE EUCLID OH 44132-2725		DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785	

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GWENDOLYN C TANDY

1441 SULZER AVE EUCLID OH 44132-2725 .

Budget Payment Plan - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount.

Current Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount. One-Third Winter Heating Plan - Pay one-third of the account balance if current charges include gas used between November 1 and April 15.

One-Ninth Plan - Pay a special budget amount, plus one of nine equal payments of the past-due amount.

PIPP Plus - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

Graduate PIPP Plus - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount. It replaces the PIPP Repayment Plan.

Explanation of Billing Terms (The following items will not appear on every bill.)

Basic Monthly Charge - This charge replaces the Monthly Service Charge for most customers. It includes fixed costs for delivering gas, plus applicable riders. Cancel Billing - A credit issued to the account when a correction is needed on past charges. CR - Credit

Estimated Gas Bill - During the months we don't read your meter, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at www.dom.com. Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Dominion East Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Dominion East Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount. MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided. Monthly Service Charge - Covers such costs as the maintenance of the gas meter, meter reading, billing and record keeping.

Monthly Variable Rate (MVR) - Cost of natural gas for customers whose Energy Choice or opt-in governmental aggregation contract has expired. Under this rate, Dominion East Ohio assigns a participating supplier to provide gas supply at that supplier's prevailing rate.

Reconnection Fee - Fee charged to restore gas service that was terminated by the Company or at a customer's request.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use following equipment replacement or a billing adjustment.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason, including insufficient or uncollected funds, closed account, revoked authorization or stop payment.

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer.

Standard Choice Offer (SCO) - Cost of acquiring natural gas for sale to Energy Choice eligible customers by a participating supplier assigned by Dominion East Ohio to provide gas supply at this regulated rate. Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to data to Energy of loco digitio data of the sale to the service of the second second service of the second second

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	ext Meter Reading 6/07 - 06/12/2012	ons about Dominion East Ohio charge	es call 1-800-362-7557.
Credits And Charges Since Your Last Bill Balance from last bill Late Payment Charge Gross Receipts Tax (4.6044%) Balance Current Charges Dominion East Ohio Distribution Charges	\$111.80 1.04 .05 \$112.89	Monthly Usage Comparison Average Daily Temperature For This Billing Period 28 21	2012 53°F MCF
Basic Monthly Charge Usage-Based Charges .1 MCF @ \$1.3000 Gross Receipts Tax (4.6044%) Total Dominion East Ohio Charges For questions about Dominion East Ohio char us at 1-800-362-7557. HESS CORPORATION Charges Standard Choice Offer (SCO) Gas Cost .1 MCF @ \$2.791 Sales Tax Total HESS CORPORATION Charges For questions about gas supply costs, contact CORPORATION at 1-888-209-2625 or One H Woodbridge, NJ 07095 or www.hess.com. Total Current Charges Total Account Balance	\$20.95 .13 .97 \$ 22.05 ges, call \$.28 .02 \$.30	14 7 0 2011 Average monthly use: Total annual use: 0 Billing Period And Meter Readings Date Read Type Meter Number 11396962 May 8, 2012 Remote Apr 9, 2012 Remote MCF Used in 29 Days	Jan Feb Mar Apr May 2012 0.9 MCF. 4.6 MCF. Reading Difference 269.4 269.3 .1 .1
YOU ARE ON THE CURRENT PLUS (\$1	(0.55) PAYMENT PLAN.		

21,489

GWENDOLYN C TANDY 1441 SULZER AVE EUCLID OH 44132-2725 Page 2 of 3

21,648

Budget Payment Plan - Levels monthly payment by averaging gas usage over the past 12 months, then adjusted for current rates. Plan reviewed periodically so that customers only pay for what they owe.

Budget Plus - Pay a special budget amount, plus one of 12 equal payments of the past-due amount. Current Plus - Pay current charges and make one of six equal payments of the past-due amount.

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PIPP Plus - This program allows income eligible residential customers to pay 6% of their monthly gross household income or \$10, whichever is greater. It replaces the Percentage of Income Payment Plan (PIPP). Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

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Gas Cost - The price charged to cover the cost of natural gas.

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Gross Receipts Tax - Ohio tax levied on public utilities.

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Account Number Date Prepared 1 5000 5011 3532 May 15, 2012

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

Credits And Charges Since Your Last Bill		Monthly Usage Comparison	
Balance from last bill	\$135.24	Average Daily Temperature	<u>2012</u>
Balance	\$135.24	For This Billing Period	58°F
Current Charges	-	Gas Use In MCF	
Dominion East Ohio Distribution Charges		28	<u> </u>
Basic Monthly Charge	\$20.95		
Usage-Based Charges		21	
.5 MCF @ \$1.3200	.66	14	
Gross Receipts Tax (4.6044%)	1.00	I 4	
Total Dominion East Ohio Charges	\$22.61	7	
or questions about Dominion East Ohio charges, call is at 1-800-362-7557.			
		0	
HESS CORPORATION Charges			n Feb Mar Apr May
Standard Choice Offer (SCO)		2011	2012
Gas Cost .5 MCF @ \$2.636	\$1.32		1.0 MCF.
Sales Tax Total HESS CORPORATION Charges	.10	Total annual use:	5.1 MCF.
or questions about gas supply costs, contact HESS	\$1.42		
ORPORATION at 1-888-209-2625 or One Hess Plaza		Billing Period And Meter Readings Date Read Type Read	ing Difference
/oodbridge, NJ 07095 or www.hess.com.		A Meter Number 11396962	ling Differenc
otal Current Charges	\$24.03		9.9
otal Account Balance	\$159.27		i9.4 .t
his is your Final Bill.		MCF Used in 6 Days	
Visit "Manage Your Account" at www.dom.co Automatic Bank Draft, view your billing and p account information, and much more. Regist at your convenience, 365 days a year on our Call 1-877-542-2630 any hour, any day for er your phone. (It is an emergency when you se ENERGYSHARE: Help people without heat I to your payment or mail a separate check pay	ayment history, en er or sign in to mai secure website! nergency service. nell gas or when a by donating to Ene	ter a meter reading, check your nage your Dominion account(s), You may want to keep the number near Il of your gas appliances are out.) rgvShare. To donate, add exactly \$1, \$2, \$	56, \$12, \$18 or \$3 land, OH 44101.
ease detach and return this coupon with a check made payable EASE PAY BY May 31, 2012 Account No. 1	to Dominion East Ohio		
FINAL BILL	3000 3011 3332	Pipeline Infrastructure Replacement Char In Case No. 12-0812-GA-RDR, the Public Commission of Ohio approved an adjustment	Ŭtilities
\$159.27	·	Pipeline Infrastructure Replacement (PIR)) Cost
Account Balance Amount	Enclosed	Recovery Charge. This charge provides reco	very of
Anoditi		certain costs associated with replacement o pipelines and ownership of and responsibility	i older
04	14,648	service lines. With the rider change, the	Basic
	עדענדו	Monthly Charge increased by \$0.58 to a t	otal of
	L	\$20.95 per month as of May 4, 2012.	
		DOMINION EAST OHIO	
GWENDOLYN C TANDY 1441 SULZER AVE		PO BOX 26785	
EUCLID OH 44132-2725		RICHMOND VA 23261-6785	

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ATTACHMENT E

DOMINION EAST OHIO

Statement of Account

		ц	T	T	T	\$147.48	1		Ţ	\$227.10		3.57	ŀ	\$96.54	Γ.	\$68.25	Γ	\$43.39		I	\$19.76]			<u> </u>	1	\$75.04	\$22.76
		ACC										\$123.57			ĺ	1											\$75	\$22
		TOTAL PLAN AMT DUE	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00
<u>-7557</u> -8903		PLAN PLAN TOTAL PLAN PLAN ACCT DESC AMT DUE BALANCE	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$,00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00
For Questions Call (<u>800)-362-7557</u> ustomers Call TDD <u>(800)-633-8903</u>		PLAN DESC A								-																		
stions Call s Call TDD		ADJUST DESC		UTG	LPC			BROKER	BROKER	CANCEL	BROKER		BROKER		BROKER		BROKER		BROKER						LPC	ЪС	CANCEL	CANCEL
For Ques Sustomers		ΫDJ	\$.00	\$-71.21	\$-3.27	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$02	\$34	\$.00	\$.00
For Questions Call (<u>800)-362-7557</u> Hearing Impaired Customers Call TDD <u>(800)-633-8903</u>		PMT AMOUNT PMT DATE	\$73.00 06/21/2011	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00
0920		LATE PMT CHRGE	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$1.52	\$.00	\$1.07	\$.00	\$.68	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.36	\$.00
umber 11396962		DUE DATE				03/30/2011		1		03/16/2011		02/28/2011		01/28/2011		12/28/2010		11/29/2010			11/09/2010		5				11/02/2010	10/04/2010
Account Number Meter Number		SALES/ STATE TAX	\$.00	\$.00	\$.00	\$.00	\$ 00	\$-4.19	\$.17	\$.00	\$4.19	\$.00	\$.25	\$.00	\$.34	\$.00	\$.17	\$.00	\$.16	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00	\$.00
		BILL	\$.00	\$.00	\$.00	\$21.53	\$-45.28	\$-58.25	\$2.38	\$45.28	\$58.25	\$22.01	\$3.50	\$22.51	\$4.71	\$21.76	\$2.42	\$21.46	\$2.17	\$-51.92	\$19.76	\$-22.76	\$.00	\$.00	\$.00	\$.00	\$51.92	\$22.76
		DEGREE DAYS	0	0	•	599	-599	0	D	599	0	1224	0	1305	0	11	•	454	•	-160	158	-11	0	0	0	0	160	7
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TANDY, GWENDOLYN C 1441 SULZER AVE		METER EADING L	<u>0</u>	Q.	o.	237.1	246.5	o.	а.	246.5	q,	236.7	o.	236.1	o;	235.3	о,	234.8	0	240.9	234.4	236.5	234.1	235.9	0.	o,	240.9	236.5
Name <u>TAND</u> Address <u>1441</u>	-	BILL READ METER DAILY DAYS SOURCE READING USAGE USAGE	0	D	0	17 MANUAL ES	-17 SYSTEM ES'	0	0	17 SYSTEM ES	0	29 ACTUAL	0	33 ACTUAL	0	30 ACTUAL	0	28 ACTUAL	0	-29 SYSTEM ES	34 ACTUAL	-6 SYSTEM ES'	0 MANUAL ES'	0 MANUAL ES'	0	0	29 SYSTEM ES	6 SYSTEM ES
A	DETAILS	READ BII DATE DA	06/21/2011	12/31/2011	12/31/2011		02/26/2011 -			02/26/2011		02/09/2011		01/11/2011		12/09/2010		11/09/2010				09/14/2010	09/08/2010	09/08/2010	10/22/2010	10/22/2010		09/14/2010

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DOMINION EAST OHIO Statement of Account

For Questions Call (<u>800)-362-7557</u> Hearing Impaired Customers Call TDD (<u>800)-633-8903</u>	E ADJ DESC DESC AMT DUE BALANCE	\$.00 \$.00	LATE PAYMENT CHARGES: \$3.63		RGE NSC - INSUFFICIENT FUNDS CHARGE NSA - INSUFFICIENT FUNDS AMOUNT CNT - CONTRACTS
Hearing Impaire	PMT AMOUNT PMT DATE	\$.00	\$73.00 LJ	\$-74.84	CIA - CONT IN AID OF CONST RCC - RECONNECTION CHARGE DSCNT - DISCOUNT
0920 1396962	DUE LATE DUE PMT DATE CHRGE	\$.00	PAYMENTS:	ADJUSTMENTS:	
Account Number 3000000	SALES/ STATE TAX	\$.00	\$1.09	\$144.21	dep - deposits LPC - Late PMT CHRGE UTG - UTILITY
	BILL	\$.00	TAXES:	BILL AMOUNTS:	ום אועדונודץ) (אטאעדונודץ)
	AVG DAILY DEGREE USAGE DAYS	•	3.0	4511	ENERGY FUN T CHRGE (NO CIENT FUNDS
Name IANDY. GWENDOLYN C Idress 1441 SULZER AVE	AVG READ METER DAILY C SOURCE READING USAGE USAGE	235.9 .0 .0	USAGE:	DEGREE DAYS:	DEF - DOLLAR ENERGY FUND LPN - LATE PMT CHRGE (NONUTILITY) NSN - INSUFFICIENT FUNDS (NONUTILITY)
Name <u>IANDY</u> Address <u>1441 SI</u>	BILL READ ME DAYS SOURCE RE/	0 MANUAL ES'		1	BUD - BUDGET PLAN DFA - DEFERRED AGREEMENT INT - INTEREST
	DETAILS READ E DATE D	09/08/2010	TOTALS		BUD - BUDGET PLAN DFA - DEFERRED AG INT - INTEREST

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Account Number Date Prepared 1 5000 4528 0920 March 14, 2011

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

Summary of Payment Due	(See Next Page for Usage Comparison and Meter Readings)
Current Gas Amount Past Due Gas Amount	23.91 123.57 147.48
Please Pay Account Balance of \$147.48 by March 30, 2011	
Note to Energy C	Choice Customers
Have questions regarding natural gas supply charges? I If you have questions about transportation (delivery) cha	Please call your supplier at the number listed above. arges, please call Dominion East Ohio at 1-800-966-3354.
ENERGYSHARE: Help people without heat by donating to your payment or mail a separate check payable to En	g to EnergyShare. To donate, add exactly \$1, \$2, \$6, \$12, \$18 or \$36 nergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.
Please detach and return this coupon with a check made payable to Dominion I	
PLEASE PAY BY Mar 30, 2011 Account No. 1 5000 4528 (FINAL BILL	0920 Automatic Bank Draft Saves You Time & Money Our Automatic Bank Draft saves you the time and
\$147.48 Amount Enclosed	expense of buying postage, writing a check, getting a money order, or standing in line, Each month, your
04 31,196	bank automatically pays your gas bill. Visit www.dom.com to enroll online or call us for an application.
GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725	DOMINION EAST OHIO PO BOX 26785 RICHMOND VA 23261-6785

011500045280920000000002391000000147487

Account Number Date Prepared 1 5000 4528 0920 March 14, 2011

Credits And Charges Since Your Last Bill		Monthly Usage Comparison
Balance from last bill	\$227.10	
Cancel Billing	45.28 CR	Average Daily Temperature <u>2010</u> <u>2011</u> For This Billing Period <u>36°F</u> 29°F
Vectren Source Adjustment	58.25 CR	Gas Use In MCF
Balance	\$123.57	
Current Charges	V I U I U	
Dominion East Ohio Distribution Charges		21
Basic Monthly Charge	\$19.63	
Usage-Based Charges	<i></i>	14
.4 MCF @ \$2,3750	.95	
Gross Receipts Tax (4.6044%)	.95	7
Total Dominion East Ohio Charges	\$21.53	
For questions about Dominion East Ohio charges, call		
us at 1-800-362-7557.		Sep Oct Nov Dec Jan Feb Mar 2010 2011
VECTREN SOURCE Charges		Average monthly use: D 0.3 MCF.
Standard Choice Offer (SCO)		Total annual use: D 2.3 MCF.
Gas Cost .4 MCF @ \$5.516	\$2.21	
Sales Tax	φ2.21 .17	Billing Period And Meter Readings
Total VECTREN SOURCE Charges	\$2.38	Date Read Type Reading Differenc
For questions about gas supply costs, contact	φ2.30	Meter Number 11396962
For questions about gas supply costs, contact VECTREN SOURCE at 1-866-306-8136 or P.o. Box		Feb 26, 2011 Estimate 237.1
3037 Evansville, IN 47730-3037 or		Feb 9, 2011 Remote 236.7
www.vectrensource.com.	.	MCF Used in 17 Days
Total Current Charges	\$23.91	
Total Account Balance	\$147.48	
This is your Final Bill.		
·····		

31,196

GWENDOLYN C TANDY 1439 SULZER AVE EUCLID OH 44132-2725

31,434

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This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

1/8/2013 2:02:03 PM

in

Case No(s). 12-2103-GA-CSS

Summary: Testimony of Roxie Edwards on behalf of the Company electronically filed by Mr. Gregory L. Williams on behalf of The East Ohio Gas Company d/b/a Dominion East Ohio