

FILE



Public Utilities Commission

12-2103-GA-CSS

Case Number

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

Formal Complaint Form

Gwendolyn Tandy

Customer Name (Please Print)

1439 Sulzer Ave

Customer Address

Euclid Ohio 44132

City

State Zip

Account Number

Same as above

Customer Service Address (if different from above)

Dominion E. OH

Utility Company Name

City

State Zip

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

The \$25.00 deposit isn't warranted, because all my PIPs was made on time. This charge is theft and fraud, That's and addition infraction \$200. I mailed in a \$60.00 payment and took \$25.00 for a deposit

I'm also disputing HESS corporation charge of \$29.89 \$29.39

The actual total Dominion

Gwendolyn Tandy

Signature

(216) 322-2910

Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician JK Date Processed JAN 11 2013

Jun 4, 2013

The PUCO required me to make
10 copies of each page of my ~~report~~^{complaint}
Letter enclosed

and come to a hearing, that not
one of its employees was

familiar with my complaint then

I was ask to come to Columbus

for a second time. After I

spoke with Ms Greta Cee. And I

told her I was handicap and could
prove it, and that it would a heart-

ship to pay for a Greyhound bus

ticket. I requested, a telephone

conference. she denied it. And allowed

me to walk in a hearing, that she

didn't attend and, none of her staff was

prepared. I believe the PUCO should

PUCO

Ms Gretta Cee

Dec 28, 2012

Gwendolyn Tandy

Illum - Claim #

Dominion

Ms. Cee

You never acknowledge

receipt of my disagreement

of a continuous of claim #
or the horrible treatment of Ms Sarah J. Parrot
She yelled at me and was totally
& unfamiliar with my claim

The Illuminating Co. has had over
20 years. And Dominion E. Ohio has
two yrs to comply with the law.

You have allowed them to violate
my rights. This will be there 2nd

Attorney. And second hearing. I

have complied with the law.

and provide my ^{written} claims and supporting

PUCO
complaint

Outline Formed Complaint Cont
Every page of Nov 6, 2012 is

fraudulent and equals theft

For example	Incorrect	Infractions.
Bal from last bill	\$495.96	200.00
Bal	473.27	200.00
Total Dom. E. OH charge	26.65	
Disputing the HESS	16.00	200.00
Total Cur	515.92	200.00
Also Dec. 7, 2012		
Bal from last bill	\$515.92	200.00
Payment	60.00 CR	
Deposit	25.00	200.00
Bal	488.07	200.00
Disputing HESS CURR	59.39	200.00
actual Current	30.15	
its net	59.54	200.00

\$

reimburse me for the following. And
Mrs Gretta Cee, should be reprimanded

1. Bus tickets - \$120.00
2. Copy paper - 10¢ X 60. = \$60.00
3. Envelopes -
4. Stamps -
5. lunch -

Attach receipts

Yours truly
Gwendolyn Taneley
Gwendolyn Taneley

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Jan

Domini

evidence. And offered what I believe to be a reasonable and lawful solution. I'm allow \$200.00 two hundred dollars for each infraction.

Your staff, whom where, to make sure my rights, weren't ^{during the hearings} violated. Didn't protect my rights and said nothing to support me. They where not familiar with my claim. And treated me quite hasstale. If I showed up to work unprepared and treated my clients with hostility I would have been fired.

Ms Cee you allowed that, and
continual to allow my rights
to be violated. They yelled
at me, And allowed the Attorneys
to introduce evidence, that I
had not read, Also rather than
providing me with a copy. As I
requested, They continual yell at me

If you are not going to
be at my hearing, please provide
someone who is familiar with
my claim.

Dominion recently charged
me a \$35.00 Deposit. Everything till my

payment where paid ontime
for the last year. They should
refund the \$25.00 or put it
toward my January 2013 bill.

Dominion

Infraction

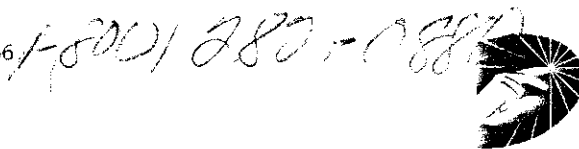
Oct 2012 Bal \$455.92 Fraud + Theft \$200.00
Bal from last Bill ~~\$200.00~~ infraction \$200.00
Disconnect Am. Due 405.96 infraction 200.00
Due by Dec 26, 2012 49.96 infraction 200.00
Security Deposit 25.00 Fraud + Theft 200.00
Payments \$800.00
Current Charges Due
\$26.65 Oct 10, 2012 \$30.00
Nov 8 60.00 for Nov. + Dec.

I'm disputing Hess \$16.00 charge

30.15 Dec 7, 2012.

Dominion had no legitimate reason to charge me a \$25.00 security deposit because my payments were made on time

Dominion should refund my \$25.00 security deposit, ^{and pay} \$800.00 ^{for} infraction listed above. And addition \$1500.00 for all this harrasment, and theft and fraudulent behavior!



October 20, 2012

*****AUTO**3-DIGIT 441
005628 01 AT 0.371 T#000017
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:
1500049531404
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725



Subject: 10-Day Final Notice About Your Gas Service

This is your 10-day notice reminder; your gas could be shut off as early as 10 days from the due date on your last bill. You must remit payment as stated on your last bill, or we will shut off your gas service.

If you already have made payment, please disregard this notice and accept our thanks. If not, please remit payment in full to avoid a shutoff of service. **We recommend that you do not mail your payment; however, if you mail your payment allow 5 days for processing.**

To avoid a shutoff, make your gas payment as soon as possible at an Dominion East Ohio authorized payment agency. You can also pay by debit or credit card, or electronic check, 24 hours a day, 7 days a week by visiting our Web site at www.dom.com or by calling BillMatrix Corporation toll-free at 1-800-573-1153. **A service fee applies.** You may also pay online through Manage Your Account at www.dom.com. There is no fee, but registration to manage your account online is required.

Income-eligible customers may qualify for payment assistance and weatherization programs by contacting the Ohio Development Services Agency at 1-800-282-0880. Residential households may qualify for a medical certification. It delays a shutoff when it would be especially dangerous to the health of a permanent member of the household. It allows the customer time to get financial help. It does not reduce the amount owed. A licensed medical professional must sign the form and return it to Dominion to avoid a shutoff of service.

Please call Dominion East Ohio at (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m. to:

- Discuss payment arrangements;
- Find out about payment assistance programs;
- Get a medical certificate form.

Sincerely,
Customer Service Center
Dominion East Ohio

lca410

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GWENDOLYN C TANDY1439 SULZER AVE
EUCLID OH 44132-2725**Dominion®**

Account Number 1 5000 4953 1404 Date Prepared November 6, 2012 Next Meter Reading 12/06 - 12/11/2012 For questions about Dominion East Ohio charges call 1-800-362-7557.

Credits And Charges Since Your Last Bill

Balance from last bill \$495.96
 Payment on Oct 10, 2012 - Thank You 30.00 CR
 Late Payment Charge → 6.99
 Gross Receipts Tax (4.6044%) .32
Balance \$473.27

Current Charges**Dominion East Ohio Distribution Charges**

Basic Service Charge \$20.95
 Usage-Based Charges
 4.1 MCF @ \$1.1048 → 4.53
 Gross Receipts Tax (4.6044%) 1.17
Total Dominion East Ohio Charges \$26.65

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

HESS CORPORATION Charges

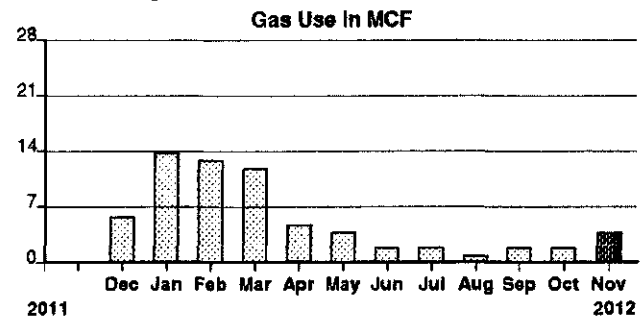
Standard Choice Offer (SCO)
 Gas Cost 4.1 MCF @ \$3.623 → \$14.85
 Sales Tax 1.15
Total HESS CORPORATION Charges \$16.00

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 \$42.65
Total Account Balance \$515.92

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2011 51°F 2012 50°F



Average monthly use: 5.5 MCF.
 Total annual use: 65.9 MCF.

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Nov 5, 2012	13825215	Actual	313.1	
Oct 5, 2012		Actual	309.0	4.1
MCF Used in 31 Days				4.1

THIS IS A SHUT OFF NOTICE

Your gas service could be shut-off at anytime for not paying the \$429.86 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$36.10 and your gas service can be shut off if this additional amount is not paid on or before Nov 26, 2012.

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.

\$20.95
 4.53
 1.17

 26.65
 16.00

 \$42.65

I'm disputing HESS Corp

GWENDOLYN C TANDY
 1439 SULZER AVE
 EUCLID OH 44132-2725



December 13, 2012

*****AUTO**3-DIGIT 441
003243 01 AT 0.371 T#000010
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

ACCOUNT NO:
1500049531404
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725



Subject: Security Deposit Payment Receipt

Dominion East Ohio recently recorded a security deposit payment of \$25.00 for your account at the above service address. Please keep this letter as a record of your security deposit payment.

This deposit payment will be applied to your account if:

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

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

If you would like to contact us, please call (800)362-7557 Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,

Customer Service Center
Dominion East Ohio

lac001



Dominion

December 29, 2012

*****AUTO**3-DIGIT 441
005425 01 AT 0.371 T#000015
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

SERVICE ADDRESS:

1441 SULZER AVE
EUCLID OH 44132-2725



Subject: Property Owner Notification

This letter serves notice that natural gas service to this location has been, or will be, turned off three days from the date of this letter.

Your tenant, who is the customer of record for this address, remains legally responsible for the entire balance of the account until Dominion East Ohio disconnects service. Service will be restored upon proper application by a new customer.

[Handwritten signature]
If the meter at the premises registers usage prior to our receipt of a new application for service, such unauthorized usage may be billed to you, the property owner. You may also be subject to additional fees and charges for unauthorized usage.

If you would like to contact us, please call (800)362-7557 Monday through Friday from 7:00 a.m. through 7:00 p.m.

Sincerely,

Customer Service Center
Dominion East Ohio

lca379



1439 SULZER AVE
EUCLID OH 44132-2725

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

Account Number 15000 4953 1404 Date Prepared December 7, 2012 Next Meter Reading 01/09 - 01/14/2013

Credits And Charges Since Your Last Bill

Balance from last bill	\$515.92
Payment on Nov 8, 2012 - Thank You	60.00 CR
Late Payment Charge	6.84
Security Deposit Installment	25.00
Gross Receipts Tax (4.6044%)	.31
Balance	\$488.07

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$20.95
Usage-Based Charges	
6.7 MCF @ \$1.1746	7.87
Gross Receipts Tax (4.6044%)	1.33
Total Dominion East Ohio Charges	\$30.15

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

HESS CORPORATION Charges

Standard Choice Offer (SCO)

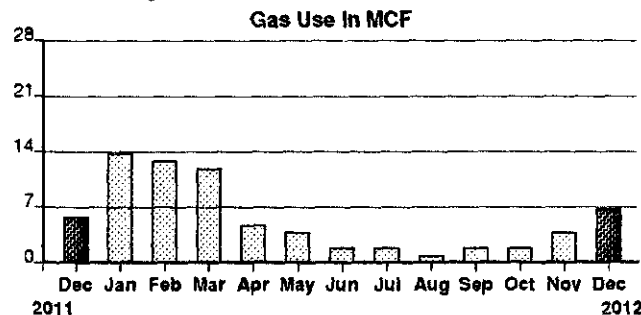
Gas Cost 6.7 MCF @ \$4.071	\$27.28
Sales Tax	2.11
Total HESS CORPORATION Charges	\$29.39

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	\$59.54
Total Account Balance	\$547.61

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2011 45°F	2012 41°F
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Average monthly use: 5.5 MCF.
Total annual use: 66.5 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Dec 6, 2012	Actual	319.8	
Nov 5, 2012	Actual	313.1	6.7
MCF Used in 31 Days			6.7

Dominion delipertly stealing \$25.00 from my payment on 12-7-2012. And charging me a \$25.00 fee on an installment plan that's just theft!

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion®

Page 2 of 4

Account Number 1 5000 4953 1404 **Date Prepared** December 7, 2012 **Next Meter Reading** 01/09 - 01/14/2013

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)

Balance From Last Bill	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 NOTICE

Your gas service could be shut-off at anytime for not paying the \$405.96 disconnection amount as noticed on your last bill.

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.

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 Energy Choice program and your service is shut off, you will no longer be served by your current supplier at your current rate.

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion®

Page 1 of 4

Account Number 1 5000 4953 1404 Date Prepared December 7, 2012 Next Meter Reading 01/09 - 01/14/2013

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

Cycle 04

Summary of Payment Due

Balance From Last Bill	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 NOTICE ****

You are not currently on a payment plan. You owe \$25.00 in security deposit installments.

YOUR ACCOUNT IS PAST DUE.

Your gas service could be shut off anytime for not paying \$405.96 disconnection amount as noticed on your last bill.

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 December 26, 2012.

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 \$2.00 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 \$1.50 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.

Total Payment Due \$547.61 **Account No.** 1 5000 4953 1404

\$405.96

Due Immediately

\$141.65

Account Balance Due
Dec 26, 2012

Amount Enclosed

04

*****AUTO**3-DIGIT 441
025134 02 AV 0.347 T#000107

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



Save Time, Stamps

Enroll online in eBill through Manage Your Account at www.dom.com. Also, choose Automatic Bank Draft for the ultimate in bill payment convenience.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785



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