

FILE

March 7 2013

CASE # 122103-GACSS

Add Jan, Feb & March 2013 12-2103-GA-CSS

The follow complaints prove
that

1. Dominion broke the law
2. Added final Debits, when they should have been credits
3. That constitute fraud & theft.

There behavior is unconsonable
the statements of account are
ridiculous.

Finally I pray that
Dominion will correct there
unlawful behavior, And refund
my money. Also pay \$200.00 for
each infraction of about \$15,000.

Lwendolp Jance

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 Jan Date Processed 3/14/13

PUCO

RECEIVED-DOCKETING DIV
2013 MAR 11 PM 3:18

39 pp

0456 #122105 0456 2012yr
 March 7, 2013 1 of 3 p.

Dominion

Ac#15000-4953-1404

Gwendolyn Tandy

1439 Sulzer Ave

Euclid OH. 44132

(216) 322-2910

Dear Sir;

This is a formal complaint for the
 year Jan-2012- Dec 2012. The

Department of Development set
 my PIPP payment to \$29.00 a mth.

And Dominion charged it to the following

Jan Was

		Plan	Paid
↓	Dec 27-11	changed to \$361.73	\$117.10 12-11
29.00	April	12 " "	115.84 8800 12-11
29.00	June	" "	197.12 3000
29.00	July	" "	268.53 3000
29.00	Aug	" "	341.77 3000
29.00	Sept	" "	384.60 3000
29.00	Oct	" "	459.82 3000
29.00	Nov		3000 9/1/12
29.00	Dec 2012		3000 12-11

The changes had no basis
 because all the payments were on
 time. Dec 2012 had an incorrect bal \$597.61



Department of Development

Mailing Date: Nov 10, 2011

Gwendolyn Tandy
1439 Sulzer Ave
Euclid, OH 44132

Please refer to the following number when
making inquiries:

Client No: 01703042

Dear Gwendolyn Tandy:

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

Action: Reverification Application
Utility: Dominion East Ohio Gas
Payment: \$29.00
Status: Accepted

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

Application: Reverification Application
Utility: Cleveland Electric Illuminating Company/First Energy
Payment: \$29.00
Status: Accepted

You have the right to appeal the above PIPP Plus determination, in writing within 30 days of this notice if you believe it to be inaccurate. Your appeal must contain your name, address, social security number, telephone number, reason for appeal, and supporting information with your signature. Please forward your appeal to the address below.

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

Sincerely,
Office of Community Services

Website: energyhelp.ohio.gov

* Active account
 Statement from Nov 9, 2011 to Dec 12-12
 DOMINION EAST OHIO
 Statement of Account
 New Account #
 Account Number 1404
 Meter Number 13825215
 Address 1439 SULZER AVE
 Name TANDY GWENDOLYN C
 For Questions Call (800) 362-7557
 Hearing Impaired Customers Call TDD (800) 633-8903

DETAILS	READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	LATE PMT CHRG	PMT AMOUNT	PMT DATE	ADJ	ADJUST DESC	PLAN DESC	PLAN AMT DUE	PLAN AMT DUE	TOTAL PLAN AMT DUE	ACCT BALANCE
	12/12/2012	0		0	0	0	\$0.00	\$0.00		\$0.00	12/12/2012	\$0.00				\$0.00	\$0.00	\$0.00
	12/06/2012	31 ACTUAL		319.8	8.7	728	\$30.15	\$0.00		\$0.00	12/28/2012	\$7.15				\$0.00	\$0.00	\$597.61
	0			0	0	0	\$20.39	\$2.11		\$0.00						\$0.00	\$0.00	\$0.00
	11/05/2012	31 ACTUAL		313.1	4.1	471	\$26.65	\$0.00		\$0.00	11/28/2012	\$7.31				\$0.00	\$0.00	\$315.92
	0			0	0	0	\$16.00	\$1.15		\$0.00						\$0.00	\$0.00	\$0.00
	11/06/2012	0		0	0	0	\$0.00	\$0.00		\$0.00						\$0.00	\$0.00	\$0.00
	10/05/2012	29 ACTUAL		308.0	1.5	167	\$23.65	\$0.00		\$0.00	10/24/2012	\$7.22				\$0.00	\$0.00	\$0.00
	0			0	0	0	\$5.23	\$0.38		\$0.00						\$0.00	\$0.00	\$495.96
	09/06/2012	30 ACTUAL		307.5	1.6	1	\$23.78	\$0.00		\$0.00	09/27/2012	\$5.56				\$0.00	\$0.00	\$459.82
	0			0	0	0	\$6.23	\$0.45		\$0.00						\$0.00	\$0.00	\$459.86
	08/07/2012	29 ACTUAL		305.9	1.4	0	\$23.65	\$0.00		\$0.00	08/28/2012	\$4.42				\$0.00	\$0.00	\$384.80
	0			0	0	0	\$5.08	\$0.37		\$0.00						\$0.00	\$0.00	\$384.80
	07/09/2012	32 ACTUAL		304.5	1.7	3	\$24.28	\$0.00		\$0.00	07/30/2012	\$3.74				\$0.00	\$0.00	\$341.77
	0			0	0	0	\$5.55	\$0.40		\$0.00						\$0.00	\$0.00	\$341.77
	06/07/2012	30 ACTUAL		302.8	1.7	116	\$24.28	\$0.00		\$0.00	06/28/2012	\$2.63				\$0.00	\$0.00	\$268.53
	0			0	0	0	\$4.83	\$0.35		\$0.00						\$0.00	\$0.00	\$268.53
	05/08/2012	29 ACTUAL		301.1	4.2	364	\$27.63	\$0.00		\$0.00	05/29/2012	\$1.35				\$0.00	\$0.00	\$197.12
	0			0	0	0	\$12.63	\$0.91		\$0.00						\$0.00	\$0.00	\$197.12
	04/09/2012	32 ACTUAL		296.9	4.9	424	\$27.97	\$0.00		\$0.00	04/30/2012	\$0.00				\$0.00	\$0.00	\$115.84
	0			0	0	0	\$18.20	\$1.31		\$0.00						\$0.00	\$0.00	\$115.84
	03/08/2012	29 ACTUAL		292.0	11.6	862	\$31.92	\$0.00		\$0.00	03/29/2012	\$5.66				\$0.00	\$0.00	\$448.06
	02/08/2012	30 ACTUAL		280.4	13.0	965	\$92.29	\$0.00		\$0.00	02/29/2012	\$4.60				\$0.00	\$0.00	\$390.48
	01/09/2012	34 ACTUAL		287.4	14.1	988	\$102.44	\$0.00		\$0.00	01/30/2012	\$0.00				\$0.00	\$0.00	\$293.59
	12/06/2011	27 ACTUAL		253.3	6.1	528	\$57.44	\$0.00		\$0.00	12/27/2011	\$3.87				\$0.00	\$0.00	\$261.73
	11/09/2011	0 ACTUAL		247.2	0	0	\$0.00	\$0.00		\$0.00						\$0.00	\$0.00	\$261.73
	11/09/2011	0		0	0	0	\$0.00	\$0.00		\$0.00						\$0.00	\$0.00	\$0.00
	11/09/2011	0		0	0	0	\$0.00	\$0.00		\$0.00						\$0.00	\$0.00	\$0.00
	11/09/2011	0		0	0	0	\$0.00	\$0.00		\$0.00						\$0.00	\$0.00	\$0.00
	11/09/2011	0		0	0	0	\$0.00	\$0.00		\$0.00						\$0.00	\$0.00	\$0.00

Usage should go down in March 8, 2012 \$81.97
 out of 12 mths for mths over
 \$3000
 92.39
 102.44
 57.44
 Dec 2011
 Jan 2012
 Feb 2012
 Mar 2012
 Apr 2012
 May 2012
 Jun 2012
 Jul 2012
 Aug 2012
 Sep 2012
 Oct 2012
 Nov 2012
 Dec 2012

1704
GWENDOLYN C TANDY

Due - Jan 30, 2012



1-12-12 I owed \$104.15

Page 2 of 3

1439 SULZER AVE
EUCLID OH 44132-2725

• other Acct 7973

Dominion®

\$541.68

Account Number 1 5000 4963 1404
Date Prepared January 12, 2012

Next Meter Reading 02/08 - 02/13/2012

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

\$541.68 credit \$610.00 infractions

Credits And Charges Since Your Last Bill

Balance from last bill \$425.39
Payment on Dec 13, 2011 - Thank You 29.00 CR
Payment on Dec 28, 2011 - Thank You 29.00 CR
Payment on Jan 6, 2012 - Thank You 30.00 CR
On Time Balance Reduction Credit 28.44 CR
Balance 116.44 Paid \$191.15

Current Charges

General Sales Service Rate 102.44
Standard Service Offer (SSO) 14.00
Basic Monthly Charge \$20.37
Gas Usage Charges 14.1 MCF @ \$5.5007 77.56
Gross Receipts Tax (4.6044%) 4.51
This bill includes \$61.53 for SSO gas cost at \$4.364 per thousand cubic feet (MCF).
Total Current Charges \$102.44
Total Account Balance \$293.59

YOU ARE ON THE PIPP Plus PLAN FOR \$29.00.

Paid \$1.53 14.1 MCF @ 5.00
Gas transfer is more than
the actual gas \$20.37
3 times the

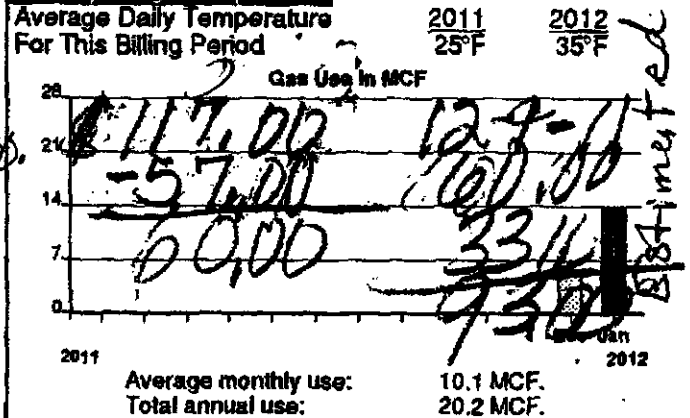
\$12.41 Credit

Jan 12, 12 \$425.39
30.00
28.44

\$483.73 credit

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Monthly Usage Comparison



Billing Period And Meter Readings

Date	Head Type	Reading	Difference
Meter Number	13825215		
Jan 9, 2012	Remote	267.4	
Dec 6, 2011	Remote	253.3	14.1
MCF Used in 34 Days			14.1

Dec 13, \$29.00 CR
Dec 28, 29.00
Jan 6, 30.00
28.00

\$176.06 Jan 12-11
117.00 Dec 5, 2011
\$233.00

18.797

the Gas become more
\$233.00
119.15
\$114.85
102.44
\$12.41

Now every total account balance is incorrect

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Not Due until



Page 2 of 3

Account Number 1 5000 4953 1404
Date Prepared February 13, 2012

Next Meter Reading 03/08 - 03/13/2012

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

8253.73

\$73.58 CR \$600.00

Credits And Charges Since Your Last Bill

Balance from last bill \$293.59 200.
Late Payment Charge 4.40
Gross Receipts Tax (4.6044%) .20
Balance \$298.19 200.

Current Charges

General Sales Service Rate
(See last page for important message)

Standard Service Offer (SSO)

Basic Monthly Charge \$20.37

Gas Usage Charges

13.0 MCF @ \$5.2200 67.86

Gross Receipts Tax (4.6044%) 4.06

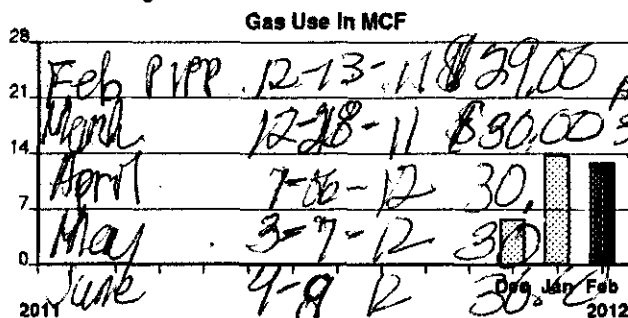
This bill includes \$53.09 for SSO gas cost at \$4.084 per thousand cubic feet (MCF).

Total Current Charges - I owe \$99.79 \$92.29

Total Account Balance \$390.48 200.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2011 21°F 2012 32°F



Average monthly use: 11.1 MCF.
Total annual use: 33.2 MCF.

Billing Period And Meter Readings

Date	Read type	Reading	Difference
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, 2012 to Avoid Late Payment Charge of 1.5% per month.

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$293.59 by Feb 29, 2012, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security 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 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.

Due Feb 29, 2012 \$30.00
Feb 16, 2010 \$11.8 mcf \$9,019.4/106.9
Feb , 2011 20,452
Feb 2012 \$13.00 @ \$5.22
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

++ the payments are due to MARCH 29, why is there a
GWENDOLYN C TANDY \$5.41 Late Charge

1439 SULZER AVE
 EUCLID OH 44132-2725



Dominion

Account Number 1 5000 4953 1404
 Date Prepared March 13, 2012

Next Meter Reading 04/09 - 04/12/2012

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

\$600.00 Introductory

Credits And Charges Since Your Last Bill

Balance from last bill	\$390.48	<i>200</i>
Payment on Mar 7, 2012 - Thank You	30.00 CR	
Late Payment Charge	5.41	
Gross Receipts Tax (4.6044%)	.25	
Balance	\$366.14	<i>200</i>

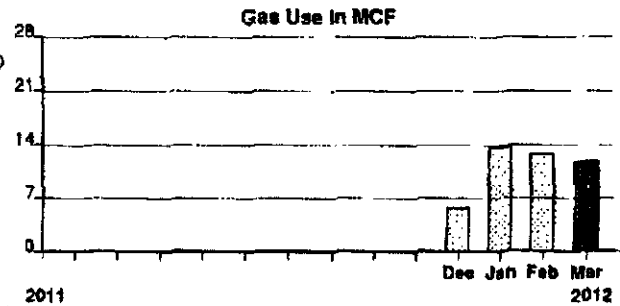
Current Charges

General Sales Service Rate		
Standard Service Offer (SSO)		
Basic Monthly Charge	\$20.37	
Gas Usage Charges		
11.6 MCF @ \$4.9948	57.94	
Gross Receipts Tax (4.6044%)	3.61	
This bill includes \$42.66 for SSO gas cost at \$3.678 per thousand cubic feet (MCF).		
Total Current Charges	\$81.92	
Total Account Balance	\$448.06	<i>200</i>

You may be able to better control the gas portion of your bill by shopping for an alternative gas supply contract.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2011 33°F	2012 35°F
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Average monthly use:	11.2 MCF.
Total annual use:	44.8 MCF.

Billing Period And Meter Readings

Date	Head type	Reading	Difference
Meter Number	13825215		
Mar 8, 2012	Remote	292.0	
Feb 8, 2012	Remote	280.4	11.6
MCF Used in 29 Days			11.6

Please Pay **Account Balance of \$448.06 by Mar 29, 2012 to Avoid Late Payment Charge of 1.5% per month.**

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$360.48 by Mar 29, 2012, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts. You will be billed a reconnection fee. Also, you will be billed a security 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 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.

\$42.66 SSO

\$57.94 11.6 MCF Per \$4.9948
3.61 TAX
20.37
\$81.92

20.556

GWENDOLYN C TANDY
 1439 SULZER AVE
 EUCLID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE
EUGLID OH 44132-2725

Dispute



Dispute \$18.20
Page 2 of 3

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

Next Meter Reading 05/08 - 05/11/2012

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

\$60.00 Infractors

Credits And Charges Since Your Last Bill

Balance from last bill \$448.06 200
Payment on Apr 9, 2012 - Thank You 30.00 CR
Balance \$418.06 200

Current Charges

Dominion East Ohio Distribution Charges
Basic Monthly Charge \$20.37
Usage-Based Charges
4.9 MCF @ \$1.3000 6.37
Gross Receipts Tax (4.6044%) 1.23
Total Dominion East Ohio Charges \$27.97

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

KRATOS GAS AND POWER Charges - Dispute
(See last page for important message)

Standard Choice Offer (SCO)
Gas Cost 4.9 MCF @ \$3.446 \$16.89
Sales Tax 1.31
Total KRATOS GAS AND POWER Charges \$18.20

For questions about gas supply costs, contact KRATOS GAS AND POWER at 1-800-298-2203 or 215 Union Blvd Ste 425 Lakewood, CO 80228 www.kratosgsp.com or www.kratosgsp.com

Total Current Charges \$46.17
Total Account Balance \$464.23 200

YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.

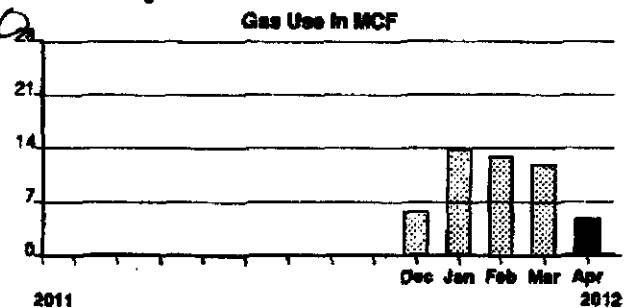
Dispute \$18.20

437.28

April 9, 2012 - \$30.00 paid
407.28

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2011 40°F 2012 52°F



Average monthly use: 9.9 MCF.
Total annual use: 49.7 MCF.

Billing Period And Meter Readings

Date	Meter Number	Head Type	Reading	Difference
Apr 9, 2012	13825215	Remote	296.9	
Mar 8, 2012		Remote	292.0	4.9

MCF Used in 32 Days 4.9

346.17
- 18.20
27.97

GWENDOLYN C TANDY
1439 SULZER AVE
EUGLID OH 44132-2725

4

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 4953 1404
Date Prepared May 11, 2012

Next Meter Reading
08/07 - 06/12/2012

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

Dominion

May 8, 12 12:30 AM Page 2 of 3

\$600.00 Intractions

Credits And Charges Since Your Last Bill

Balance from last bill \$464.23 200
Payment on May 8, 2012 - Thank You 30.00 CR
Late Payment Charge 1.29
Gross Receipts Tax (4.6044%) .06
Balance \$435.58 200

Current Charges

Dominion East Ohio Distribution Charges
Basic Monthly Charge \$20.95
Usage-Based Charges
4.2 MCF @ \$1.3000 5.46
Gross Receipts Tax (4.6044%) 1.22
Total Dominion East Ohio Charges \$27.63
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

HESS CORPORATION Charges

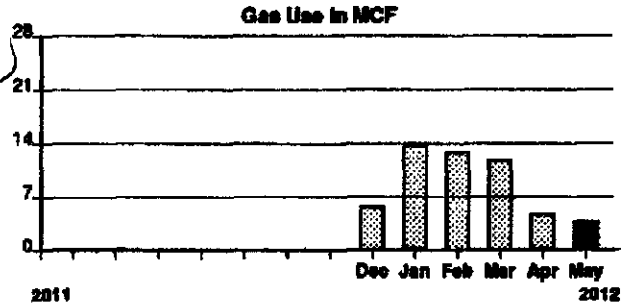
Standard Choice Offer (SCO)
Gas Cost 4.2 MCF @ \$2.791 \$11.72
Sales Tax .91
Total HESS CORPORATION Charges \$12.63
For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.
Total Current Charges \$40.26
Total Account Balance \$475.84 200

YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.

Feb 2012 - A transfer \$256.00 210.26
From 1441 Sulzer HESS 12.63
\$27.63 Bal

Monthly Usage Comparison

Average Daily Temperature For This Billing Period
2011 52°F 2012 53°F



Average monthly use: 9.0 MCF.
Total annual use: 53.9 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
May 8, 2012	Remote	301.1	
Apr 9, 2012	Remote	296.9	4.2
MCF Used in 29 Days			4.2

Dispute \$12.63 HESS 1-888 (709) 2625
\$27.63 due

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY



Dominion

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404
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.

\$600.00

Credits And Charges Since Your Last Bill

Balance from last bill *This should be ce* \$475.84 *200*
Payment on Jun 7, 2012 - Thank You 30.00 CR
Late Payment Charge 2.51
Gross Receipts Tax (4.6044%) .12
Balance \$448.47 *200*

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge \$20.95
Usage-Based Charges 1.7 MCF @ \$1.3294 2.26
Gross Receipts Tax (4.6044%) 1.07
Total Dominion East Ohio Charges \$24.28

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

HESS CORPORATION Charges

Standard Choice Offer (SCO)
Gas Cost 1.7 MCF @ \$2.636 \$4.48
Sales Tax .35
Total HESS CORPORATION Charges *Dispute* → \$4.83

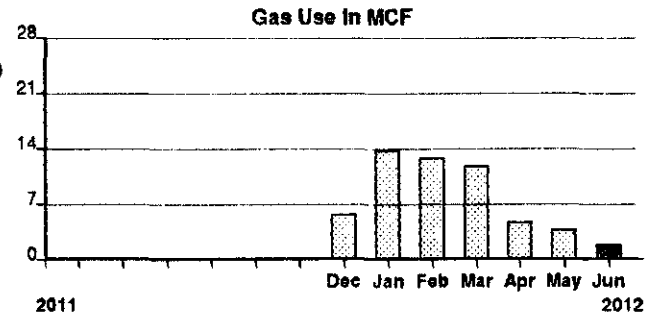
For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

Total Current Charges \$29.11
Total Account Balance \$477.58 *200*

YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period
2011 66°F
2012 63°F



Average monthly use: 7.9 MCF.
Total annual use: 55.6 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Jun 7, 2012	Company	302.8	
May 8, 2012	Company	301.1	1.7
MCF Used in 30 Days			1.7

24.28

As of June 12, 2012 statement I made 6 PMP payments on time with no arrearage

24,750

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 4953 1404 Date Prepared July 12, 2012

Next Meter Reading 08/07 - 08/10/2012

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



Dominion

*\$600.00 worth of
Infractions*

Page 3 of 4

I have \$18.02 Bc

Credits And Charges Since Your Last Bill

Balance from last bill \$477.58 *200*
Payment on Jul 9, 2012 - Thank You 30.00 CR
Late Payment Charge 3.58
Gross Receipts Tax (4.6044%) .16
Balance \$451.32 *200*

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge \$20.95
Usage-Based Charges 1.7 MCF @ \$1.3294 2.26
Gross Receipts Tax (4.6044%) 1.07
Total Dominion East Ohio Charges \$24.28

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

HESS CORPORATION Charges

Standard Choice Offer (SCO)
Gas Cost 1.7 MCF @ \$3.029 \$5.15
Sales Tax .40
Total HESS CORPORATION Charges \$5.55

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

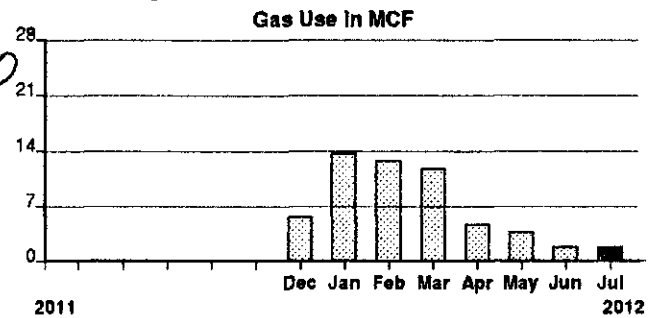
Total Account Balance

\$29.83
\$481.15 *200*

YOU ARE ON THE CURRENT PLUS (\$69.67) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2011 71°F 2012 75°F



Average monthly use: 7.2 MCF.
Total annual use: 57.3 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Jul 9, 2012	Actual	304.5	
Jun 7, 2012	Actual	302.8	1.7
MCF Used in 32 Days			1.7

*Aug, Sept, Oct, Nov & Dec of 2012 Have
\$600.00 worth of infractions each.*

*\$600.00
x 12
12 000.00
60 000.00
\$72 000.00*

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

And Jan & Feb 2013 Balances are correct.

Dominion E. Corp

2004/ \$701.00 CR

Ac# 1-5000-2945-7379

CASE# 122103 GACSS

Gwendolyn Tanc

3-1-2013

Dear Sir:

This is a formal complaint. In regards to Sept 14, 2006 statement. It started with a zero balance from last bill. Then it had a \$430.00 Final Debit and a 271.00 Final Credit how is that possible?

I would like an explanation.

For example;

1. What account number was the debit from
2. What date
3. What address

Finally I dispute the \$430.00 Final debit
Therefor please give this matter you immediate
Attention and refund $\begin{array}{r} \$430.00 \\ - 271.00 \\ \hline \$159.00 \end{array}$

Gwendolyn Tanc

Can see if this is a deposit
GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

October 2006
Page 2 of 2

Dominion

Account Number 1 5000 2945 7379 Date Prepared September 14, 2006 Next Meter Reading 10/10 - 10/13/2006

For questions about Dominion East Ohio charges call 216-361-2345. Avoid estimate-enter a read between 10/11 & 5 p.m. on 10/13/2006 at www.dom.co

Credits And Charges Since Your Last Bill

Balance from last bill \$0.00
From Final - Debit NO DATE → 430.00
From Final - Credit 271.00 CR
Balance Deposit → \$159.00

Current Charges

General Sales Service Rate
Monthly Service Charge \$5.70
Gas Usage Charge 20.21
1.6 MCF @ \$12.6312
Total Current Charges \$25.91
Total Account Balance \$184.91

This bill includes \$15.84 for gas cost recovery at \$9.901 per thousand cubic feet (MCF) and \$.78 for Gross Receipts Tax.

You may be able to save on the gas cost recovery portion of your bill by shopping for an alternative gas supplier.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number 13825215			
Sep 12, 2006	Estimate	109.4	
Sep 1, 2006	Actual	107.9	
Aug 24, 2006	Actual	107.8	1.6

MCF Used in 19 Days

1.6

1.6

\$430.00
- 271.00
\$159.00

\$271.00

\$159.00 Credit

My deposit was paid in June 20, 06

Please Pay **Account Balance of \$184.91 by October 2, 2006**

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$159.00 by Oct 2, 2006, your gas may be shut off. If you have questions about this pending shutoff or need a medical form as outlined below, please call toll-free 1-800-950-7989. If your gas service is shut off, you must pay all past-due amounts, a new security deposit and a reconnection fee before we can turn the gas back on. If you are on the Energy Choice program and your service is shut off, you will no longer be served by your current supplier.

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

Can see if this is a deposit
GWENDOLYN C TANDY

OCTOBER 2006
Page 2 of 2

1439 SULZER AVE
EUCLID OH 44132-2725

Dominion

Account Number 1 5000 2945 7379 Date Prepared September 14, 2006 Next Meter Reading 10/10 - 10/13/2006

For questions about Dominion East Ohio charges call 216-361-2345. Avoid estimate-enter a read between 10/11 & 5 p.m. on 10/13/2006 at www.dom.co

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Billing Period And Meter Readings

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-271.00
\$159.00

\$271.00

\$159.00 Credit

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

2009 yr

Dominion
ACT# 15000 2945 7379 / Gwendolyn Tandy
CS# 122103-GALSS
March 8, 2012

Dear Sir,

This is a formal complaint
in regards to my Feb 19, 2009 bill.
-And I had a zero balance

On Feb. 24. 09 there is a
Debit Transfer of \$523.05. XT U.T.C
There is no basis for this charge.

Plan
Was
\$43.00
And it should be refunded
to \$126.65 2009 on May 18, 2009. changed Plan
523.05
\$649.70

The \$523.05 March 20, 09
amount should have been a credit
Dominion stole it from me

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 2945 7379
Date Prepared March 20, 2009

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

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



Dominion®

Page 2 of 2

Credits and Charges Since Your Last Bill

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

Current Charges

General Sales Service Rate

Basic Monthly Charge

Gas Usage Charges

10.9 MCF @ \$9.5908

Gross Receipts Tax

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

Total Current Gas Charges

Dominion Products & Services Credits and Charges

Balance From Last Bill

Balance

Current Charges

Dominion Prods & Svcs Charges

Furnace Repair Program

Dominion Prods & Svcs Account Balance

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

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

For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 Pittsburgh PA 15230-0298 or www.dom.com.

Total Current Charges

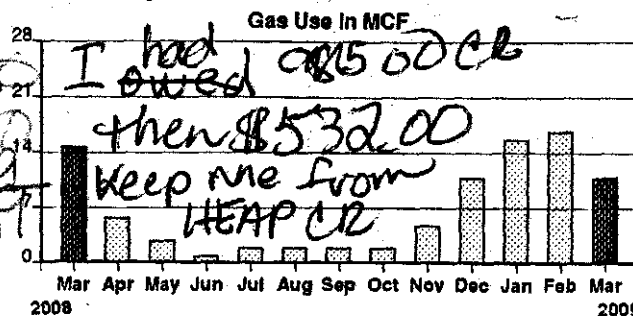
Total Account Balance

Monthly Usage Comparison

Average Daily Temperature
For This Billing Period

2008
27°F

2009
33°F



Average monthly use:

6.5 MCF

Total annual use:

77.9 MCF

Billing Period And Meter Readings

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

MCF Used in 29 Days

Handwritten calculations and notes:
\$273.13 / 3-15-09 = \$17.13 paid
- 268.13

\$5.00
\$5.00 Added Transfer
that already been turn
over to collection

On March 20, 2009 Dominion added

1. A \$532.72
2. Instead of a zero balance I had a credit of \$500.
3. I believe the Balance from last bill is incorrect
4. Since I already had a \$500.00 credit add
+532.72
\$1032.72 That would be my
Credit

2009

Dominion

ACH# 15000 29457379

Gwendolyn Tandy

1439 Sulzer Ave

Euclid, OH 44132

March 5, 2013

Dear Sir:

This is a formal complaint

In regards to several transactions

On these dates

Date	Description	Amount	Owed
2-24-09	Debit Transfer of	\$523.05	2 ero bal
5-18-09	2. Changed Plan Agreement	26.65	\$ 20.63
6-3-09	3. " " "	120.25	18.43
7-7-09	4. " " "	121.84	18.72
		\$ 889.79	\$ 57.78

Dominion stole \$889.79

When I only owed \$57.78 - 59.40 = .62¢

And on Aug 14, 2009 my PIPP was \$72.00

Owed

\$20.63

18.72

23.03

18.72

23.03

29.03

~~\$ 124.16~~ 10 owed

8 Dominion had me owing \$72.82 PIPP

72.00

200.00 9-25-09

200.00 10-6-09

\$ 599.38

Ms Plan until Aug 14, 2009
 Jan 6, 2009 - Aug 2009

Name TANDY GWENDOLYN C
 Address 1439 SULZER AVE

Account Number 7379
 Meter Number 13025215

Hearing Impaired Customers Call TDD (800) 333-8903

DOMINION EAST OHIO
 Statement of Account

March 2009 \$523.05 Credit
 April 273.13 adjustm
 370.88

All these balance are incorrect
 should have been a credit

DETAILS										All these balance are income									
READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/ STATE TAX	DUE DATE	LATE PMT CHARGE	PMT AMOUNT	ADJ AMT	ADJUST DESC	PLAN AMT	PLAN DUE	TOTAL PLAN AMT	ACCT BALANCE			
08/14/2009	28	ACTUAL	105.1	1.2	0	1	\$23.03	\$0.00	09/03/2009	\$0.00	\$0.00	\$0.00	PIP	\$72.00	\$72.00	\$708.54			
07/17/2009	31	SYSTEM EST	103.9	2.0	1	5	\$18.72	\$0.00	08/06/2009	\$3.90	\$0.00	\$0.00	AGREEM	\$121.84	\$121.84	\$855.57			
	0		.0	.0	0	0	\$10.85	\$7.77		\$0.00	\$0.00	\$0.00	BROKER	\$0.00	\$0.00	\$0.00			
08/18/2009	29	ACTUAL	101.9	1.9	1	84	\$18.43	\$0.00		\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00			
	0		.0	.0	0	0	\$9.87	\$7.70		\$0.00	\$0.00	\$0.00	BROKER	\$0.00	\$0.00	\$0.00			
06/03/2009	0		.0	.0	0	0	\$-32	\$0.00	07/06/2009	\$1.98	\$0.00	\$0.00	AGREEM	\$120.25	\$248.88	\$652.24			
06/17/2009	0		.0	.0	0	0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	AGREEM	\$126.65	\$126.65	\$617.52			
09/18/2009	31	SYSTEM EST	100.0	2.5	1	287	\$20.83	\$0.00	08/05/2009	\$8.70	\$127.38	\$427.20	AGREEM	\$126.65	\$126.65	\$617.52			
	0		.0	.0	0	0	\$13.55	\$9.97		\$0.00	\$0.00	\$0.00	BROKER	\$0.00	\$0.00	\$0.00			
06/20/2009	0		.0	.0	0	0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	CNT	\$0.00	\$0.00	\$0.00			
04/17/2009	30	ACTUAL	97.5	7.2	2	687	\$82.15	\$0.00	05/06/2009	\$9.27	\$0.00	\$0.00		\$0.00	\$0.00	\$697.07			
04/20/2009	0		.0	.0	0	0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	CNT	\$0.00	\$0.00	\$0.00			
04/09/2009	0		.0	.0	0	0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	CNT	\$0.00	\$0.00	\$0.00			
03/18/2009	29	SYSTEM EST	90.3	10.9	4	905	\$122.43	\$0.00	04/07/2009	\$0.00	\$273.13	\$273.13	CNT	\$0.00	\$0.00	\$660.19			
03/20/2009	0		.0	.0	0	0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	CNT	\$0.00	\$0.00	\$0.00			
02/24/2009	0		.0	.0	0	0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	CNT	\$0.00	\$0.00	\$0.00			
02/24/2009	0		.0	.0	0	0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	CNT	\$0.00	\$0.00	\$0.00			
02/24/2009	0		.0	.0	0	0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	CNT	\$0.00	\$0.00	\$0.00			
02/17/2009	32	ACTUAL	79.4	16.7	.5	1327	\$204.32	\$0.00	03/09/2009	\$0.00	\$370.88	\$204.32	PIP	\$0.00	\$0.00	\$273.13			
02/19/2009	0		.0	.0	0	0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	CNT	\$0.00	\$0.00	\$0.00			
02/04/2009	0		.0	.0	0	0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	CNT	\$0.00	\$0.00	\$0.00			
01/16/2009	35	SYSTEM EST	62.7	16.0	.5	1314	\$208.91	\$0.00	02/08/2009	\$0.00	\$145.05	\$7106.2009	PIP	\$0.00	\$0.00	\$436.68			
01/21/2009	0		.0	.0	0	0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	CNT	\$0.00	\$0.00	\$0.00			
01/06/2009	0		.0	.0	0	0	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	CNT	\$0.00	\$0.00	\$0.00			
TOTALS																			
USAGE:		200.5	TAXES:		\$8.74	PAYMENTS:		\$2,808.11	LATE PAYMENT CHARGES:		\$27.83	415.93		413.03					
DEGREE DAYS:		16061	BILL AMOUNTS:		\$2,268.81	ADJUSTMENTS:		\$135.64											

Month	Bal from	HESS'	Paid
12-15-08	\$230.58	Dispute	145.25 1-6-9
2009 Jan	213.86		145.25 1-27-9
Feb	209.27		225.83 2-4-09
Zero bal March	268.18		273.72 3-18-9
Apr 1 (Zero past due)	82.00 -		59.40 4-20-9
May	30.63	13.55	27.38 4-27-09
June	18.43	9.67	
July	18.72	10.65	
Aug	23.03		
Sept	29.03		24.75 12
Oct	31.27		200.00 9-25-9
Nov 17, 09	47.25		200.00 10-6-9
			72.00
Dec 15 09	99.52		\$1,528.58
owed			

As of March 09, I had enough money in my account to cover thru Dec 09. where did my credit go. And why did Dominion change my Plan amount to \$126.65

owed \$20.63 May 2009
 120.25 June "
 121.84 July "

As of Oct 6, 2009 I had paid \$1,528.58
 And I only owed

2010 yr

Dominion Gwendolyn Tandy
AC# 1500029457379/CS# 122103-GACSS
March 6, 2013

Dear Sir,

This is a formal complaint.

from Jan 2010 thru Dec 2010.

As of September 2009, My PIP
was \$72.00 a mth, determined
by the Dept. of Development.

Dominion changed my PIPP from
\$72.00 - to \$144.00 on January. And
from Feb - 2010 - August from \$72.00
to \$216.00. Sept was \$288.00

I thought the Department of
Development was the only company

that could change my payment plan especially, because I

had made all my PIPP payments

on time. And ^{on} April 2010 ^{- Dec - 10} my actual amount due was lower than my PIPP.

my actual amount due	Amount Paid	Dominion changed my Pa
\$32.13 5-10	\$72.00	\$216.00
31.93 June-10	72.00	216.00
30.99 July	72.00	216.00
33.62	72.00	216.00
59.59	72.00	288.00

There where \$2,428.00

changed amounts by Dominion

And from Jan 2010 - Dec 2010

I only owed \$676.67.

There for together with the 2009 changed amounts of \$889.79. that equals

\$3,317.79 That should be refunded

Oct 15, 09	31.27	\$400.00				Dominion had a balance
Nov 17, 09	\$47.25	72.00	11-7-09			Sept. 16, 09 \$712.82
Dec 15, 09	99.25	0	12-1-09			they change my Plan
Total 1, 09	\$177.77	\$72.00				

As of Dec 15, 09 I owed \$177.77

Jan 7, 2010 -72.00

105.77

Jan 2010 I had a credit of \$889.79

Oct 2009

600.00 CR

\$1,594.79 CR

I had a credit of \$1,594.79

+498.33

as of Jan 1, 2010.

\$2,093.12

1-18-10 Dominion	Owed \$105.00	Dominion had me owing	Actual Plan Paid	Dominion changed
		149.11	\$72.00	Changed Plan
		128.51	572.00	\$449.00 12-14
		108.77	417.00	3 144.00 1-
		247.51	72.00	216.00 2-
		467.46	72.00	216.00 - 3-
		2169.67	72.00	216.00 4-
		32.13	72.00	216.00 5-
		31.93	144.00	216.00 6
		30.99	72.00	216.00 7
		33.62	1015.00	288.00 8
		59.59	2616.67	2428.00 9
		87.97	498.33	
		\$676.67		

As of Dec 2010 I had a \$2,093.12 Credit

Dominion E. OH. GAS CO

Gwendolyn Tandy
1439 Sulzer Ave
Euclid, OH. 44132

copy
3/2/13

March 2, 2013

ACH 1-5000-2945-7379

CA# 122123 GA-CSS 1 of 3

Dear Sir;

This is A formal complaint. In regards to the statement of March 20, 2009. It shows a payment of \$273.93 and a past due amount of $\frac{-268.18}{\$4.95 \text{ Credit}}$ I would like an explanation for the

\$532.72 Transfer Debit. For example

1. where did the \$532.72 Transfer come from
2. The Date
3. the address
4. the account number

It looks to me, that the \$532.72 should be credit back to my current acc# 1404 last for diget.

* Please respond in writting! Yours Truely

Attorn Mark

Gwendolyn Tandy

1439 SULZER AVE
 EUCLID OH 44132-2725

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

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

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

Credits and Charges Since Your Last Bill

Balance From Last Bill
 Payment on Mar 16, 2009 - Thank You
 Transfer Debit *\$532.72*
 Balance *\$527.77*

Current Charges

General Sales Service Rate
 Basic Monthly Charge
 Gas Usage Charges
 10.9 MCF @ \$9.5908 *\$74.19*
 Gross Receipts Tax
 This bill includes \$74.19 for SSO gas cost at \$6.806 per thousand cubic feet (MCF).
 Total Current Gas Charges *\$122.43*

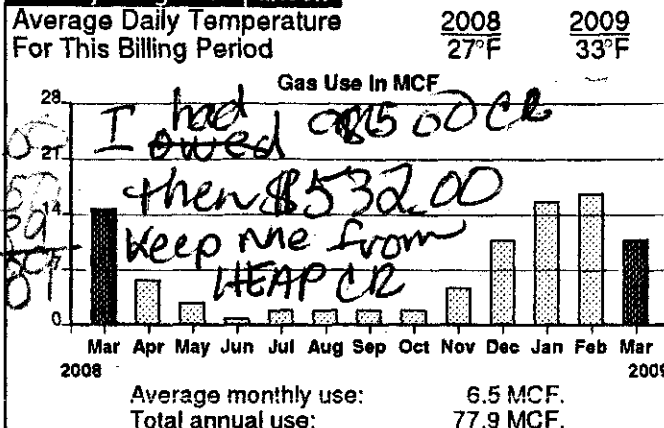
Dominion Products & Services Credits and Charges

Balance From Last Bill \$4.95
 Balance \$4.95
 Current Charges *Jan 21, 09 Canceled, put back on*
 Dominion Prods & Svcs Charges *3-20-09*
 Furnace Repair Program \$4.95
 Dominion Prods & Svcs Account Balance *\$9.90*
 We did not receive a required payment from you for this account. An immediate payment is necessary.
 Non-payment could result in suspension of coverage/benefits or termination from the program(s).

For questions about Dominion Products and Services charges, contact 1-800-562-8419 or P.O. Box 298 Pittsburgh PA 15230-0298 or www.dom.com.

Total Current Charges *\$527.77*
 Total Account Balance *\$660.10*

Monthly Usage Comparison



Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Mar 18, 2009	Estimate	90.3	
Feb 17, 2009	Remote	79.4	10.9
MCF Used in 29 Days			10.9

\$273.13 / 3-15-09 17.13 paid
268.18 / 3-15-09 368.13
\$54.95 Added Trans for
that already been turn
over to collection

\$122.43 Total Current March 20, 2009

Jan. + Feb 2009

Dominion E.OH. GAS CO.

Gwendolyn Tandy
1439 Sulzer Ave
Euclid, OH. 44132
Acct# 15000-4953-1404
Case# 12-2103-GAACSS
Continual 1 of 12p

March 2, 2013

Dear Sir:

This is a formal complaint in regards
to Nov 9, 2011^{bill} there is ~~A~~ \$282.26 XT UTG
adjustment. could you please give me
a written explanation as to what it is
_{Past due}

There is no amount because my gas
was turned off in May 1, 2011 until Oct 2011.

I believe that the \$282.26 adjustment
should be credit to my new account,
number 15000-4953-1404. Because, it
looks like the account # ending in 7379
was changed on the same day. The letter
Attach Date Nov 10, 2011 acknowledge a new
account with a new account number last⁴ digits 1404!

1379

Gas was off Oct 2011 \$282.99 Nov (No October PIP payment) 46.50

For Questions Call (800)-362-7557
Hearing Impaired Customers Call TDD (800)-633-8903

DOMINION EAST OHIO
Statement of Account
Cred: \$15,000
Account Number 7379
Meter Number 13825215

all payment on time what is this
This crazy said

READ DATE	BILL DAYS	READ SOURCE	METER READING	AVG DAILY USAGE	DEGREE DAYS	BILL AMT	SALES/STATE TAX	DUE DATE	LATE CHRG	PMT AMOUNT	PMT DATE	ADJ DESC	PLAN DESC	PLAN AMT DUE	ACCT AMT DUE	TOTAL BALANCE
09/20/2011	0	Sept 29	249.0	5.5	2	\$58.06	\$0.00	08/03/2011	\$0.00	\$151.55	07/08/2011	---	PIP	\$0.00	\$0.00	\$388.29
11/08/2011	0	Nov	247.2	3.7	1	\$46.50	\$0.00	08/03/2011	\$0.00	\$43.00	05/05/2011	---	CANCEL PIP	\$0.00	\$0.00	\$665.55
11/08/2011	0	Nov	248.0	5.5	2	\$58.06	\$0.00	08/03/2011	\$0.00	\$43.00	04/07/2011	---	PIP	\$0.00	\$0.00	\$708.55
11/08/2011	0	Nov	243.5	7.9	3	\$81.89	\$0.00	04/27/2011	\$0.00	\$43.00	03/07/2011	---	PIP	\$0.00	\$0.00	\$708.55
05/11/2011	33	SYSTEM ES	235.6	10.8	4	\$106.66	\$0.00	03/29/2011	\$0.00	\$141.00	02/07/2011	---	AGREEMENT	\$190.65	\$190.65	\$190.65
05/11/2011	33	MANUAL ES	225.0	15.0	5	\$71.40	\$0.00	02/28/2011	\$0.00	\$0.00	01/19/2011	---	BROKER	\$0.00	\$0.00	\$0.00
05/11/2011	33	SYSTEM ES	210.0	16.8	5	\$158.20	\$0.00	01/28/2011	\$3.97	\$34.12	01/07/2011	---	PIP	\$0.00	\$0.00	\$415.29
12/08/2010	30	ACTUAL	193.2	9.4	3	\$87.97	\$0.00	12/28/2010	\$0.00	\$0.00	---	---	PIP	\$0.00	\$0.00	\$287.24
11/08/2010	28	ACTUAL	183.8	5.1	2	\$58.59	\$0.00	11/29/2010	\$0.00	\$0.00	---	---	PIP	\$0.00	\$0.00	\$199.27
10/12/2010	28	ACTUAL	178.7	1.8	1	\$31.51	\$0.00	10/29/2010	\$0.00	\$0.00	---	---	PIP	\$0.00	\$0.00	\$288.00
09/14/2010	7	33 SYSTEM ES	176.9	1.8	1	\$33.62	\$0.00	10/04/2010	\$0.00	\$0.00	08/16/2010	---	PIP	\$0.00	\$0.00	\$216.00
08/12/2010	28	ACTUAL	175.1	1.5	1	\$30.99	\$0.00	08/31/2010	\$0.00	\$0.00	---	---	PIP	\$0.00	\$0.00	\$216.00
07/15/2010	31	SYSTEM ES	173.8	1.7	1	\$31.93	\$0.00	08/04/2010	\$0.00	\$144.00	07/16/2010	---	PIP	\$0.00	\$0.00	\$216.00
06/14/2010	31	ACTUAL	171.9	1.7	1	\$32.13	\$0.00	07/01/2010	\$0.00	\$72.00	06/07/2010	---	PIP	\$0.00	\$0.00	\$216.00
05/18/2010	0	ACTUAL	170.2	0.0	0	\$0.00	\$0.00	---	\$0.00	\$0.00	---	---	PIP	\$0.00	\$0.00	\$0.00
05/14/2010	30	SYSTEM ES	170.2	3.5	1	\$46.74	\$0.00	06/03/2010	\$0.00	\$72.00	05/17/2010	---	PIP	\$0.00	\$0.00	\$216.00
04/14/2010	28	ACTUAL	166.7	3.6	1	\$47.51	\$0.00	05/04/2010	\$0.00	\$72.00	04/16/2010	---	PIP	\$0.00	\$0.00	\$216.00
03/17/2010	4	30 SYSTEM ES	163.1	10.4	3	\$109.77	\$0.00	04/08/2010	\$0.00	\$417.00	03/17/2010	---	PIP	\$0.00	\$0.00	\$216.00
02/15/2010	28	ACTUAL	152.7	11.8	4	\$128.51	\$0.00	03/04/2010	\$0.00	\$0.00	---	---	PIP	\$0.00	\$0.00	\$216.00
01/18/2010	3	35 SYSTEM ES	140.9	18.4	5	\$146.11	\$0.00	02/05/2010	\$0.00	\$72.00	01/07/2010	---	PIP	\$0.00	\$0.00	\$216.00
12/14/2009	31	ACTUAL	124.5	10.8	3	\$98.52	\$0.00	12/31/2009	\$0.00	\$0.00	---	---	PIP	\$0.00	\$0.00	\$144.00
11/13/2009	30	SYSTEM ES	113.9	4.1	1	\$47.25	\$0.00	12/03/2009	\$0.00	\$72.00	11/17/2009	---	PIP	\$0.00	\$0.00	\$72.00
10/14/2009	28	ACTUAL	108.8	2.6	1	\$31.27	\$0.00	11/02/2009	\$0.00	\$400.00	10/06/2009	---	PIP	\$0.00	\$0.00	\$72.00
09/16/2009	33	SYSTEM ES	107.2	2.1	1	\$29.03	\$0.00	10/06/2009	\$0.00	\$0.00	---	---	PIP	\$0.00	\$0.00	\$72.00
08/19/2009	0	0	0	0	0	\$0.00	\$0.00	---	\$0.00	\$0.00	---	---	CNT	\$0.00	\$0.00	\$0.00
08/19/2009	0	0	0	0	0	\$0.00	\$0.00	---	\$0.00	\$0.00	---	---	CNT	\$0.00	\$0.00	\$0.00
08/19/2009	0	0	0	0	0	\$0.00	\$0.00	---	\$0.00	\$0.00	---	---	CNT	\$0.00	\$0.00	\$0.00
08/18/2009	0	0	0	0	0	\$0.00	\$0.00	---	\$0.00	\$0.00	---	---	CNT	\$0.00	\$0.00	\$0.00

Aug 3
Sept 2011
Nov
May 11-11
May 11-11
April
March
Feb
Jan 11
Estimate
Estimate
2010 Oct
Sept 09
54
33

Dominion changed my plan amount from \$72.00 to \$144.00
Even though all plan payment were on time

\$53.61 - Refund

For Questions Call (800) 362-7557
Hearing Impaired Customers Call TDD (800) 633-8903

28 There where ~~no~~ payment late

282.26

35000 - I had atleast \$1,000.00 credit

59.44 credit

1969

Dec 1, 2011

Dec 1, 2011 117.00
January 2012 88.00
88.00
until the credit of \$1,000. is recognized on my statements are incorrect and what happen with arrearages and vanishing total account balance, due under the PPP

Jan 12, 2011	Paid \$34.12	1-7-11	CL = \$ 34.12 = 34.12	138.20
Feb 10, 2011	141.00	2-7-11	141.00 .141.00	57.40
March	106.00	3-7-11	43.00 Paid	106.00
April	81.89	4-7-11	43.00 Paid	81.89
May Gas OFF		5-5-11	43.00 Paid	<u>403.49</u>
GAS Turned OFF on		7-6-11	151.55 Paid	
the May bill of \$59.06		9-20-11	43.00 Paid	owed
was reversed and 46.50			<u>\$474.00</u>	403.49
reversed also for June				
No bills				

On Nov 9, 2011 on the Statement of account there ^{are} several transaction, I don't understand as followed under the adjustment column

1. \$382.26 XF UTG -11-9-11
2. 46.50 XF UTG "
3. 3.97 XF LPC "
4. 33.00 RCC "
5. 1.52 "

Domion needs to clarify. They did acknowledge my complaint Dec 2011. However they have never offer a solution.

Messages

***** DISCONNECTION NOTICE *****

Electric bill payment is past due. Your service may be disconnected unless payment of \$ 185.73 is made by 07/19/2011. If service is disconnected, you will be required to pay a reconnection fee of \$35.00. You may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

For your safety and the safety of our crews, when using a generator follow the manufacturer's installation and operation instructions. Never connect a generator directly to your electrical system without an isolation device installed by an electrician. Otherwise, a fire could start or an employee restoring your power could be seriously injured. We suggest plugging lights/appliances in the outlets on the generator unit.

For a brochure describing your customer rights and obligations, please call our Customer Service phone number.

In case number 10-388-EL-SSO, the Public Utilities Commission approved the company's Electric Security Plan (ESP). Effective June 1, 2011, customers taking generation service from the company will begin to receive new prices for generation and market-based transmission, which were determined through a competitive bid process that procured generation from 6/1/11 to 5/31/14. Other pricing changes approved in the company's ESP, include charges associated with Non-Market-Based Services, Economic Development and Generation Cost Reconciliation. As a result of these changes, a residential customer taking generation service from the utility using 750 kWh a month should see a decrease of approximately \$5.40 per month beginning June 1, 2011.

As a result of the move to PJM Interconnection (a regional transmission organization), effective June 1, 2011, the supplier tariff has been revised to reflect any changes in law and regulations. For a copy of the affected tariffs, please visit the company website or call the customer service number listed on the bill.

Tree branches and shrubs -- and insects that nest in vegetation -- can make it difficult and, at times, unsafe for our employees to read your meter. Please be sure your meter is easily accessible by clearing the path to it and the area around it.

Charges from The Illuminating Company this billing period

When contacting a Certified Retail Electric Service Provider, please provide the customer numbers below. Call The Illuminating Company at 1-800-589-3101 with questions on these charges.

Basic Charges

Customer Number: 0800885662 1580009832 - Residential Service - CE-RSD

Customer Charge

Distribution Related Component

Cost Recovery Charges

4.00

64.96

8.08

77.04

Late payment charge

Total Charges

Payment of \$98.19 June 17, 2011
 78.83 July 19, 2011
 \$19.26 Ch

Not late 2.79
 \$79.83

44247411
 57.78
 .07

378.88
 145.05
 225.83

On Nov 19, 2011, Dominion open a new account for me in order to steal over \$1,000.00 Credit, from me, And then Dec 9, 2011 statement is ridiculous

Bal from last bill \$1.00 Theft + Fraud
117.10 Credit
33.00 Reconnect Fee
332.73 Final Debit

482.83

The old acct # 1500029457379 had a \$1,000.00 CR.

The New acct # 1500049531404

\$1,000.00 Credit

482.83

\$1,482.83

And I would like the \$200.00 for each infraction, the breaking of the law, and theft and fraud

Dominion E. OH. GAS CO. That start on Jan 2009 - Feb 2013. Also I would like an explanation ^{for} Adjustment, for that same time period.

Oct 2011 Bal \$382.23 Ad XF 446 11-9-11

Nov 2011 what is this →

Dec. Payment due 12-27-11

→ Dec 9, 2011 - 0-2 - Dec payment on Jan 12-12

Dec 1, 2011 \$110.10

12-13-11 \$29.00

12-28-11 29.00

1-6-12 38.00

Credit \$226.54

\$116.44

Final Debit 332.73

Reconnection Fee 33.00

\$592.21 AS of Jan 12, 2012

Total Credit 534.73

The \$332.73 final debit needs an explanation
For example.

1. What is the account number

2. What is the address

3. Date the debit is from

I believe the debit^{of \$332.73} and the

\$33.00, needs to be refunded to me
because, I didn't owe it. And the \$33.00

reconnection fee wasn't warranted, because
my gas shouldn't have been off in the

first place. Also I never missed a PIP payment
From Jan 2011 thru May 2011. \$5,000, due me for
Gas being ~~off~~ off!

Messages

***** DISCONNECTION NOTICE *****

Electric bill payment is past due. Your service may be disconnected unless payment of \$ 185.73 is made by 07/19/2011. If service is disconnected, you will be required to pay a reconnection fee of \$35.00. You may be required to pay a security deposit to have power restored. You may be eligible for the Percentage of Income Payment Plan Plus or other extended payment plan. See enclosed information. Failure to pay charges for competitive retail electric service may also result in the cancellation of your contract with the competitive retail electric service provider and return you to The Illuminating Company's standard-offer generation service. The amount due does not include charges for nontariffed products or services but may include charges for competitive retail electric service. Failure to pay charges for other nontariffed products or services may result in loss of those products or services. This provision is applicable only on accounts issued a consolidated bill for electric service. The due date on this notice does not change the due date of any previous notice sent to you for a past due amount. If you have questions, or if you want a list of our authorized payment agent locations, please call us at 1-800-686-9901. You may also call this number for information about our medical certification program if the disconnection of service would be especially dangerous to the health of a permanent resident.

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As a result of these changes, a residential customer taking generation service from the utility using 750 kWh a month should see a decrease of approximately \$5.40 per month beginning June 1, 2011.

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Customer Number: 0800885662 1580009832 - Residential Service - CE-RSD

Customer Charge

Distribution Related Component

Cost Recovery Charges

4.00
64.96
8.08
77.04

Late payment charge

Total Charges

7
Payment of \$ 98.19 June 17, 2011
Not late 2.79
78.83 July 19 2011
\$ 19.26 Cl \$ 79.83

Jan 2009	\$ 208.71 EST	Paid \$145.05 Jan Plan charged Bal	
Feb 17-09	204.32 Act	370.88 Feb	
March 18-09	122.43 EST	273.11 M	
April 17-09	535.66	127.38 A	617.52
	82.15 - Payment not late		
May 17	20.63 EST	126.65	
June 16, 09	18.43 EST	248.89	652.24
July	18.72 EST	121.84	683.51
Aug 14, 09	23.03		683.51
	29.83		344.09
Sept 16-09	31.27 - Oct Paid \$400.00	Oct 6, 09	712.82
Oct 14-09	47.25 EST Paid	72.20 Nov	
Nov	99.52	72.00 Jan-2010	
Dec			

\$ 535.66 Jan-March Paid \$145.05
 82.15 owed 370.88
 20.63 owed 273.11
638.44 \$ 788.04

18.43 owed
 18.72 owed
 23.03
\$ 688.82
 31.27
 47.25

\$ 767.34 Total owed
 as of Dec. 09

Paid
 127.38 April
 400.00 Oct
 72.00 Nov
\$ 599.38 Credit
 532.72 Dom, Final Transfer
 \$ 1,132.10 - Refund owed

1. As of March 18, 2009 I was paid up thru Dec. 09
 2. On March 20, 2009 Dominion stole my \$599.30 CR
 3. And added a debit 532.72 Deb
 total Credit → \$ 1,132.02
 owed to me

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 **Apr 4, 2007** Account No. **1 5000 2945 7379**

\$257.69

Account Balance

8150.

Amount Enclosed

05

*****AUTO** 5-DIGIT 44132
16682 1 AV 0.293 T#000057
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

|||||

View and Pay Your Bill On-Line

Save time and money by receiving and paying your bills electronically. Learn more or enroll in eBill by visiting 'Manage Your Account' on www.dom.com. It's worth the trip!

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

|||||

01150002945737900000000016769000000257696

16,903

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 **May 3, 2007** Account No. **1 5000 2945 7379**

\$349.02

Account Balance

8149.02

Amount Enclosed

05

*****AUTO** 5-DIGIT 44132
20934 1 AV 0.293 T#000075
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 call Dominion East Ohio at 1-800-362-7557 or write us at P.O. Box 26666, Richmond, VA 23261-6666, or complete the appropriate form on the www.dom.com web site.

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

|||||

01150002945737900000000009133000000349025

21,139

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 **Jun 4, 2007** Account No. **1 5000 2945 7379**

\$445.21

Account Balance

Amount Enclosed

05

*****AUTO** 5-DIGIT 44132
25765 1 AV 0.312 T#000081
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

|||||

View and Pay Your Bill On-Line

Save time and money by receiving and paying your bills electronically. Learn more or enroll in eBill by visiting 'Manage Your Account' on www.dom.com. It's worth the trip!

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

|||||

01150002945737900000000009619000000445218

28,084

New Acc



Dominion

November 10, 2011

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

This change would have been nessary if I had
a debit. I had a \$6000. credit

Subject: Dominion East Ohio Welcome Letter New account #15000 49531404

Dear Customer,

As you begin your service with Dominion East Ohio, we want to make you aware that you have certain rights and responsibilities based on minimum gas service standards issued by the Public Utilities Commission of Ohio (PUCO).

Your rights and responsibilities cover a wide range of issues, including installation of service, payment of bills, disconnection and reconnection of service, customer privacy, meter testing, security deposits, rights to usage history, deferred payment plans, low-income assistance, information relating to "one call" or "call-before-you-dig" services, and service line responsibilities.

For example, the PUCO service standards require you to permit company personnel to access company equipment on your premises. In turn, the company will provide you with actual meter readings as required under the standards.

Dominion East Ohio must make rate information and rate alternatives available upon your request. There is also a natural gas Energy Choice program available to eligible customers that provides the opportunity for you to choose your natural gas supplier. (For more information, visit www.DominionGasChoice.com.) The company also takes steps to avoid "slamming" by suppliers.

You can learn more about your rights and responsibilities in any of the following ways:

- Visit www.dom.com - Search: Ohio Rights.
- Contact us for a written copy of your rights and responsibilities.
- Visit the PUCO's Web site at www.puco.ohio.gov to view the minimum gas service standards or obtain a copy from the commission upon request. Once on the PUCO Web page, click on the Natural Gas section, then click on the Industry Information tab. The Minimum Gas Service Standards are listed under Industry Topics.

As the customer of record, you are responsible for:

- payment of services rendered by Dominion;
- granting Dominion access to company equipment located at your service address;
- properly notifying Dominion of any requests to start or stop service.

lac006

continued next page

82

\$43.00 PIPP PLUS Feb 24, 2011

My current bal is - 0 -

February 24, 2011

*****AUTO**3-DIGIT 441
004606 01 AT 0.354 T#000013
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



Dominion

Aniversary Sept 15, 2011

ACCOUNT NO:

1500029457379

SERVICE ADDRESS:

1439 SULZER AVE
EUCLID OH 44132-2725

Starting Sept 15, 2011 \$43.00



Subject: PIPP Plus Enrollment

This letter confirms your enrollment in PIPP Plus, which replaced the Percentage of Income Payment Plan (PIPP), with Dominion East Ohio. Your PIPP Plus payment is \$43.00.

Each time you pay your monthly payment in full by the due date, you no longer owe the rest of that month's charges. You also receive a 1/24th credit toward any account arrears. Your current arrearage balance with Dominion East Ohio is \$0.00. If you make your PIPP Plus payment in full and by the due date each month for 24 straight months, your account should be current. If at any point you fail to make your PIPP Plus payment in full by the due date, your account will be subject to normal credit actions, but the company will not cancel any credits you have already recieved. Please keep in mind that while on PIPP Plus, you are still legally responsible for your entire utility bill. However, the company cannot shut off your service if you make all the PIPP Plus payments in full by the due date.

As a PIPP Plus customer, there are two important dates that you need to know.

Your re-verification date is 02/23/2012

The re-verification date is the actual date on which you complete documentation of your household income. Re-verification must occur no more than 12 months from the previous re-verification date. To remain on PIPP Plus you must visit your local community action agency prior to your re-verification date to document your income. (You are required to report any change in household size and income, so your re-verification date may change from year to year.)

Your anniversary date is 09/15/2011

The anniversary date is the calendar date when your arrearage credits will be calculated. You must be current on any missed PIPP Plus payments by this date. If you fail to bring your account current, you will be removed from PIPP Plus and your entire balance, including arrearages, will become due. Your anniversary date is the same every year.

Please read the enclosed fact sheet for additional information about the responsibilities and benefits of PIPP Plus. If you have any questions, please contact Dominion East Ohio at (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m.. You may also contact the Public Utilities Commission of Ohio (PUCO) at (800)-686-7826.

From Sept 15, 2011 my plan was \$43.00 until Sept 2012

Sincerely,
Customer Service Center
Dominion East Ohio

continued next page

lca112

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

1-(800)362-7557

October 20, 2010

*****AUTO**5-DIGIT 44132
007234 01 AV 0.332 T#000020
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



PIPP Plus \$43.00
Dominion 73.79

The year before 2009-8-20-Aug 10
my anniversary date

ACCOUNT NO:
1500029457379 same
SERVICE ADDRESS:
1439 SULZER AVE
EUCLID OH 44132-2725

1111 Dominion move it to Nov 3, 2010 PIPP Plus is \$43.00
1st 2010

Subject: PIPP Plus Transition - With Arrears

Effective November 1, 2010, your Dominion East Ohio account will convert to the new PIPP Plus program, which replaces the Percentage of Income Payment Plan (PIPP).

PIPP Plus payments are calculated at six percent of your gross monthly household income, or \$10 per month, whichever is greater. Beginning November 1, 2010, your expected PIPP Plus payment will be \$43.00.

* Each time you pay your monthly payment on-time and in-full, you no longer owe the rest of that month's charges. You also receive a 1/24th credit toward your prior account balance. If you make your PIPP Plus payment in full and by the due date each month for 24 straight months, all of your arrearages will be eliminated. Failure to submit timely and full payments each month can result in removal from PIPP Plus and/or disconnection of service.

As a PIPP Plus customer, there are two important dates that you need to know.

> Your re-verification date is 08/30/2011

The re-verification date is the actual date on which you complete documentation of your household income. Re-verification must occur no more than 12 months from the previous re-verification date. To remain on PIPP Plus you must visit your local Home Energy Assistance Program (HEAP) agency prior to your re-verification date to document your income. (You are also required to report any change in household size and income, so your re-verification date may change from year to year.)

> Your anniversary date is 09/15/2011

The anniversary date is the calendar date when your arrearage credits will be calculated. You must also be current on any missed PIPP Plus payments by this date. If you fail to bring your account current, you will be removed from PIPP Plus and your entire balance, including arrearages, will become due. Your anniversary date is the same every year.

If you have any questions, please contact Dominion East Ohio at (800)362-7557, Monday through Friday from 7:00 a.m. through 7:00 p.m.

Up until Aug, 2010 - Aug 2011 \$43.00 PIPP with arrearages

eog072

Sincerely,
Customer Service Center
Dominion East Ohio

paid

My PIPP Plus Payment \$43.00
Nov 1, 2011 new PIPP \$36.00 \$172.00

SEQ#: 7234 OMR-SW1: 1

Dominion never offered a solution; This
acknowledgment is over a year old
December 20, 2011

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

12-20-11



Dominion

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

ACCOUNT NO:

1500049531404

SERVICE ADDRESS:

1439 SULZER AVE

EUCLID OH 44132-2725

The law is such as Dominion has broke
the law because it has never offered a solution!

Subject: Please Call

We received your inquiry about the above account. We have not been able to reach you by phone.

Dominion East Ohio strives to maintain high quality service to our customers. Please call us at (800)362-7557 Monday through Friday from 7:00 a.m. through 7:00 p.m. and we will be happy to review your account with you. We look forward to hearing from you.

Sincerely,

Customer Service Center
Dominion East Ohio

lca300

I ask Dominion to respond in writing. The complaint was made in Oct 2011. And as of now March 7, 2013 Dominion Attorneys have not focused on the complaints and fail to offer a solution.

My gas was turned off in May 2011 - Sept 2011. I believe the solution should be a \$1,000. a month for each month the gas was turned off. One thousand dollars refund I'm owed!