3

FILE

Ohio | Public Utilities Commission

VTUC082013F2
Case Number

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

Formal Complaint Form

13-1993-GA-CSS

Bonita J. Tucker-Mercado
Customer Name (Please Print)

12106 Leeila Ave.
Customer Address

Cleveland, Ohio 44135
City State Zip

Against

4-5000-5256-9047
Account Number

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

Cleve
City State Zip

Dominion
Utility Company Name

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

~~I Am a custome of Dominion East Ohio Gas,~~
On August 8, 2013 around 8-9am Dominion left a voice message on my answering machine. When I got up I made a payment by phone for 150.33, conformation #22000177. The payment center said if your service needs to be restored to call a different number, but my service was not disconnected, so I did not call. I left home headed to work a little after noon. When I come home from work around 5:00pm my service was disconnected.

Bonita Mercado
Signature

216-671-7346
Customer Telephone Number

RECEIVED-DOCKETING DIV
2013 SEP 26 PM 2:23
PUCO

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 TN Date Processed SEP 26 2013

Updated September 3, 2013

I call Dominion when I got home, and their represonative said I needed to pay a little over 300.00 to get my service restored.

I stated that normally when payment is made you dont disconnect service.

The representative said I should have recieved a disconnection notice in July. Which I did, and I told the represonative I my service was not disconnected until the day they call on August 8 and after I made a payment.

I do not disputed the past due amount. or agree with them disconnecting my service after I made a payment.

I do dispute the Investigation fee of $112.00. Added on to my account after my service was disconnected.

Dominion my have intended to disconnect my service in July, but they did not do so until August 8, 2013 after I made my payment.

Because Dominion neglected to disconnect my service in July. I the consumer should not be charged $112.00 Investigation fee, therefore I am requesting the $112.00 be removed from my balance of 472.20.

BONITA TUCKER-MERCADO

12106 LEEILA AVE
CLEVELAND OH 44135-4720

Dominion®

Account Number	**Date Prepared**
4 5000 5509 0418	August 9, 2013

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

Cycle 20

Credits And Charges Since Your Last Bill

Balance from last bill	$102.00
Deposit Reversed	102.00 CR
Investigation Fee	112.00
Transfer Debit	295.00
Gross Receipts Tax (4.6044%)	5.16
Balance	**$412.16**

Current Charges

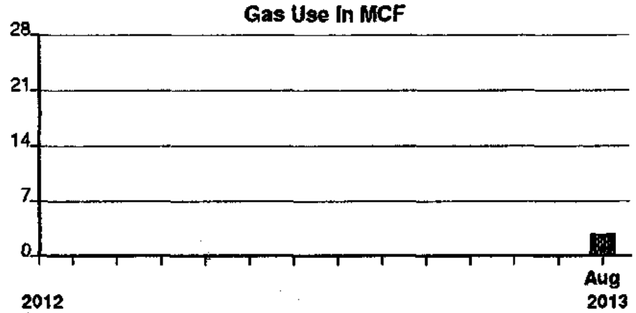
General Sales Service Rate	
Basic Service Charges	$44.02
Gas Usage Charges	
2.8 MCF @ $4.7785	13.38
Gross Receipts Tax (4.6044%)	2.64
Total Current Charges	**$60.04**
Total Account Balance	**$472.20**

This is your Final Bill.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2013
	72°F

Gas Use In MCF



Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	**14174860**		
Aug 8, 2013	Actual	626.8	
Jul 2, 2013	Actual	624.0	2.8
MCF Used in 37 Days			**2.8**

Please Pay Account Balance of $472.20 by August 27, 2013

Final Bill Collection Warning

This is your final bill. Please pay the amount due on or before the due date to avoid referral of this account to a collection agency. Referral to a collection agency may be more expensive to you in terms of time and money, since you may be required to pay attorney fees in addition to the balance due. To avoid further collection action, please remit the payment in full by the due date. You can pay this bill with an electronic check, ATM/debit card with a Pulse, Star, NYCE or Accell logo, or a Visa, MasterCard, or Discover credit card at www.dom.com or at 1-800-573-1153. BillMatrix provides this service. A service fee applies.

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 27, 2013	Account No.	4 5000 5509 0418

FINAL BILL

Account Balance	Amount Enclosed
$472.20	

UEX & PIPP Riders Change

Effective for bills rendered on or after July 15, 2013, the Uncollectible Expense (UEX) Rider will increase from $0.1525 to $0.1683 per thousand cubic feet (MCF). The Percentage of Income Payment Plan (PIPP) Rider will provide a credit of $0.2276 per MCF, a decrease of $0.6719 per MCF. The Public Utilities Commission of Ohio approved these changes.

20

*************AUTO**3-DIGIT 441
016104 02 AT 0.381 T#000074

BONITA TUCKER-MERCADO
12106 LEEILA AVE
CLEVELAND OH 44135-4720

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

014500055090418000000000060040000004722208

16,104 16,223