

FILE



Public Utilities
Commission

Oct 24, 2014

14-1241-EL-CSS

(24)

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

Against

Account Number

Customer Service Address (if different from above)

First Energy Solution Corp

Utility Company Name

City

State

Zip

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

I disagree with the First Energy Solutions Corp. motion to dismiss my case. To so for them to say that I fail to set forth reasonable grounds for a complaint is plain untrue.

Signature

Customer Telephone Number

PUCO shows quite the contrary.

Gwendolyn Tandy

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 Date Processed OCT 27 2014

Updated June 29, 2012
(614) 466-3016
www.PUCO.gov



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Commission

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Gwendolyn Tandy

Customer Name (Please Print)

1439 Sulzer Ave

Customer Address

Euclid Ohio 44132

City

State

Zip

Against

Account Number

Customer Service Address (if different from above)

First Energy

Utility Company Name

City

State

Zip

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

I disagree with the May 31, 2014 decision for First Energy to disconnect my Electric Service at 1439 Sulzer Ave. Euclid, Ohio 44132. They said for non payment. My requesting a list of the months I missed payments

Signature

Gwendolyn Tandy

Customer Telephone Number

(216) 372-2910

There is no missed payment! My solution is to restore my Electric service

~~Request no disconnection until PUC reviews evidence~~

Updated June 29, 2012

Oct 24, 2014



Public Utilities
Commission

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Columbus, OH 43215

Formal Complaint Form

Gwendolyn Tandy

Customer Name (Please Print)

1439 Sulzer Ave.

Customer Address

Euclid, Ohio 44132

City

State

Zip

Against

15000 6052 8354

Account Number

Customer Service Address (if different from above)

Dommon B. Ohio Gas

Utility Company Name

City

State

Zip

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

Why is it that every time I have a dispute with Dommon B. Ohio Gas. There solution is to change my account number I've had the same address, since I opened this account June 2006. Presently I'm disputing Feb 12, 2014 Final Debt of \$605.98

Customer Telephone Number

I'm also requesting my Gas Service not be disconnect until the PUCO has reviewed the evidence

I'm disputing the \$796.94 Bal
May - Nov - Disconnection
\$64.30 Credit

In 2013 I April 26, 2013 Service Disconnected
paid \$588.44 \$75.00 See Dep Credit
owed -383.70 46.00 4-24-13
\$204.74 CR. 121.00 paid

30.00 paid May
70.00 paid June
42.76 11 July

\$263.76
175.00 to reconnect paid 11-27-13
\$438.76 \$2200 S.D 3000 reconnect

	owed	\$81.00	
1-13-14	\$112.03	27.00	2-18-14 \$54.00 CR
2-12-14	111.70	27.00	31.03
858.05 3-13-14	115.82	27.00	111.75 3/3/14
	338.95	224 Not late	196.78
4-11-14	86.82	6.35 " "	27.00 See Dep
	425.77	7.09 " "	88.22
5 service off	43.93		244 Not
6	37.07		\$215.44
7-11-14	35.44		
	\$72.51		

350.00 CR 43.96
340.00 7/11/14 6.25 Not late
\$690.00 67.30 6-27-14
7.09 Not late
\$729.60
215.44
\$340.04

828.10

May 31, 2011

May 31, 14

Sept 24, 14 - Demand for \$613.00
to restore

\$65.65 Paid Sept. 4, 2013

Applied for Fuel Fund Grant of \$300.00
Sept 1, 2013

Notimise letter unoccupied Sept 23, 13
At this time 1441 Sulzer Ave, is

and has been unoccupied
sence Feb 2013, there was

no legal reason for the Department
of Development to Block my

Fuel Fund Grant of \$300.00. Since
then 65.65 9-4-13
175.00 Oct 21, 13

Add 2013
Aug - Sept 2014

2

→ April 4-11-14 ^{bal} \$162.13
 $\frac{115.22}{277.35}$
 28.50 GAS usage
 \$58.32 - Volunteer (Eng)
 Brocker ?

\$2700 Credit
 $\frac{8822 \text{ Credit paid}}{115.22}$

\$277.35
 $\frac{-115.22}{162.13}$

total account Balance > \$159.69
 $\frac{-2.44 \text{ Not Late}}{159.69}$

May 12, 2014 \$159.69
 Constellation $\frac{-2.44 \text{ usage}}{159.69}$
 $\frac{173.3}{43.93}$

159.69
 $\frac{+43.93}{203.62}$
 $\frac{-53.92 \text{ Paid 621K}}{149.70}$

June \$37.07

\$149.70
 $\frac{+37.07}{186.77}$

July \$35.44

\$186.77
 $\frac{-67.30}{119.47}$

Aug
 Sept
 Oct 2014

69.47 Bal
 35.44 7-11-14
 $\frac{104.91}{34.03 \text{ Total Ac Bal.}}$

1

New account number Jan 13, 2014
15000 60528 356

On Dec 11, 2013 the balance

from May 2013 was \$135.17. Dom has
\$858.05 - imposible March 2014

\$135.17

\$112.03
247.20

January 13, 2014
LB-14 \$112.03
~~2-12-14~~

Bal.
\$135.17
27.00 Sec. Dep. Charge
~~27.00~~ " " "

→ Feb 12, 2014
2-12-14

135.17 Final Debit
~~27.00~~
162.17
~~27.00~~
\$189.17

\$111.70
247.20
358.90
196.73
162.17

The \$605.98 Final Debit = Theft + Fraud
189.17

2-18-14 \$54.00 Credit
2-18-14 31.03
114.70
\$196.73

New Balance Feb 18, 2014 = \$162.17

I believe Dominion Bal of \$858.05
is, because the PUCD never sanction
them for the other theft amounts.
And its retaliation for my PUCD complaints

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 15000 4953 1404 Date Prepared January 10, 2013

Next Meter Reading 02/08 - 02/13/2013



Dominion

Due \$35.89 \$736 Net 1st of 2
\$64.30 Page 3 of 4

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

\$14594 cr owe \$10.89 \$25.00 SD

Credits And Charges Since Your Last Bill

Balance from last bill	\$547.61	200
Payment on Dec 12, 2012 - Deposit	25.00	CR
Payment on Dec 12, 2012 - Thank You	5.00	CR
Payment on Jan 7, 2013 - Thank You	26.65	CR
Gross Receipts Tax Credit (4.6044%)	.01	CR
AMR Rider Refund	.31	CR
Subtotal	490.64	200
Late Payment Charge	7.36	
Security Deposit Installment	25.00	200
Gross Receipts Tax (4.6044%)	.34	
Balance	\$523.34	

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$20.80
Usage-Based Charges	
11.4 MCF @ \$1.1850	13.51
Gross Receipts Tax (4.6044%)	1.58
Total Dominion East Ohio Charges	\$35.89

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

Hess Corporation Charges

Standard Choice Offer (SCO)	
Gas Cost 11.4 McF @ \$4.296	\$48.97
Sales Tax	3.80
Total HESS CORPORATION Charges	\$52.77

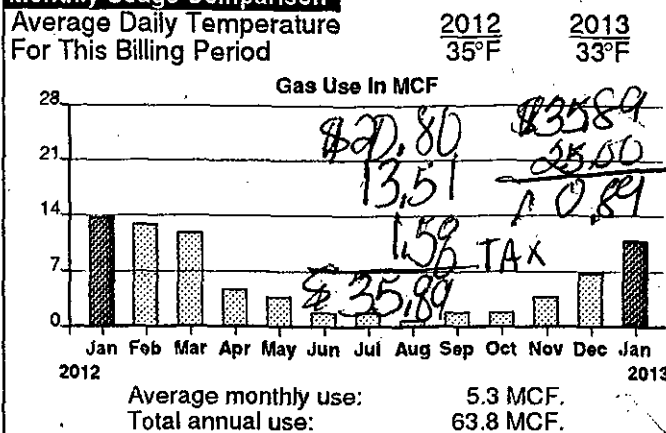
For questions about gas supply costs, contact HESS CORPORATION at 1-888-209-2625 or One Hess Plaza Woodbridge, NJ 07095 or www.hess.com.

Total Current Charges

Total Account Balance

HESS \$52.77 Dispute
\$1,000 worth of Infractive
Bal \$546.51

Monthly Usage Comparison



Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Jan 9, 2013	13825215	Actual	331.2	
Dec 6, 2012		Actual	319.8	11.4

MCF Used in 34 Days

1.99 Refund	
\$56.65	
3.80	
\$56.97	
25.00 Dispute	
7.36 Dispute	
\$89.33 Credit	

HESS \$52.77
\$64.30 2-1-13
67/12 3-1-13
25.00
156.42
-88.66

\$25.00 Depos + CL
5.00 late
26.65 00
\$56.65 Credit Back
- 35.89 Total Dom.
20.76
+ 1.99
\$22.75 Credit as of January

\$35.89
\$20.80 1-7-13
7.36 Not
\$34.01
25.00
59.01

DOLYN C TANDY
SULZER AVE
44132-2725

Dom. add an additional \$25.00 Security Deposit
on Jan 10, 2013 and a 7.36 late fee
payment was received Jan 7, 2013

ENDOLYN C TANDY

439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 4953 1404 Date Prepared February 11, 2013 Next Meter Reading 03/11 - 03/14/2013 For questions about Dominion East Ohio charges call 1-800-362-7557.

3-11-13 \$67.12 Paid

\$67.12 3/11/2013 Paid

Credits And Charges Since Your Last Bill \$101.93 Paid

Balance from last bill \$612.00
Late Payment Charge 8.81
Security Deposit Installment ~~Not Warranted~~ 25.00
Gross Receipts Tax (4.6044%) .41
Balance \$646.22

Current Charges

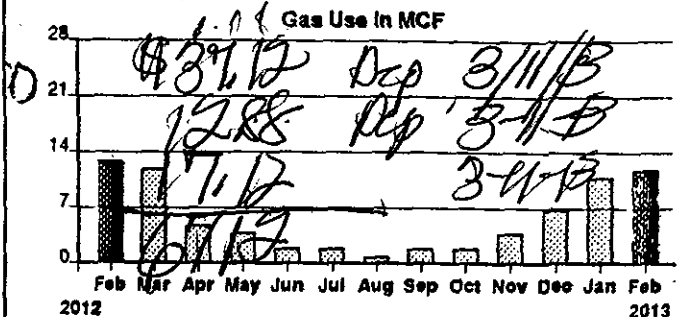
Dominion East Ohio Distribution Charges
Basic Service Charge \$20.80
Usage-Based Charges 12.4 MCF @ \$1.1846 14.69
Gross Receipts Tax (4.6044%) 1.63
Total Dominion East Ohio Charges \$37.12
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

Hess Corporation Charges
Standard Choice Offer (SCO)
Gas Cost 12.4 McF @ \$3.954 \$49.03
Sales Tax 3.80
Total HESS CORPORATION Charges \$52.83
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 \$89.95
Total Account Balance \$736.17

Dominion

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2012 32°F 2013 29°F



Average monthly use: 5.3 MCF.
Total annual use: 63.2 MCF.

Billing Period And Meter Readings

Date	Meter Number	Head Type	Reading	Difference
Feb 8, 2013	13825215	Actual	343.6	
Jan 9, 2013		Actual	331.2	12.4
MCF Used in 30 Days				12.4

THIS IS A SHUT OFF NOTICE

Your gas service could be shut-off at anytime for not paying the \$490.64 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$121.36 and your gas service can be shut off if this additional amount is not paid on or before Feb 27, 2013.

Finally, you owe \$124.17 in current charges since your last bill, which is due by Feb 27, 2013. 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.

Dec 11, 2013 \$540.90 credit from Jan-Dec 2013

The disconnection was illegal

\$67.12 Paid
25.00 Unwarranted
8.81 Not Late
101.93

March 12, 2013 \$37.12 3/11/13

12.88
17.12
\$67.12

GW ENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

4/24/13 \$46.39 Paid

GWENDOLYN C TANDY

\$36.00

1439 SULZER AVE
EUCLID OH 44132-2725



Dominion

\$79.27 / \$10.50

\$10.50

Page 3 of 4
Notia

Account Number 15000 4953 1404
Date Prepared March 12, 2013

Next Meter Reading 04/10 - 04/15/2013

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

Credits And Charges Since Your Last Bill

Balance from last bill \$736.17
Payment on Mar 11, 2013 - Deposit \$67.12 37.12 CR
Payment on Mar 11, 2013 - Deposit 12.88 CR
Payment on Mar 11, 2013 - Thank You 17.12 CR
Subtotal 669.05
Late Payment Charge \$77.18 CR 10.04
Gross Receipts Tax (4.6044%) .46
Balance \$679.55

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge Supply \$20.80
Usage-Based Charges 14.00
10.4 MCF @ \$1.3461 1.60
Gross Receipts Tax (4.6044%) \$36.40 DUE
Total Dominion East Ohio Charges
For questions about Dominion East Ohio charges, call us at 1-800-362-7557.

Hess Corporation Charges - usage

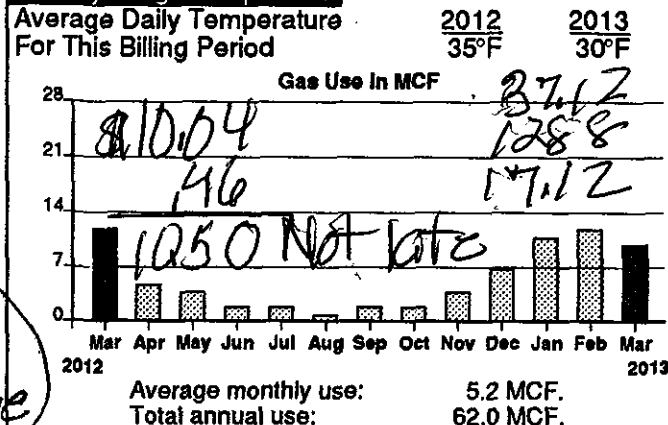
Standard Choice Offer (SCO) \$39.79
Gas Cost 10.4 MCF @ \$3.826 40.08
Sales Tax 3.08
Total HESS CORPORATION Charges Dispute \$42.87

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 \$79.27
Total Account Balance \$758.82

Dom wants \$98.17 by \$79.27
= 46.39
32.88

Monthly Usage Comparison



Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
Mar 11, 2013	13825215	Actual	354.0	
Feb 8, 2013		Actual	343.6	10.4
MCF Used in 31 Days				10.4

36.40
42.87 HESS Dispute
\$37.12 CR
12.88 CR
17.12 CR
67.12
10.04 Not Late

I believe Dom inflated my balance to get a larger amount from Dept of Develop
Doesn't anyone at the PUCO see that
reversing my Security Deposit, And then disconnecting my service is unwarranted

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

\$892.61

GWENDOLYN C TANDY



Dominion®

Page 2 of 3

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number Date Prepared
1 5000 4953 1404 April 26, 2013

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

Credits And Charges Since Your Last Bill

Balance from last bill	\$892.61
Payment on Apr 24, 2013 - Thank You	46.39 CR
Security Deposit Credit	75.00 CR
Balance	\$771.22

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$20.95
Usage-Based Charges	
.6 MCF @ \$1.3500	.81
Gross Receipts Tax (4.6044%)	1.00
Total Dominion East Ohio Charges	\$22.76

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

Constellation Energy Gas Choice, Inc Cha Standard Choice Offer (SCO)

Gas Cost .6 McF @ \$4.576	\$2.75
Sales Tax	.21
Total CONSTELLATION ENERGY GAS CHOICE, INC	\$2.96

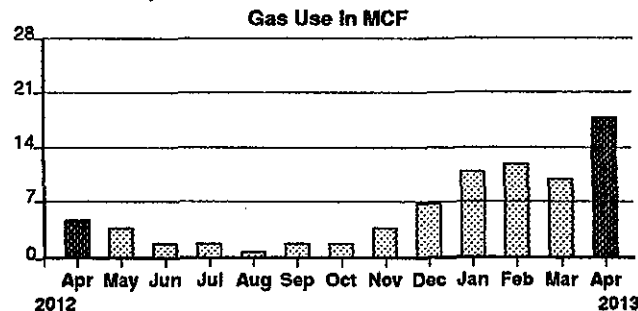
For questions about gas supply costs, contact
CONSTELLATION ENERGY GAS CHOICE, INC at
1-888-898-4323 or 100 South 4th Street Martins Ferry,
Ohio 43935 Ohio Commercial Marketing or
www.mxenergy.com.

Total Current Charges	\$25.72
Total Account Balance	\$796.94

This is your Final Bill.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2012 52°F	2013 42°F
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Average monthly use: 6.3 MCF.
Total annual use: 75.1 MCF.

Billing Period And Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Apr 15, 2013	Actual	372.0	
Apr 11, 2013	Actual	371.4	.6
MCF Used in 4 Days			.6

GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

Account Number **Date Prepared**
1 5000 4953 1404 **December 11, 2013**
 Cycle 04

Dec 11, 2013, Sept 24, 2013 Disconnection
Unwarranted &
Bel 452.92
= 317.75
\$ 204.74 CR
145.94 CR
Dominion
830.68
Page 1
For questions about Dominion East Ohio charges call 1-800-362-7557

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$796.94
Payment on May 9, 2013 - Thank You	30.00 CR
Payment on Jun 24, 2013 - Thank You	70.00 CR
Payment on Sep 5, 2013 - Thank You 9/24/13 Dis.	42.76 CR
Payment on Nov 27, 2013 - Thank You	175.00 CR
Balance Bal @ 135.17	\$479.18

Current Charges:

Total Account Balance **\$128.50 Credit** \$479.18
This is a Final Account.

YOU ARE ON THE CURRENT PLUS (\$79.86) PAYMENT PLAN

As of Jan 2013 I had a CR
Credit of \$1781.93 Dominion.
turned it into a Balance from
last bill, That's theft &

fraud.

30.00

70.00

2427b

175.00

317.76

-479.16

\$350.68 02

128.50

\$135.17 Total Ac

Balance

PLEASE PAY Plan Amount of \$79.86 by December 27, 2013

This is a Reminder Notice

Jan 2014 @ 135.17 Monthly Plan Ar

Monthly Plan Amount

\$79.86

Thank you for participating in our payment plan program. You may pay any portion of your outstanding account balance of \$479.18 if you wish. Thank you for your payment. 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. For mailing address changes, visit Manage Your Account on dom.com

PLEASE PAY BY	Dec 27, 2013	Account No.	1 5000 4953 1404
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FINAL ACCOUNT

\$79.86

Plan Amount

Amount Enclosed

New AMR Rider Approved

In Case No. 09-0038-GA-UNC, the Public Utilities Commission of Ohio approved a new Automatic Reading (AMR) Rider of \$0.30 per month. The rider, added to the applicable Basic Monthly Charge or Monthly Service Charge effective with bills issued on or after May 19, 2009, recovers costs associated with the installation of automated gas meter reading equipment.

000014980

I=0001

•••••

14980 1 AT 0.381

GWENDOLYN C TANDY

1439 SULZER AVE

EUCLID OH 44132-2725

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 104

DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

011500049531404000000000000000000079862

GWENDOLYN C TANDY

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number 1 5000 6052 8356 Date Prepared January 13, 2014 Next Meter Reading 02/10 - 02/13/2014

Cycle 04

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

Credits and Charges Since Your Last Bill

Balance from Last Bill \$0.00
Security Deposit Installment 27.00
Balance \$27.00

Current Charges

General Sales Service Rate

(See last page for important message)

Standard Service Offer (SSO)

Basic Service Charge \$22.01

Gas Usage Charges

12.5 MCF @ \$4.7424 \$59.28

Gross Receipts Tax (4.6044%) 3.74

This bill includes \$55.23 for SSO gas cost at \$4.418 per thousand cubic feet (MCF).

Total Current Charges \$85.03

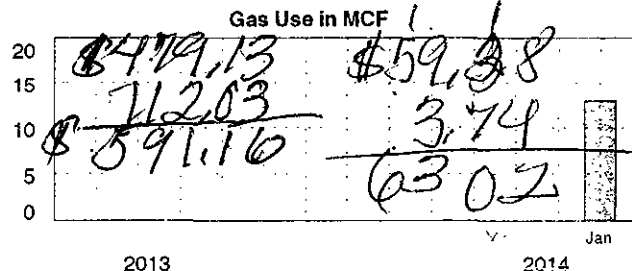
Total Account Balance \$112.03

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

Unwarranted \$27.00 Sec. Dep
22.01
49.01
59.28
108.29

Monthly Usage Comparison

Average Daily Temperature 2013 2014
For This Billing Period 26°F



Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Jan 10, 2014	Actual	384.5	
Dec 9, 2013	Actual	372.0	12.5

MCF Used in 32 Days 12.5

\$108.29
+374 TAX
\$112.03

PLEASE PAY Account Balance of \$112.03 by Jan 29, 2014 to Avoid Late Payment Charge of 1.5% per month.

Filters and Heating System Inspections

Change or clean your furnace filter at least three times during the heating season. A clean filter will help your furnace operate more effectively and could save you money. Keep your heating system running safely and efficiently. A qualified heating contractor should inspect it once a year and make repairs when needed. It's best to have the system checked during summer months -- before you'll need it.

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. For mailing address changes, visit Manage Your Account on dom.com

PLEASE PAY BY Jan 29, 2014 **Account No.** 1 5000 6052 8356

\$112.03

Account Balance

Amount Enclosed

Help Others Stay Warm

Through EnergyShare, you can help assure that people who can't afford to heat their homes don't have to endure such hardship. To contribute, add \$1, \$2, \$6, \$12, \$18 or \$36 to your gas payment. Overpayments made in those exact amounts will automatically benefit the program. Or, mail a check to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

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14080 1 AV 0.357
GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

0115000605283560000000008503000000112032

Jan \$27.00
 Feb 27.00
 \$154.00
27.00
 March 81.00

\$54.00 CR 2/18/14
31.03
85.03 2/3/14
111.70
196.73
 27.00

\$59.28 Jan
 84.77 Feb
30.11 March
\$174.16
86.82 April

196.73
174.16
 \$22.57 Credit
27.00
88.28
137.85
 2.55 Net late 4/11/14
 1.28
1.22
 43.96
23.625
 \$19.11

43.93 May
\$129.15
37.07 June
166.82
35.44 July
202.26

13
13
26
14
4
 4.97 6-11-14
 43.96 6/2/14
69.30 6-27-14

\$310.04
192.26
 \$117.78 Credit

9.9
\$310.04
202.26
 107.78

New ACCOUNT # 12-13-13 8479.18
GWENDOLYN C TANDY
439 SULZER AVE
EUCLID OH 44132-2725

Account Number 5000 6052 8356 Date Prepared February 12, 2014 Next Meter Reading 03/11 - 03/14/2014
Cycle 04

The final debit was
where did \$600.98 come from!
Dominion
For questions about Dominion East Ohio charges call 1-800-362-7557

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$112.03
Late Payment Charge	1.28
Security Deposit Installment	27.00
From Final - Debit	605.98
Gross Receipts Tax (4.6044%)	0.06
Balance	\$746.35

Current Charges

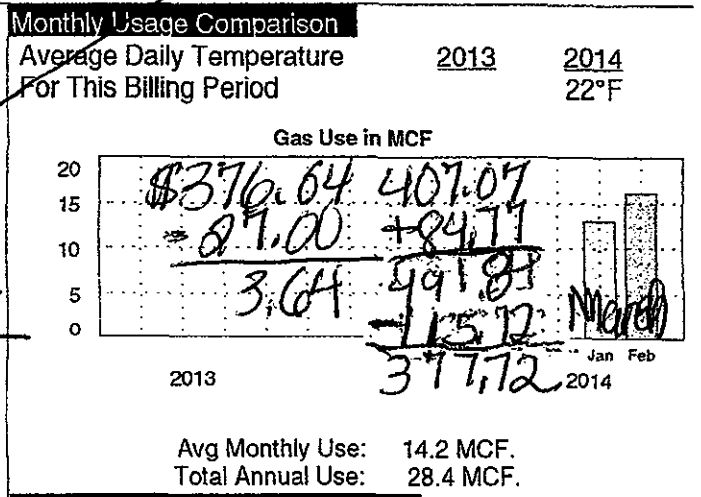
General Sales Service Rate	27.00
See last page for important messages	353.45
Standard Service Offer (SSO)	
Basic Service Charge	\$22.01
Gas Usage Charges	84.77
15.9 MCF @ \$5.3314	85.03
Gross Receipts Tax (4.6044%)	4.92

This bill includes \$79.61 for SSO gas cost at \$5.007 per thousand cubic feet (MCF).

Total Current Charges \$111.70
Total Account Balance \$858.05

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

YOU ARE ON THE CURRENT PLUS (\$79.86) PAYMENT PLAN.



Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Feb 11, 2014	Actual	400.4	
Jan 10, 2014	Actual	384.5	15.9
MCF Used in 32 Days			15.9

3-3-11 8479.18 Paid
This is plan theft
112.03 Jan
11.70 Feb
\$702.91

3-28-14 \$88.12 Paid
27.00 Credit
115.12
22.01
84.77
106.78
99.1
112.0

PLEASE PAY Plan Amount of \$331.93 by Feb 28, 2014 to Avoid Late Payment Charge of 1.5% per month.

Special Payment Arrangements

Monthly Plan Amount	\$192.90
Other Amounts Due	\$139.03
Total Plan Amount due	\$331.93

We can provide this plan only as long as you make your monthly payments in full and on time. If you are dropped from the plan, your full account balance will be due. If you have recently made your payment, thank you. Please call 1-800-950-7989 if you have any questions or need assistance.

If you have an Energy Choice supplier, you must pay the amount due on time each month to retain your current contract.

Please detach and return this coupon with a check made payable to Dominion East Ohio. For mailing address changes, visit Manage Your Account on dom.com

PLEASE PAY BY Feb 28, 2014 Account No. 1 5000 6052 8356

\$331.93	
Plan Amount	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.

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GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725

DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

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WENDOLYN C TANDY

439 SULZER AVE
EUCALID OH 44132-2725

Account Number 5000 6052 8356 Date Prepared March 13, 2014 Next Meter Reading 04/09 - 04/14/2014

Cycle 04

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

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$858.05
Payment on Feb 18, 2014 - Deposit	54.00 CR
Payment on Feb 18, 2014 - Thank You	31.03 CR
Payment on <u>Mar 3, 2014</u> - Thank You	→ 111.70 CR
Subtotal	661.32
Late Payment Charge	1.22
Security Deposit Installment	27.00
Gross Receipts Tax (4.6044%)	0.06
Balance	\$689.60

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$22.01
Usage-Based Charges	
12.8 MCF @ \$5.289	→ 6.77
Gross Receipts Tax (4.6044%)	1.33
Total Dominion East Ohio Charges	\$30.11

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

Volunteer Energy Services Charges

(See last page for important message)

Standard Choice Offer (SCO)

Gas Cost 12.8 McF @ \$6.157	\$78.81
Sales Tax	6.30
Total VOLUNTEER ENERGY SERVICES Charges	\$85.11

For questions about gas supply costs, contact VOLUNTEER ENERGY SERVICES at 1-800-977-8374 or 800 Cross Pointe Rd Gahanna, OH 43230 Suite D or www.veenergy.com.

Total Current Charges \$115.22

Total Account Balance \$804.82

YOU ARE ON THE CURRENT PLUS (\$79.86) PAYMENT PLAN.

April \$173.64 Last 4 digits Ac# 8356

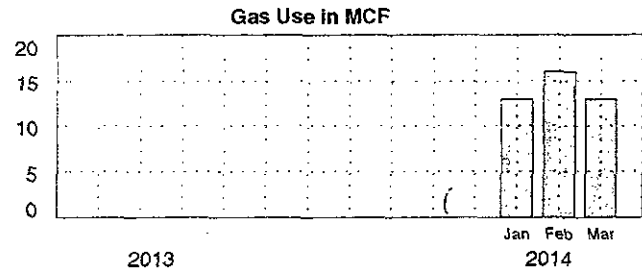
I still don't have an explanation for A \$532.72 XFUTG 2009

March 28, 2014 \$88.22 Perid 3-28-14

27.00	3-28-14
<u>\$115.22</u>	

Monthly Usage Comparison

Average Daily Temperature	2013	2014
For This Billing Period		25°F



Avg Monthly Use: 13.7 MCF.
Total Annual Use: 41.2 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Mar 12, 2014	Actual	413.2	
Feb 11, 2014	Actual	400.4	12.8
MCF Used in 29 Days			12.8

Handwritten calculations:

\$115.22	Perid 3/28/2014
27.00	
<u>\$142.22</u>	

Handwritten calculations:

\$115.22	Perid 3/28/2014
27.00	
<u>\$142.22</u>	

Handwritten calculations:

\$115.22	Perid 3/28/2014
27.00	
<u>\$142.22</u>	

1439 SULZER AVE
EUCLID OH 44132-2725

\$377.72



Dominion

Account Number 1 5000 6052 8356
Date Prepared April 11, 2014
Cycle 04

Next Meter Reading
05/08 - 05/13/2014

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

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$804.82
Payment on Mar 28, 2014 - Deposit	27.00 CR
Payment on Mar 28, 2014 - Thank You	88.22 CR
Subtotal	689.60
Late Payment Charge	2.44
Gross Receipts Tax (4.6044%)	0.11
Balance	\$692.15

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$22.01
Usage-Based Charges	
9.9 MCF @ \$.5292	5.24
Gross Receipts Tax (4.6044%)	1.25
Total Dominion East Ohio Charges	\$28.50

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

Volunteer Energy Services Charges

Standard Choice Offer (SCO)

Gas Cost 9.9 McF @ \$5.455	\$54.00
Sales Tax	4.32
Total VOLUNTEER ENERGY SERVICES Charges	\$58.32

For questions about gas supply costs, contact VOLUNTEER ENERGY SERVICES at 1-800-977-8374 or 800 Cross Pointe Rd Gahanna, OH 43230 Suite D or www.veenergy.com.

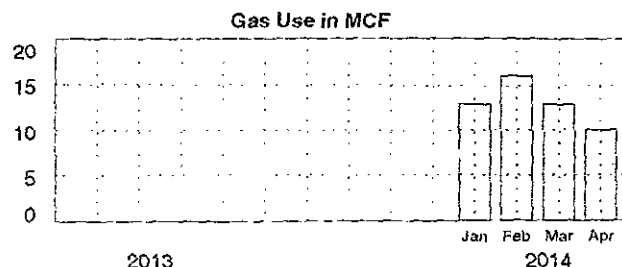
Total Current Charges	\$86.82
Total Account Balance	\$778.97

YOU ARE ON THE CURRENT PLUS (\$79.86) PAYMENT PLAN.

\$

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2013	2014
		37°F



Avg Monthly Use: 12.8 MCF.
Total Annual Use: 51.1 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Apr 10, 2014	Actual	423.1	
Mar 12, 2014	Actual	413.2	9.9

MCF Used in 29 Days

\$377.72 Total Current
+ \$86.82 owed April
\$464.54
 28.50
 58.32
\$86.82

How can the transportation ^{cost} be more than the usage
 Dominion Basic Service and usage @ \$28.50
 Volunteer Energy Service transport \$58.32
\$86.82

Credits and Charges Since Your Last Bill		
Balance from Last Bill	<i>\$43.96 6/2/14</i>	\$778.97
Late Payment Charge		4.97
Gross Receipts Tax (4.6044%)		0.23
Balance		\$784.17

Current Charges		
Dominion East Ohio Distribution Charges		
Basic Service Charge		\$23.58
Usage-Based Charges		
3.5 MCF @ \$5.285		1.85
Gross Receipts Tax (4.6044%)		1.17
Total Dominion East Ohio Charges		\$26.60

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

Constellation Gov Agg, Euclid Charges		
Gas Cost 3.5 McF @ \$4.585		\$16.05
Sales Tax		1.28
Total CONSTELLATION GOV AGG, EUCLID		\$17.33

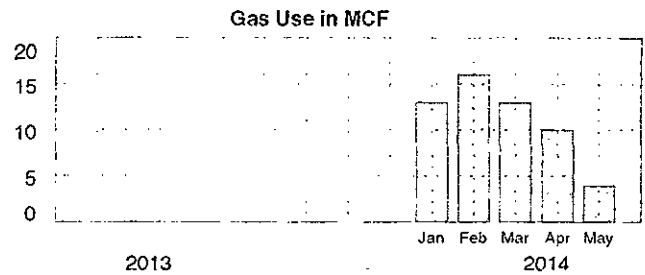
For questions about gas supply costs, contact CONSTELLATION GOV AGG, EUCLID at 1-888-898-4323.

Total Current Charges	<i>\$43.96 6/2/14</i>	\$43.93
Total Account Balance		\$828.10

YOU ARE ON THE CURRENT PLUS (\$79.86) PAYMENT PLAN.

Monthly Usage Comparison

Average Daily Temperature For This Billing Period	2013	2014
		53°F



Avg Monthly Use: 10.9 MCF.
Total Annual Use: 54.6 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
May 9, 2014	Actual	426.6	
Apr 10, 2014	Actual	423.1	3.5
MCF Used in 29 Days			3.5

LEASE PAY Plan Amount of \$460.56 by May 28, 2014 to Avoid Late Payment Charge of 1.5% per month.

THIS IS A SHUT-OFF NOTICE.

Unless we receive your past-due amount of \$331.57 by May 28, 2014, 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 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

\$4.97
43.96
48.93 paid

GWENDOLYN C TANDY

Page 3

1439 SULZER AVE
EUCLID OH 44132-2725**Dominion®**Account Number 1 5000 6052 8356
Date Prepared June 11, 2014
Cycle 04Next Meter Reading
07/09 - 07/14/2014

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

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$828.10
Payment on Jun 2, 2014 - Thank You	43.96 CR
Subtotal	784.14
Late Payment Charge	6.25
Gross Receipts Tax (4.6044%)	0.29
Balance	\$790.68

Current Charges**Dominion East Ohio Distribution Charges**

Basic Service Charge	\$23.58
Usage-Based Charges	
2.3 MCF @ \$4217	0.97
Gross Receipts Tax (4.6044%)	1.13
Total Dominion East Ohio Charges	\$25.68

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

Constellation Gov Agg, Euclid Charges

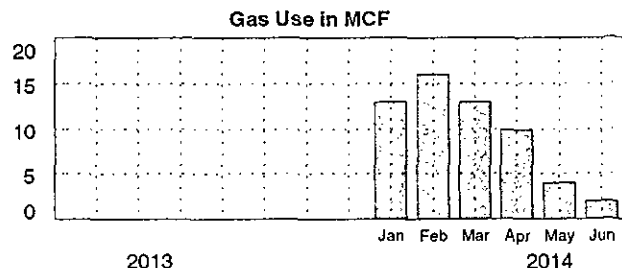
Gas Cost 2.3 McF @ \$4.585	\$10.55
Sales Tax	0.84
Total CONSTELLATION GOV AGG, EUCLID Charges	\$11.39

For questions about gas supply costs, contact CONSTELLATION GOV AGG, EUCLID at 1-888-898-4323.

Total Current Charges	\$37.07
Total Account Balance	\$827.75

YOU ARE ON THE CURRENT PLUS (\$79.86) PAYMENT PLAN.**Monthly Usage Comparison**

Average Daily Temperature	2013	2014
For This Billing Period		63°F



Avg Monthly Use:	9.5 MCF.
Total Annual Use:	56.9 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Differen
Meter Number	13825215		
Jun 10, 2014	Actual	428.9	
May 9, 2014	Actual	426.6	
MCF Used in 32 Days			

June 27, 2014 \$67.30 Credit

WENDOLYN C TANDY *Owe*

439 SULZER AVE
EUCALID OH 44132-2725

Account Number 5000 6052 8356 Date Prepared July 11, 2014 Next Meter Reading 08/07 - 08/12/2014
Cycle 04

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

Credits and Charges Since Your Last Bill

Balance from Last Bill	\$827.75
Payment on Jun 27, 2014 - Thank You	67.30 CR
Subtotal	760.45
Late Payment Charge	7.09
Gross Receipts Tax (4.6044%)	0.33
Balance	\$767.87

Current Charges

Dominion East Ohio Distribution Charges

Basic Service Charge	\$23.58
Usage-Based Charges	
2.0 MCF @ \$.4200	0.84
Gross Receipts Tax (4.6044%)	1.12
Total Dominion East Ohio Charges	\$25.54

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

Constellation Gov Agg, Euclid Charges

Gas Cost 2.0 McF @ \$4.585	\$9.17
Sales Tax	0.73
Total CONSTELLATION GOV AGG, EUCLID	\$9.90

For questions about gas supply costs, contact CONSTELLATION GOV AGG, EUCLID at 1-888-898-4323.

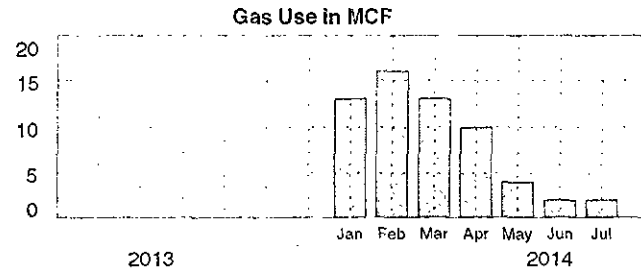
Total Current Charges	\$35.44
Total Account Balance	\$803.31

\$35.44

\$107.78
35.44
\$32.32

Monthly Usage Comparison

Average Daily Temperature	2013	2014
For This Billing Period		71°F



Avg Monthly Use: 8.4 MCF.
Total Annual Use: 58.9 MCF.

Billing Period and Meter Readings

Date	Read Type	Reading	Difference
Meter Number	13825215		
Jul 10, 2014	Actual	430.9	
Jun 10, 2014	Actual	428.9	2.0

MCF Used in 30 Days

\$32.32 Credit

THIS IS A SHUT OFF NOTICE

Your gas service could be shut-off at anytime for not paying the \$349.30 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$411.15 and your gas service can be shut off if this additional amount is not paid on or before Jul 29, 2014.

Finally, you owe \$42.86 in current charges since your last bill, which is due by Jul 29, 2014. 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

Account Number Date Prepared
1 5000 6052 8356 July 11, 2014

Next Meter Reading
08/07 - 08/12/2014

Cycle 04



Dominion

Page 1



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

Summary of Payment Due

Balance From Last Bill	760.45
Disconnect Amount Due Immediately	349.30
Disconnect Amount Due by Jul 29, 2014	411.15
Current Gas Amount	42.86
Total Payment Due	\$803.31

**** THIS IS A SHUT-OFF NOTICE ****

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE.

Your gas service could be shut off anytime for not paying \$349.30 disconnection amount as noticed on your last bill.

You owe an additional past due amount of \$411.15 and your gas service can be shut off if this additional amount is not paid on or before July 29, 2014.

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 arrearages. You will be billed a reconnection fee of \$33.00. Also, you will be billed for a security deposit of \$74.00 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 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 \$1.65 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 Development Services Agency at 1-800-292-0880 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 received 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. For mailing address changes, visit Manage Your Account on dom.com

Total Payment Due	\$803.31	Account No. 1 5000 6052 8356
\$349.30	\$454.01	
Due Immediately	Account Balance Due Jul 29, 2014	Amount Enclosed

Bank Draft Saves You Time & Money

Our Bank Draft program saves you the time and expense of buying postage, writing a check, getting a money order, or standing in line. Visit www.dom.com, or call, us for an application.

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GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

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GWENDOLYN C TANDY

Page 1

1439 SULZER AVE
EUCLID OH 44132-2725

Account Number Date Prepared Next Meter Reading
1 5000 6052 8356 August 11, 2014 09/08 - 09/11/2014

Cycle 04

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



Summary of Payment Due

Balance From Last Bill	803.31
Disconnect Amount Due Immediately	760.45
Disconnect Amount Due by Aug 27, 2014	42.86
Current Gas Amount	49.73
Total Payment Due	\$853.04

**** THIS IS A SHUT-OFF NOTICE ****

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE.

Your gas service could be shut off anytime for not paying \$760.45 disconnection amount as noticed on your last bill.

You owe an additional past due amount of \$42.86 and your gas service can be shut off if this additional amount is not paid on or before August 27, 2014.

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 \$76.00 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 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 \$1.65 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 Development Services Agency 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. It will be denied if you fail to pay the amount of a returned check, plus any fees. 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. For mailing address changes, visit Manage Your Account on dom.com

Total Payment Due \$853.04 Account No. 1 5000 6052 8356

\$760.45

Due Immediately

\$92.59

Account Balance Due
Aug 27, 2014

Amount Enclosed

UEX & PIPP Riders Change

Effective for bills rendered on or after July 14, 2014, the Uncollectible Expense (UEX) Rider will decrease from \$0.1683 to \$0.1113 per thousand cubic feet (MCF). The Percentage of Income Payment Plan (PIPP) Rider will increase from -\$0.2276 to \$0.0948 per MCF. For July, the average residential bill will increase by \$0.50. The Public Utilities Commission of Ohio approved these changes.

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GWENDOLYN C TANDY
1439 SULZER AVE
EUCLID OH 44132-2725



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

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GWENDOLYN C TANDY

1439 SULZER AVE
EUCALID OH 44132-2725

Account Number Date Prepared Next Meter Reading

1 5000 6052 8356 September 10, 2014 10/07 - 10/10/2014

Cycle 04

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



Dominion

Page 1



Summary of Payment Due

Balance From Last Bill	853.04
Disconnect Amount Due Immediately	803.31
Disconnect Amount Due by Sep 26, 2014	49.73
Current Gas Amount	50.66
Total Payment Due	\$903.70

**** THIS IS A SHUT-OFF NOTICE ****

You are not currently on a payment plan.

YOUR ACCOUNT IS PAST DUE.

Your gas service could be shut off anytime for not paying \$803.31 disconnection amount as noticed on your last bill.

You owe an additional past due amount of \$49.73 and your gas service can be shut off if this additional amount is not paid on or before September 26, 2014.

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 \$76.00 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 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 \$1.65 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 Development Services Agency 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. It will be denied if you fail to pay the amount of a returned check, plus any fees. 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. For mailing address changes, visit Manage Your Account on dom.com

Total Payment Due \$903.70 Account No. 1 5000 6052 8356

\$803.31

Due Immediately

\$100.39

Account Balance Due
Sep 26, 2014

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.

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GWENDOLYN C TANDY
1439 SULZER AVE
EUCALID OH 44132-2725



DOMINION EAST OHIO
PO BOX 26785
RICHMOND VA 23261-6785

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