

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 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



Public Utilities  
Commission

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

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

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

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 <sup>bal</sup> \$162.13  

$$\begin{array}{r} \$162.13 \\ - 115.22 \\ \hline 277.35 \end{array}$$
 28.50 GAS usage  
 \$58.32 - Volunteer (Eng)  
 Brocken?

\$2700 Credit  
 8822 Credit paid  

$$\begin{array}{r} 8822 \\ - 115.22 \\ \hline 115.22 \end{array}$$

\$277.35  

$$\begin{array}{r} 277.35 \\ - 115.22 \\ \hline 162.13 \end{array}$$

total account Balance > \$159.69

May 12, 2014 \$159.69  
 Constellation  

$$\begin{array}{r} 159.69 \\ - 2.44 \text{ usage} \\ \hline 173.33 \\ - 43.93 \\ \hline 43.93 \end{array}$$

159.69  

$$\begin{array}{r} 159.69 \\ - 43.93 \\ \hline 203.62 \\ - 53.92 \text{ Paid 621K} \\ \hline 149.70 \end{array}$$

June \$37.07

\$149.70  

$$\begin{array}{r} 149.70 \\ + 37.07 \\ \hline 186.77 \end{array}$$

July \$35.44

\$186.77  

$$\begin{array}{r} 186.77 \\ - 67.30 \\ \hline 119.47 \end{array}$$

Aug  
 Sept  
 Oct 2014

69.47 Bal  
 35.44 7-11-14  

$$\begin{array}{r} 69.47 \\ + 35.44 \\ \hline 104.91 \end{array}$$
  
 \$34.03 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 - impossible March 2014

\$135.17

\$112.03  
247.20

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

Bal  
\$135.17  
27.00  
~~27.00~~

Sec. Dep. Charge  
" " "

→ 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

**Hess Corporation Charges**

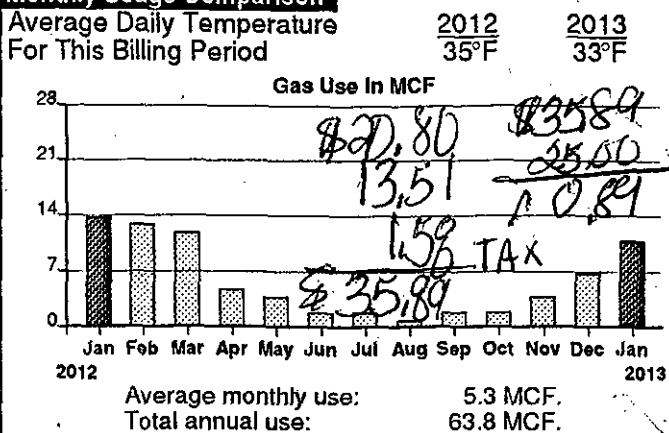
Standard Choice Offer (SCO)	
Gas Cost 11.4 McF @ \$4.296	\$48.97
Sales Tax	3.80
Total HESS CORPORATION Charges	\$52.77

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	Read Type	Reading	Difference
Jan 9, 2013	Actual	331.2	
Dec 6, 2012	Actual	319.8	11.4

**MCF Used in 34 Days**

1.99 Refund	
\$35.89	
\$48.97	
\$3.80	
\$56.65	
\$25.00 Dispute	
\$7.36 Dispute	
\$89.33 Credit	

HESS \$52.77  
\$64.30 2-1-13  
\$7.12 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  
\$25.00 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

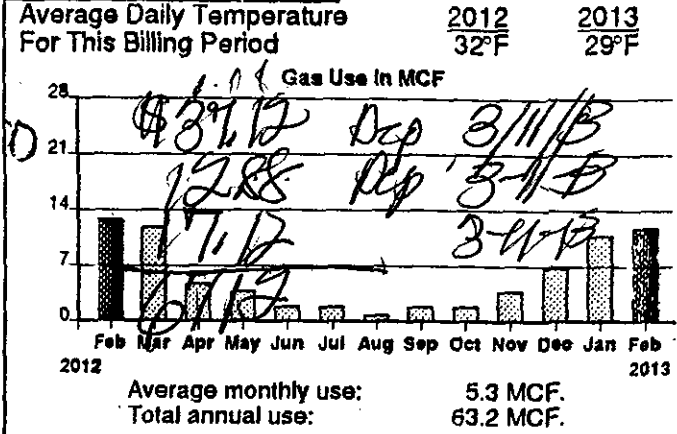
**Current Charges**

**Dominion East Ohio Distribution Charges**  
Basic Service Charge \$20.80  
Usage-Based Charges 14.69  
12.4 MCF @ \$1.1846  
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**



**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 \$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 \$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.

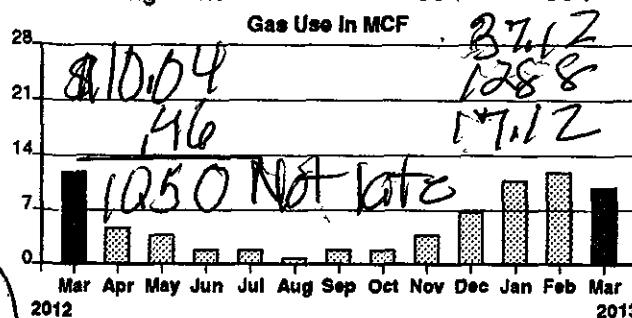
Total Current Charges \$79.27  
Total Account Balance \$758.82

Total Current Charges  
Total Account Balance

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

Monthly Usage Comparison

Average Daily Temperature For This Billing Period 2012 35°F 2013 30°F



Average monthly use: 5.2 MCF.  
Total annual use: 62.0 MCF.

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  
10.64 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
<b>Balance</b>	<b>\$771.22</b>

**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
<b>Total Dominion East Ohio Charges</b>	<b>\$22.76</b>

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
<b>Total CONSTELLATION ENERGY GAS CHOICE, INC</b>	<b>\$2.96</b>

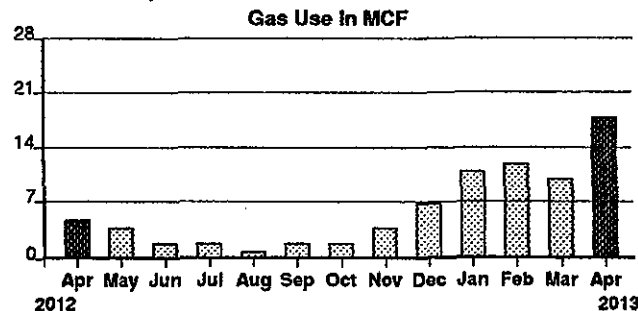
For questions about gas supply costs, contact  
CONSTELLATION ENERGY GAS CHOICE, INC at  
1-888-898-4323 or 100 South 4th Street Martins Ferry,  
Ohio 43935 Ohio Commercial Marketing or  
www.mxenergy.com.

<b>Total Current Charges</b>	<b>\$25.72</b>
<b>Total Account Balance</b>	<b>\$796.94</b>

This is your Final Bill.

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2012 52°F	2013 42°F
---	--------------	--------------



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
<b>MCF Used in 4 Days</b>			<b>.6</b>

GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725





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

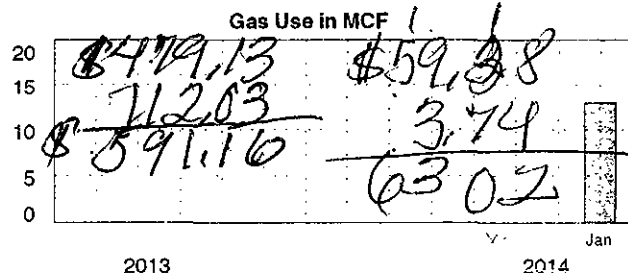
Total Account Balance \$112.03

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.

# 000014080

I=1011



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  
\$318.04  
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

Page 1



Where did \$600.98 come from!

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 -190.73 2/18/14 605.98  
Gross Receipts Tax (4.6044%) 0.06  
Balance 382.40 \$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 \$54.00 \$22.01  
Gas Usage Charges 31.03  
15.9 MCF @ \$5.3314 85.03 (84.77)  
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.

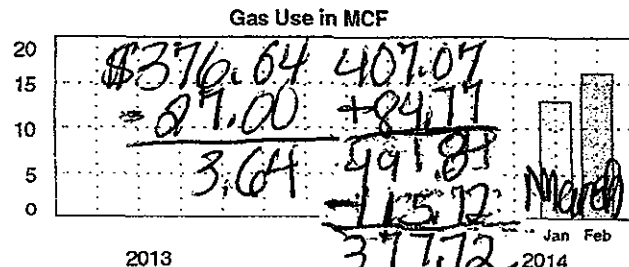
YOU ARE ON THE CURRENT PLUS (\$79.86) PAYMENT PLAN.

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

Monthly Usage Comparison

Average Daily Temperature 2013 2014  
For This Billing Period 22°F



Avg Monthly Use: 14.2 MCF.  
Total Annual Use: 28.4 MCF.

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

3-28-14 \$88.12 Paid  
27.00 Credit  
115.12

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.

# 000010187

I=1011



10187 1 AV 0.378  
GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725



DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

0115000605283560000000011170000000331939



WENDOLYN C TANDY

439 SULZER AVE  
EUCLED 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
<b>Balance</b>	<b>\$689.60</b>

**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
<b>Total Dominion East Ohio Charges</b>	<b>\$30.11</b>

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
<b>Total VOLUNTEER ENERGY SERVICES Charges</b>	<b>\$85.11</b>

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 Perld 3-28-14

27.00  
\$115.22

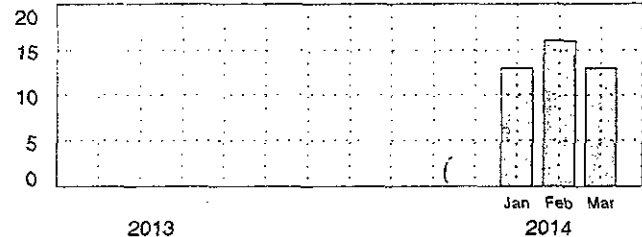
3-28-14

\$30.11 usage  
85.11  
115.22

**Monthly Usage Comparison**

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

Gas Use in MCF



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
<b>MCF Used in 29 Days</b>			<b>12.8</b>

\$114.00

54.06  
31.03  
85.09

\$196.73  
Perld 3/28/2014

273.73

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
<b>Balance</b>	<b>\$692.15</b>

### 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
<b>Total Dominion East Ohio Charges</b>	<b>\$28.50</b>

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
<b>Total VOLUNTEER ENERGY SERVICES Charges</b>	<b>\$58.32</b>

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.

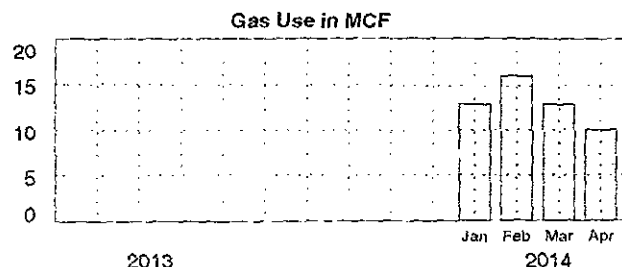
<b>Total Current Charges</b>	<b>\$86.82</b>
<b>Total Account Balance</b>	<b>\$778.97</b>

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 <sup>cost</sup> 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

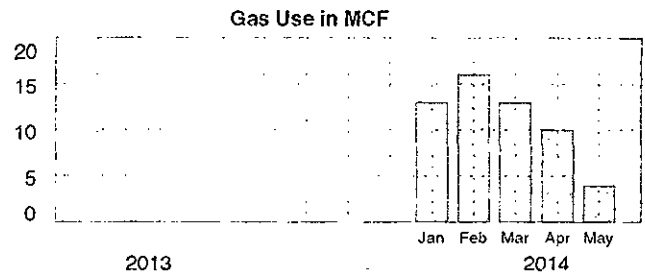
For questions about gas supply costs, contact CONSTELLATION GOV AGG, EUCLID at 1-888-898-4323.

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**1439 SULZER AVE  
EUCLID OH 44132-2725Account 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

**Dominion®**

Page 3

**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
<b>Balance</b>	<b>\$790.68</b>

**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
<b>Total Dominion East Ohio Charges</b>	<b>\$25.68</b>

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

**Constellation Gov Agg, Euclid Charges**

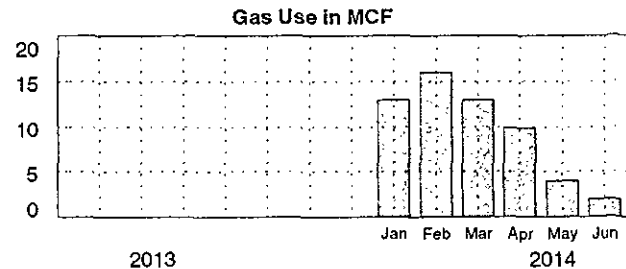
Gas Cost 2.3 McF @ \$4.585	\$10.55
Sales Tax	0.84
<b>Total CONSTELLATION GOV AGG, EUCLID Charges</b>	<b>\$11.39</b>

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

<b>Total Current Charges</b>	<b>\$37.07</b>
<b>Total Account Balance</b>	<b>\$827.75</b>

**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 \$67.36 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
<b>Balance</b>	<b>\$767.87</b>

**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
<b>Total Dominion East Ohio Charges</b>	<b>\$25.54</b>

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
<b>Total CONSTELLATION GOV AGG, EUCLID</b>	<b>\$9.90</b>

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

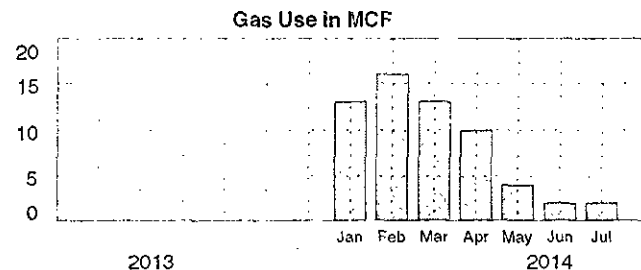
<b>Total Current Charges</b>	<b>\$35.44</b>
<b>Total Account Balance</b>	<b>\$803.31</b>

*\$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
<b>Total Payment Due</b>	<b>\$803.31</b>

**\*\* 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](http://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](http://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](http://Manage Your Account on dom.com)

<b>Total Payment Due</b>	<b>\$803.31</b>	<b>Account No. 1 5000 6052 8356</b>
<b>\$349.30</b>	<b>\$454.01</b>	
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](http://www.dom.com), or call, us for an application.

04

# 000011542

I=0011



11542 1 AV 0.378  
GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725



DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

0115000605283560000000003544000000803313

GWENDOLYN C TANDY

1439 SULZER AVE  
EUCLID OH 44132-2725

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

Page 1



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
<b>Total Payment Due</b>	<b>\$853.04</b>

**\*\* 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

<b>\$760.45</b>	<b>\$92.59</b>	
Due Immediately	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.

# 000015314

I=0111



15314 2 AV 0.378  
GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCLID OH 44132-2725



DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

0115000605283560000000003713000000853041

GWENDOLYN C TANDY

1439 SULZER AVE  
EUCALID OH 44132-2725

Account Number 1 5000 6052 8356  
Date Prepared September 10, 2014  
Next Meter Reading 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
<b>Total Payment Due</b>	<b>\$903.70</b>

**\*\* 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](http://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](http://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.

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**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](http://dom.com)

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

\$803.31	\$100.39	
Due Immediately	Account Balance Due Sep 26, 2014	Amount Enclosed

04

# 000015150

I=0111



15150 2 AV 0.378  
GWENDOLYN C TANDY  
1439 SULZER AVE  
EUCALID OH 44132-2725

**Removing Yourself from Customer Listing**

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



DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

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