

**Ohio****Public Utilities  
Commission**16-0587-GA-CSS MPLA100115WY  
Case NumberPublic Utilities Commission of Ohio  
Attn: Docketing  
180 E. Broad St.  
Columbus, OH 43215**Formal Complaint Form**Michelle Player  
Customer Name (Please Print)12919 ShadyWay road  
Customer AddressGarfield Heights OH 44128  
City State Zip**Against**9500052436519  
Account NumberSame  
Customer Service Address (if different from above)Dominion East OHIO GAS  
Utility Company Name

City State Zip

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

Over payments, discriminated, manipulated, lied too,  
prejudice against, target as company joke ect...  
Company Violated government rules, distrust with  
Company.

RECEIVED-DOCKET ROOM

2016 MAR 18 PM 1:14

PUCO

Michelle Player  
Signature440-381-2061  
Customer Telephone Number

Michelle Player

12919 ShadyWay road

Garfield Heights, Ohio 44125

Phone Number: 440-381-2061

Email: [michelleplay1@yahoo.com](mailto:michelleplay1@yahoo.com)

Case ID: MPLA100115WY

In Reference to: Dominion East Ohio Gas Company

Account Number: 9500052436519

Service Address: 12919 ShadyWay Road

Garfield Heights, Ohio 44125

Statement: Actual complaint dates back to when I resided at 2805 E. 125<sup>th</sup> upper level Cleveland, Ohio 44120 approximately sixteen years ago. As I was moving from the residence a Dominion East Ohio Gas Agent came to the residence to calculate the final meter read and misread about three-thousand dollars of charges on my final bill. I did contact Dominion East Ohio Gas Company about my concerns and did not receive agreeable results. The reason I brought this to the attention to PUCO today is to explain why my Dominion East Ohio Gas bill was approximately six-thousand dollars over the years in the first place.

I have been a Dominion East Ohio Gas customer for approximately twenty years. Today I am filing a complaint against Dominion East Ohio Gas company at my current address 12919 ShadyWay road Garfield Heights, Ohio 44125 for overpayments, being targeted as a joke by the Dominion East Ohio Gas Company Agents, prejudice and discriminated against, manipulated, lied too and Dominion violating government rules.

Continued Statement: On January 2, 2015 I was removed from the PIPP Plus Program because of missed payments from the months of December 2, 2014. On December 3, 2014 I made a one-time payment of one-hundred, three dollars toward my Dominion East Ohio Gas bill.

Unfortunately I made that payment prior to receiving current bill for December and was told the one-hundred, three dollar payment went toward my arrears and did not account for the PIPP Plus payment of one-hundred and twenty-two dollars due. Enclosed is a attached copy of the actual bill and payment receipt.

I did not make a payment for November 17, 2014 and have enclosed a copy of November of 2014 bill. No payment was made in the month of October 17, 2014. Two payments was made in September 3, 2014 in the amount of one-hundred and four dollars and September 25, 2014 in the amount of one-hundred dollars. I have enclosed two receipt copies and a copy of October bill reflecting these two payments and a copy of September bill.

At this time I am going to begin with providing copies of 2015 Dominion East Ohio Gas Company bills and payments. As stated above I was removed from the PIPP Plus Program January 2, 2015. I contacted a Dominion agent to discuss how I could have services restored and re-enrollment on the PIPP Plus Program.

After speaking with the Dominion agent I was informed I could pay the one-hundred and seventy-five dollars weatherization fee and was responsible for paying the past due PIPP Plus balance of two-hundred and seventy-nine dollars in order to become re-enrolled on PIPP Plus. Outlined in the PIPP Plus guidelines it is stated, "that I am responsible for paying actual bill amount for the month I was dis-enrolled". On the PUCO website regarding the weatherization fee it, states "I am responsible for paying the one-hundred and seventy-five dollars and a one- time arrears payment".

January 2, 2015 Dominion Gas actual current charges was one-hundred, fifty-two dollars and fifty-three cents a lesser amount from the one-hundred and seventy-five dollars.

It is unfair to allow a customer to pay the current charge amount when they have already paid the one- time weatherization payment of one-hundred and seventy-five dollars.

Enclosed is a copy of January 2, 2015 Dominion Gas bill and the payment receipt of one-hundred and seventy-five dollars paid on February 2, 2015.

February 2, 2015 I was billed two Dominion Gas bills, but I only received one in the mail. Normally after paying the one-hundred and seventy-five dollars weatherization fee I would have to pay the PIPP Plus arrears and current PIPP Plus payment the following month. Enclosed are copies of the February Dominion East Ohio Gas bills. Also after paying the one-hundred and seventy-five dollars I received a letter stating I was re-enrolled back on PIPP Plus. Enclosed copy of the re-enrollment PIPP letter.

In March I contacted Dominion East Ohio Gas Company and spoke with a agent on the phone and asked her what I needed to pay to become re-enrolled on the PIPP Plus Program. At that time when I spoke with the Dominion agent I had not received March or the second February bill. The Dominion agent told me I had to pay two-hundred and seventy-nine dollars on or before March 20, 2015 to become re-enrolled on PIPP Plus.

I paid two-hundred and seventy-nine dollars on March 20, 2015. Enclosed are copies of April 2, 2015 Dominion East Ohio Gas Company bill that reflects this payment along with late fee charges and copy of on-time March 20, 2015 payment receipt.

After making the two-hundred and seventy-nine dollars PIPP Plus arrear payment I received another letter in the mail April 24, 2015 confirming my re-enrollment on PIPP Plus. Enclosed copy of the PIPP letter.

However the Dominion agent informed that I was not re-enrolled on PIPP Plus and I had to pay one-hundred, seventy-seventy dollars and forty-five cents before or on April 22, 2015. At this time I become frustrated and upset. On April 10, 2015 I proceed to go into the Council for Economic Opportunities in Greater Cleveland Heap/Housing Services Office located at 1849 Prospect Avenue Cleveland, Ohio 44115 to ask for assistance. I was unable to receive any financial assistance toward the Dominion gas bill because the deadline for help had expired. Instead the agent printed a hardcopy of Dominion East Ohio Gas Company request for the one-hundred, seventy-seventy dollars and forty-five cent payment. On April 22, 2015 I made a one-hundred, seventy-seventy dollars and forty-five cent payment to Dominion East Ohio Gas.

Enclosed are copies of the Council for Economic Opportunities print out of Dominion East Ohio Gas payment request, May 4, 2015 Dominion Gas bill that reflects the payment and a copy of the one-hundred, seventy-seventy dollars and forty-five cents payment receipt.

My gas usage for April 2, 2015 was lower in the amount of sixty-four dollars and eighty-seven cents, so therefore; I do not know where the Dominion East Ohio Gas agents are coming from with the payment amounts due.

May 4, 2015 I received my Dominion Gas bill and it is still reflecting that I owe two-hundred, eleven dollars and eighteen cents. I contacted the Dominion East Ohio Gas agent to discuss that I have already paid the one-hundred, seventy-seventy dollars and forty-five cent payment and did not understand where the new payment was coming from. No resolution was resolved from the phone call and I stopped calling Dominion East Ohio Company. I felt defeated, lied too, distrust worthy of Dominion, a joke, manipulated, discriminated against and prejudice against.

I continued to receive past due balances from Dominion East Ohio Gas Company. July 3, 2015 I made a one-hundred, twenty-two dollars payment. Enclosed is a copy of Dominion East Ohio Gas bill July 1, 2015, copy of August bill that reflects this payment and payment receipt.

At the end of September 2015 Dominion East Ohio Gas Company disconnected my services. I had to pay a total of two-hundred, seventy-two dollars and eighteen cents to restore services. Enclosed are copies of October 2, 2015 and November 2015 bills along receipt copies.

Today March 3, 2016 I am required to pay Dominion East Ohio Gas company one-hundred, sixty-three dollars and eighty-three cents by or on March 21, 2016 or my services will become disconnected. On February 19, 2016 I also made a payment of two-hundred, ninety-one dollars and forty-eight cents.

If granted a hearing I have copies of payment receipts.

At this time I am holding Dominion East Ohio Gas Company accountable for their actions by requesting for a formal hearing in order to receive compensation for my losses, compensation for being targeted as Dominion East Ohio Gas Company customer joke, compensation for being discriminated and prejudice against, compensation for being lied too, compensation for being manipulated, compensation for Dominion being a distrust worthy company and compensation for violating government rules.

Sincerely,

A handwritten signature in cursive script that reads "Ms. Michelle Player". The signature is written in black ink and is positioned above the printed name.

Ms. Michelle Player

Today's Date: March 14, 2016

Michelle Player

12919 ShadyWay road

Garfield Heights, Ohio 44125

Phone Number: 440-381-2061

Email: [michelleplay1@yahoo.com](mailto:michelleplay1@yahoo.com)

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Unfortunately I made that payment prior to receiving current bill for December and was told the one-hundred, three dollar payment went toward my arrears and did not account for the PIPP Plus payment of one-hundred and twenty-two dollars due. Enclosed is a attached copy of the actual bill and payment receipt.

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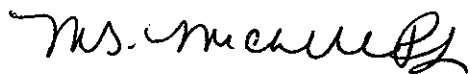
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Sincerely,

A handwritten signature in black ink, appearing to read "Ms. Michelle Player". The signature is fluid and cursive, with a large, stylized "M" and "P".

Ms. Michelle Player

Today's Date: March 14, 2016

Account Number 9 5000 5243 6519 Date Prepared December 2, 2014 Next Meter Reading 12/30 - 01/05/2015

**Dominion**



Cycle 19

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

**Summary of Payment Due**

Balance From Last Bill	283.00
Disconnect Amount Due Immediately	222.00
Disconnect Amount Due by Dec 18, 2014	61.00
Current PIPP Plus Amount	61.00
<b>Total Payment Due</b>	<b>\$344.00</b>

(See Next Page for Usage Comparison and Meter Readings)

**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.

**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.

**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.

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

**Your PIPP Plus anniversary is 10/19/2014.**

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

**You must re-verify your income by 11/07/2015 to stay on PIPP Plus.**

If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.

**To receive an On Time Balance Reduction of \$185.42, we must receive at least \$61.00 by 12/18/2014. Remember, timely payment of bills ensure your continued gas service.**

**THIS IS A SHUT OFF NOTICE**

Your gas service could be shut off at anytime for not paying \$222.00 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$61.00 and your gas service can be shut-off if this additional amount is not paid on or before Dec 18, 2014. You will be billed a reconnection fee.

Finally, you owe a current plan amount of \$61.00, which is due by Dec 18, 2014. If unpaid in full by the due date, it will be added to your past-due amount.

You are legally responsible for your entire utility bill.

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 **\$344.00** Account No. **9 5000 5243 6519**

<b>\$222.00</b>	<b>\$122.00</b>	
Due Immediately	PIPP Plus Amount Dec 18, 2014	Amount Enclosed

19 ebill

**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.

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MICHELLE PLAYER

12919 SHADYWAY RD

GARFIELD HEIGHTS OH 44125-4934



DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

01950005243651900000000013956000000344009

**Account Number** 9 5000 5243 6519  
**Date Prepared** December 2, 2014  
**Next Meter Reading** 12/30 - 01/05/2015  
 Cycle 18

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

**Credits and Charges Since Your Last Bill**

Balance from Last Bill \$2,854.23  
 Balance \$2,854.23

**Current Charges**

**General Sales Service Rate**  
**Standard Service Offer (SSO)**  
 Basic Service Charge \$23.58  
 Gas Usage Charges  
     23.3 MCF @ \$4.7141 109.84  
 Gross Receipts Tax (4.6044%) 6.14  
 This bill includes \$96.88 for SSO gas cost at \$4.158 per thousand cubic feet (MCF).

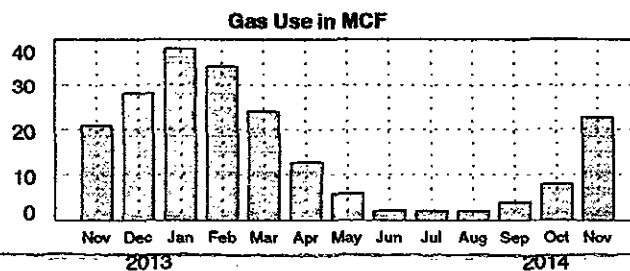
**Total Current Charges \$139.56**

**Total Account Balance \$2,993.79**

**YOU ARE ON THE PIPP Plus PLAN FOR \$61.00.**

**Monthly Usage Comparison**

Average Daily Temperature 2013 2014  
 For This Billing Period 40°F 37°F



Avg Monthly Use: 15.3 MCF.  
 Total Annual Use: 183.4 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	14882559		
Dec 1, 2014	Actual	860.4	
Oct 29, 2014	Actual	837.1	23.3
<b>MCF Used in 33 Days</b>			<b>23.3</b>

**Subject:** Payment has been scheduled to Dominion

**From:** customercare@dominiongas.ebillservice.net (customercare@dominiongas.ebillservice.net)

**To:** michelleplay1@yahoo.com;

**Date:** Wednesday, November 26, 2014 9:11 AM

The following payment has been scheduled to Dominion.

Account Number: - 9500052436519

Payment Date: December 3, 2014

Tracking ID: 14330-091139091.00

Total Payment Amount: \$103.00

If you have any questions or need further assistance, go to <https://www.dom.com/contact/index.jsp> to contact us.

Please do not reply to this message as this is an unmonitored mailbox.

Thank you.

Account Number 9 5000 5243 6519 Date Prepared October 30, 2014 Next Meter Reading 11/26 - 12/02/2014  
Cycle 19

**Dominion**

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

**Summary of Payment Due**

Past Due Amount	222.00
Current PIPP Plus Amount	61.00
<b>Total Payment Due by November 17, 2014</b>	<b>\$283.00</b>

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

**Your PIPP Plus anniversary is 10/19/2014.**

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

**You must re-verify your income by 04/15/2015 to stay on PIPP Plus.**

If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.

**To receive an On Time Balance Reduction of \$113.37, we must receive at least \$61.00 by 11/17/2014. Remember, timely payment of bills ensure your continued gas service.**

(See Next Page for Usage Comparison and Meter Readings)

**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.

**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 payer 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.

**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.

**PLEASE PAY** PIPP Plus Amount of \$283.00 by November 17, 2014

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

Monthly PIPP Plus Amount	\$61.00
Past Due Amount	\$222.00
<b>Total PIPP Plus Amount Due</b>	<b>\$283.00</b>

Unless you pay the above past-due PIPP Plus amount by Nov 17, 2014, your gas service may be shut off. If your gas service is turned off, you must pay all past-due plan amounts. You will be billed a reconnection fee. Please call 1-800-950-7989 if you have any questions or need assistance. You are legally responsible for your entire utility bill.

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)

**PLEASE PAY BY** Nov 17, 2014 **Account No.** 9 5000 5243 6519

**\$283.00**

PIPP Plus Amount

Amount Enclosed

19 ebill

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I=1111

6145 2 AV 0.378

MICHELLE PLAYER  
12919 SHADYWAY RD

GARFIELD HEIGHTS OH 44125-4934

**Removing Yourself from Customer Listing**

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|||||

DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

01950005243651900000000006751000000283005

### Billing Period and Meter Readings



12919 SHADYWAY RD  
GARFIELD HEIGHTS OH 44125-4934

Account Number Date Prepared Next Meter Reading  
9 5000 5243 6519 January 2, 2015 01/30 - 02/04/2015

Cycle 19

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



**Dominion**



**Summary of Payment Due**

Past Due Gas Amount	2,705.37
Current Gas Amount	152.53
<b>Total Payment Due by January 20, 2015</b>	<b>\$2,857.90</b>

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

You are not currently on a payment plan.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$2,705.37 in full by January 20, 2015, the company can shut off your gas service. 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 \$124.00 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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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.

Tracking

15330-90209421.81

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PLEASE PAY BY Jan 20, 2015 Account No. 9 5000 5243 6519

**\$2,857.90**

Account Balance

Amount Enclosed

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7534 2 AV 9.378

MICHELLE PLAYER

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GARFIELD HEIGHTS OH 44125-4934

**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 or write us at P.O. Box 5759, Cleveland, OH 44101-0759.



DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

0195000524365190000000015253000002857901

Account Number 9 5000 5243 6519 Date Prepared January 2, 2015 Next Meter Reading 01/30 - 02/04/2015

Cycle 19

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

**Credits and Charges Since Your Last Bill**

Balance from Last Bill	\$2,993.79
Payment on Dec 3, 2014 - Thank You	103.00 CR
On Time Balance Reduction Credit	185.42 CR
<b>Balance</b>	<b>\$2,705.37</b>

**Current Charges**

**General Sales Service Rate**

(See last page for important message)

**Standard Service Offer (SSO)**

Basic Service Charge \$23.58

Gas Usage Charges

23.2 MCF @ \$5.2689 122.24

Gross Receipts Tax (4.6044%) 6.71

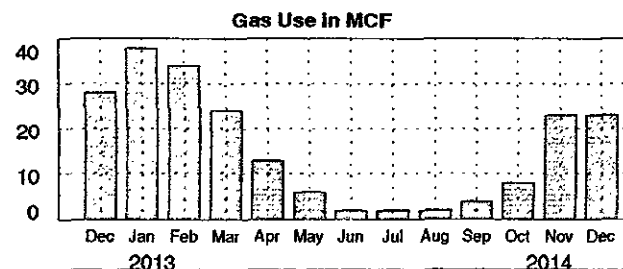
This bill includes \$109.32 for SSO gas cost at \$4.712 per thousand cubic feet (MCF).

**Total Current Charges \$152.53**

**Total Account Balance \$2,857.90**

**Monthly Usage Comparison**

Average Daily Temperature	2013	2014
For This Billing Period	31°F	35°F



Avg Monthly Use: 14.9 MCF.  
Total Annual Use: 178.7 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	14882559		
Dec 31, 2014	Actual	883.6	
Dec 1, 2014	Actual	860.4	23.2
MCF Used in 30 Days			23.2

**PLEASE PAY** Account Balance of \$2,857.90 by January 20, 2015

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

Unless we receive your past-due amount of \$2,705.37 by Jan 20, 2015, 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 help. It does not reduce the amount you owe. A licensed medical professional must sign the form.

**Subject:** Payment has been scheduled to Dominion  
**From:** customercare@dominiongas.ebillservice.net (customercare@dominiongas.ebillservice.net)  
**To:** michelleplay1@yahoo.com;  
**Date:** Monday, February 2, 2015 9:02 AM

The following payment has been scheduled to Dominion.

Account Number: - 9500052436519  
Payment Date: February 2, 2015  
Tracking ID: 15330-90209421.81  
Total Payment Amount: \$175.00

If you have any questions or need further assistance, go to <https://www.dom.com/contact/index.jsp> to contact us.

Please do not reply to this message as this is an unmonitored mailbox.

Thank you.

Account Number 9 5000 5243 6519 Date Prepared February 4, 2015 Next Meter Reading 03/02 - 03/05/2015

Cycle 19

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

**Credits and Charges Since Your Last Bill**

Balance from Last Bill	\$2,857.90
Payment on Feb 3, 2015 - Thank You	175.00 CR
On Time Balance Reduction Credit	198.39 CR
HEAP Credit	364.00 CR
<b>Balance</b>	<b>\$2,120.51</b>

**Current Charges**

**General Sales Service Rate**

**Standard Service Offer (SSO)**

Basic Service Charge	\$23.58
Gas Usage Charges	
36.0 MCF @ \$4.1755	150.32
Gross Receipts Tax (4.6044%)	8.01

This bill includes \$130.28 for SSO gas cost at \$3.619 per thousand cubic feet (MCF).

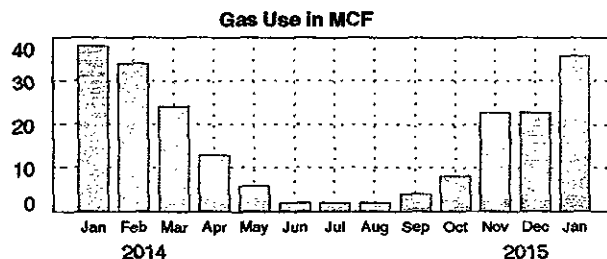
**Total Current Charges \$181.91**

**Total Account Balance \$2,302.42**

**YOU ARE ON THE PIPP Plus PLAN FOR \$61.00.**

**Monthly Usage Comparison**

Average Daily Temperature	2014	2015
For This Billing Period	22°F	22°F



Avg Monthly Use: 14.7 MCF.

Total Annual Use: 176.9 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	14882559		
Feb 2, 2015	Actual	919.6	
Dec 31, 2014	Actual	883.6	36.0
<b>MCF Used in 33 Days</b>			<b>36.0</b>

GARFIELD HEIGHTS OH 44125-4934

Account Number Date Prepared Next Meter Reading  
9 5000 5243 6519 February 4, 2015 03/02 - 03/05/2015

Cycle 19



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

**Summary of Payment Due**

PIPP Plus Default Amount 218.53  
Current PIPP Plus Amount 61.00  
**Total Payment Due by February 20, 2015 \$279.53**

**Your PIPP Plus anniversary is 10/19/2015.**

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

**You must re-verify your income by 11/07/2015 to stay on PIPP Plus.**

If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.

**To receive an On Time Balance Reduction of \$227.77, we must receive at least \$61.00 by 02/20/2015. Remember, timely payment of bills ensure your continued gas service.**

(See Next Page for Usage Comparison and Meter Readings)

**PLEASE PAY PIPP Plus Amount of \$279.53 by February 20, 2015**

**PIPP Plus/Graduate PIPP Plus Default Payment Required**

Monthly PIPP Plus Amount \$61.00  
PIPP Plus Default Amount \$218.53  
**Total PIPP Plus Amount Due \$279.53**

You have maintained or restored service under the Winter Reconnection Order issued by the Public Utilities Commission of Ohio. Because your past-due plan amount is greater than \$175, you must make the above PIPP Plus/Graduate PIPP default payment to remain on the program, per the rules of this year's order.

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 20, 2015 Account No. 9 5000 5243 6519**

**\$279.53**

PIPP Plus Amount

Amount Enclosed

19 ebill

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MICHELLE PLAYER  
12919 SHADYWAY RD  
GARFIELD HEIGHTS OH 44125-4934

**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 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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10Z 024184/2885764 0000000 0003330 140000



February 04, 2015

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MICHELLE PLAYER  
12919 SHADYWAY RD  
GARFIELD HEIGHTS OH 44125-4934

ACCOUNT NO:  
9500052436519  
SERVICE ADDRESS:  
12919 SHADYWAY RD  
GARFIELD HEIGHTS OH 44125-4934

**Subject: PIPP Plus Enrollment**

This letter confirms your enrollment in PIPP Plus, which replaced the Percentage of Income Payment Plan (PIPP), with Dominion East Ohio. Your PIPP Plus payment is \$61.00.

Each time you pay your monthly payment in full by the due date, you no longer owe the rest of that month's charges. You also receive a 1/24th credit toward any account arrears. Your current arrearage balance with Dominion East Ohio is \$2564.72. If you make your PIPP Plus payment in full and by the due date each month for 24 straight months, your account should be current. **If at any point you fail to make your PIPP Plus payment in full by the due date, your account will be subject to normal credit actions, but the company will not cancel any credits you have already received.** Please keep in mind that while on PIPP Plus, you are still legally responsible for your entire utility bill. However, the company cannot shut off your service if you make all PIPP Plus payments in full by the due date.

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

Your re-verification date is 11/07/2015

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

Your anniversary date is 10/19/2014

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

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

Sincerely,

Customer Service Center  
Dominion East Ohio

GARFIELD HEIGHTS OH 44125-4934

Account Number Date Prepared  
9 5000 5243 6519 April 2, 2015

Next Meter Reading  
04/30 - 05/05/2015



**Dominion®**



Cycle 19

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

**Summary of Payment Due**

Past Due Gas Amount	2,200.34
Current Gas Amount	150.18
<b>Total Payment Due by April 22, 2015</b>	<b>\$2,350.52</b>

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

You are not currently on a payment plan.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion East Ohio receives your past due payment of \$2,200.34 in full by April 22, 2015, the company can shut off your gas service. 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 \$103.00 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 1-800-282-0880 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](http://Manage Your Account on dom.com)

**PLEASE PAY BY** Apr 22, 2015 **Account No.** 9 5000 5243 6519

**\$2,350.52**

Account Balance

Amount Enclosed

19 ebill

**Call Before You Dig**

If you plan to dig in your yard, please call the Ohio Utilities Protection Service at 811 to make sure you do not dig into an underground line. Damaged lines can interrupt your gas, electric and cable service. State law requires that you call 811 at least two business days before digging.

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3475 2 AV 0.378

MICHELLE PLAYER

12919 SHADYWAY RD

GARFIELD HEIGHTS OH 44125-4934



DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

0195000524365190000000011565000002350522

Account Number 9 5000 5243 6519 Date Prepared April 2, 2015 Next Meter Reading 04/30 - 05/05/2015  
 Cycle 19

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

**Credits and Charges Since Your Last Bill**

Balance from Last Bill	\$2,479.34
Payment on Mar 20, 2015 - Thank You	279.00 CR
Subtotal	2,200.34
Late Payment Charge	33.01
Gross Receipts Tax (4.6044%)	1.52
<b>Balance</b>	<b>\$2,234.87</b>

**Current Charges**

**General Sales Service Rate**

**Standard Service Offer (SSO)**

Basic Service Charge	\$23.58
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**Gas Usage Charges**

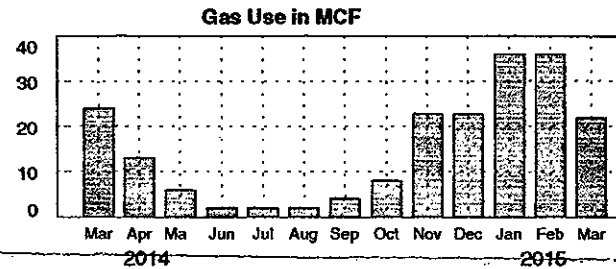
21.6 MCF @ \$4.0268	86.98
Gross Receipts Tax (4.6044%)	5.09

This bill includes \$71.80 for SSO gas cost at \$3.324 per thousand cubic feet (MCF).

<b>Total Current Charges</b>	<b>\$115.65</b>
<b>Total Account Balance</b>	<b>\$2,350.52</b>

**Monthly Usage Comparison**

Average Daily Temperature For This Billing Period	2014 34°F	2015 34°F
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Avg Monthly Use: 14.7 MCF.  
 Total Annual Use: 176.6 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
<b>Meter Number</b>	<b>14882559</b>		
Apr 1, 2015	Actual	977.6	
Mar 3, 2015	Actual	956.0	21.6
<b>MCF Used in 29 Days</b>			<b>21.6</b>

**PLEASE PAY** Account Balance of \$2,350.52 by Apr 22, 2015 to Avoid Late Payment Charge of 1.5% per month.

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

Unless we receive your past-due amount of \$2,200.34 by Apr 22, 2015, 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 help. It does not reduce the amount you owe. A licensed medical professional must sign the form.



**Subject:** Dominion East Ohio (Payment Receipt)  
**From:** DoNotReplyDominion@billmatrix.com (DoNotReplyDominion@billmatrix.com)  
**To:** michelleplay1@yahoo.com;  
**Date:** Friday, March 20, 2015 9:11 AM

Your online payment of \$279.00 has been received. Your Unique Receipt number is:07900294

Payment Date: 03/20/2015

Payment Amount: \$279.00

Please save it for future reference.



April 24, 2015

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MICHELLE PLAYER

12919 SHADYWAY RD

GARFIELD HEIGHTS OH 44125-4934

ACCOUNT NO:

9500052436519

SERVICE ADDRESS:

12919 SHADYWAY RD

GARFIELD HEIGHTS OH 44125-4934

**Subject: PIPP Plus Enrollment**

This letter confirms your enrollment in PIPP Plus, which replaced the Percentage of Income Payment Plan (PIPP), with Dominion East Ohio. Your PIPP Plus payment is \$61.00.

Each time you pay your monthly payment in full by the due date, you no longer owe the rest of that month's charges. You also receive a 1/24th credit toward any account arrears. Your current arrearage balance with Dominion East Ohio is \$2,173.07. If you make your PIPP Plus payment in full and by the due date each month for 24 straight months, your account should be current. **If at any point you fail to make your PIPP Plus payment in full by the due date, your account will be subject to normal credit actions, but the company will not cancel any credits you have already received.** Please keep in mind that while on PIPP Plus, you are still legally responsible for your entire utility bill. However, the company cannot shut off your service if you make all PIPP Plus payments in full by the due date.

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

Your re-verification date is 11/07/2015

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

Your anniversary date is 10/19/2015

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

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

Sincerely,

Customer Service Center  
Dominion East Ohio

**Agency Web Access****Energy Assistance Programs**

Dominion East Ohio

Account Name(s): PLAYER, MICHELLE

Account Number: 9500052436519

Service Address: 12919 SHADYWAY RD GARFIELD HEIGHTS, OH 44125

**PIPP Plus Program**

Status: DROPPED 2015-03-04

Reason: WRO DEFAULT

Plan Amount \$61.00

Amount Due: \$177.45

Anniversary Date: 2015-10-19

Re-verification Date: 2015-11-07

Amount due to re-enroll: \$177.45

**Graduate PIPP Plus Program**

Status:

Plan Amount: \$0.00

Amount Due: \$0.00

Plan End Date:

**Account Information**

NSF: NO

Unauthorized Usage: NO

Active Medical Certificate: NO

Expiration Date:

12 Month Budget Amount: \$75.00

[Help](#) [Legal Terms and Conditions](#) [Privacy](#) [Para Servirlos](#) [Contact Us](#) [Diversity](#)

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Account Number Date Prepared  
9 5000 5243 6519 May 4, 2015  
Cycle 19

Next Meter Reading -  
06/01 - 06/04/2015

**Dominion**



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

**Summary of Payment Due**

Past Due Amount	150.18
Current PIPP Plus Amount	61.00
<b>Total Payment Due by May 21, 2015</b>	<b>\$211.18</b>

(See Next Page for Usage Comparison and Meter Readings)

**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.

**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.

**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.

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

**Your PIPP Plus anniversary is 10/19/2015.**

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

**You must re-verify your income by 11/07/2015 to stay on PIPP Plus.**

If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.

**To receive an On Time Balance Reduction of \$110.73, we must receive at least \$61.00 by 05/20/2015. Remember, timely payment of bills ensure your continued gas service.**

**PLEASE PAY** PIPP Plus Amount of \$211.18 by May 21, 2015

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

Monthly PIPP Plus Amount	\$61.00
Past Due Amount	\$150.18
<b>Total PIPP Plus Amount Due</b>	<b>\$211.18</b>

Unless you pay the above past-due PIPP Plus amount by May 21, 2015, your gas service may be shut off. If your gas service is turned off, you must pay all past-due plan amounts. You will be billed a reconnection fee. Please call us if you have any questions or need assistance. You are legally responsible for your entire utility bill.

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)

**PLEASE PAY BY** May 21, 2015 **Account No.** 9 5000 5243 6519

**\$211.18**

PIPP Plus Amount

Amount Enclosed

19 ebill

**Call Before You Dig**

If you plan to dig in your yard, please call the Ohio Utilities Protection Service at 811 to make sure you do not dig into an underground line. Damaged lines can interrupt your gas, electric and cable service. State law requires that you call 811 at least two business days before digging.

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MICHELLE PLAYER

12919 SHADYWAY RD

GARFIELD HEIGHTS OH 44125-4934

DOMINION EAST OHIO  
PO BOX 26785  
RICHMOND VA 23261-6785

0195000524365190000000006487000000211184

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

**Subject:** Dominion East Ohio (Payment Receipt) ^

**From:** DoNotReplyDominion@billmatrix.com (DoNotReplyDominion@billmatrix.com)

**To:** michelleplay1@yahoo.com;

**Date:** Wednesday, April 22, 2015 6:02 PM

Your online payment of \$177.45 has been received. Your Unique Receipt number is:11200190

Payment Date: 04/22/2015

Payment Amount: \$177.45

Please save it for future reference.

Meter Number	14882559		
Jul 1, 2015	Actual	996.3	
Jun 2, 2015	Actual	994.2	2.1
MCF Used in 29 Days			2.1

MICHELLE PLAYER

12919 SHADYWAY RD  
GARFIELD HEIGHTS OH 44125-4934

Account Number Date Prepared  
9 5000 5243 6519 July 1, 2015

Next Meter Reading  
07/30 - 08/04/2015

Cycle 19



**Dominion®**



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

**Summary of Payment Due**

Balance From Last Bill	272.18
Disconnect Amount Due Immediately	211.18
Disconnect Amount Due by Jul 20, 2015	61.00
Current PIPP Plus Amount	61.00
<b>Total Payment Due</b>	<b>\$333.18</b>

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

**Your PIPP Plus anniversary is 10/19/2015.**

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

**You must re-verify your income by 11/07/2015 to stay on PIPP Plus.**

If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.

**To receive an On Time Balance Reduction of \$106.86, we must receive at least \$61.00 by 07/17/2015. Remember, timely payment of bills ensure your continued gas service.**

(See Next Page for Usage Comparison and Meter Readings)

**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.

**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.

**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.

**THIS IS A SHUT OFF NOTICE**

Your gas service could be shut off at anytime for not paying \$211.18 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$61.00 and your gas service can be shut-off if this additional amount is not paid on or before Jul 20, 2015. You will be billed a reconnection fee.

Finally, you owe a current plan amount of \$61.00, which is due by Jul 20, 2015. If unpaid in full by the due date, it will be added to your past-due amount.

You are legally responsible for your entire utility bill.

Please detach and return this coupon with a check made payable to Dominion East Ohio. For mailing address changes, visit [ManageYourAccount.dom.com](http://ManageYourAccount.dom.com)

**Total Payment Due \$333.18 Account No. 9 5000 5243 6519**

**Planning to Pay in Person?**

To better serve customers' needs, we occasionally change our Authorized Payment Center locations. Always look for the "Dominion Authorized Payment Center" sign to ensure that your payment is credited as soon as possible. Using other methods can delay processing of up to several days. All authorized payments may charge up to \$1.50 per transaction. For authorized payment locations, visit [www.dom.com](http://www.dom.com) or call us.

**\$211.18**

**\$122.00**

**Due Immediately**

**PIPP Plus Amount  
Jul 20, 2015**

**Amount Enclosed**

# 000003954

1-0111

|||||

MS424Y1302

MICHELLE PLAYER

12919 SHADYWAY RD

GARFIELD HEIGHTS OH 44125-4934

|||||

DOMINION EAST OHIO

PO BOX 26728

RICHLAND VA 23261-0728

2195000524365190000000003366000000333183



Account Number 9 5000 5243 6519  
Date Prepared July 31, 2015

Next Meter Reading 08/28 - 09/02/2015



Cycle 19

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

**Summary of Payment Due**

Past Due Amount	211.18
Current PIPP Plus Amount	61.00
<b>Total Payment Due by August 19, 2015</b>	<b>\$272.18</b>

(See Next Page for Usage Comparison and Meter Readings)

**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.

**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.

**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.

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

**Your PIPP Plus anniversary is 10/19/2015.**

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

**You must re-verify your income by 11/07/2015 to stay on PIPP Plus.**

If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.

**To receive an On Time Balance Reduction of \$106.86, we must receive at least \$61.00 by 08/18/2015. Remember, timely payment of bills ensure your continued gas service.****PLEASE PAY PIPP Plus Amount of \$272.18 by August 19, 2015****THIS IS A SHUT-OFF NOTICE.**

Monthly PIPP Plus Amount	\$61.00
Past Due Amount	\$211.18
<b>Total PIPP Plus Amount Due</b>	<b>\$272.18</b>

Unless you pay the above past-due PIPP Plus amount by Aug 19, 2015, your gas service may be shut off. If your gas service is turned off, you must pay all past-due plan amounts. You will be billed a reconnection fee. Please call us if you have any questions or need assistance. You are legally responsible for your entire utility bill.

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)**PLEASE PAY BY Aug 19, 2015 Account No. 9 5000 5243 6519****\$272.18**

PIPP Plus Amount

Amount Enclosed

19 ebill

# 000007293

I=0011



7293 1 AV 0.388

MICHELLE PLAYER

12919 SHADYWAY RD

GARFIELD HEIGHTS OH 44125-4934

**PIPP Riders Change**

Effective for bills rendered on or after July 14, 2015, the Percentage of Income Payment Plan (PIPP) Rider will decrease from \$0.0948 to a credit of -\$0.1304 per MCF. This rate change will decrease the average yearly residential bill by \$23.16. The Public Utilities Commission of Ohio Approved these changes.



DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

0195000524365190000000003275000000272185

02A/001 0405762950191 0007293 0015003 I=0011

<u>Date</u>	<u>Read Type</u>	<u>Reading Difference</u>
<b>Meter Number</b>	<b>14882559</b>	
Jul 31, 2015	Actual	998.3
Jul 1, 2015	Actual	996.3
<b>MCF Used in 30 Days</b>		2.0

**Subject:** Payment has been scheduled to Dominion  
**From:** customercare@dominiongas.ebillservice.net (customercare@dominiongas.ebillservice.net)  
**To:** michelleplay1@yahoo.com;  
**Date:** Friday, June 26, 2015 10:11 AM

The following payment has been scheduled to Dominion.

Account Number: - 9500052436519  
Payment Date: July 3, 2015  
Tracking ID: 15177-101153976.80  
Total Payment Amount: \$122.00

If you have any questions or need further assistance, go to <https://www.dom.com/contact/index.jsp> to contact us.

Please do not reply to this message as this is an unmonitored mailbox.

Thank you.

Account Number 9 5000 5243 6519  
Date Prepared August 31, 2015

Next Meter Reading  
09/29 - 10/02/2015

**Dominion**



Cycle 19

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

**Summary of Payment Due**

Balance From Last Bill	272.18
Disconnect Amount Due Immediately	211.18
Disconnect Amount Due by Sep 17, 2015	61.00
Current PIPP Plus Amount	61.00

**Total Payment Due \$333.18**

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

**Your PIPP Plus anniversary is 10/19/2015.**

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

**You must re-verify your income by 11/07/2015 to stay on PIPP Plus.**

If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.

**To receive an On Time Balance Reduction of \$106.86, we must receive at least \$61.00 by 09/16/2015. Remember, timely payment of bills ensure your continued gas service.**

(See Next Page for Usage Comparison and Meter Readings)

**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.

**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.

**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.

**THIS IS A SHUT OFF NOTICE**

Your gas service could be shut off at anytime for not paying \$211.18 disconnection amount as noticed on your last bill.

You owe an additional past-due amount of \$61.00 and your gas service can be shut-off if this additional amount is not paid on or before Sep 17, 2015. You will be billed a reconnection fee.

Finally, you owe a current plan amount of \$61.00, which is due by Sep 17, 2015. If unpaid in full by the due date, it will be added to your past-due amount.

You are legally responsible for your entire utility bill.

Please detach and return this coupon with a check made payable to Dominion East Ohio. For mailing address changes, visit [ManageYourAccount.dom.com](http://ManageYourAccount.dom.com)

**Total Payment Due \$333.18 Account No. 9 5000 5243 6519**

<b>\$211.18</b> Due Immediately	<b>\$122.00</b> PIPP Plus Amount Sep 17, 2015	Amount Enclosed
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19 ebill

**UEX Rider Changes**

Effective for bills rendered on or after August 12, 2015, the Uncollectible Expense (UEX) Rider will decrease from \$0.1118 to \$0.0866 per thousand cubic feet (MCF). The average yearly residential bill will decrease by \$7.51. The Public Utilities Commission of Ohio approved this change.

# 000006773

I=1111



6773 2 AV 0.388

MICHELLE PLAYER

12919 SHADYWAY RD

GARFIELD HEIGHTS OH 44125-4934



DOMINION EAST OHIO

PO BOX 26725

RICHMOND VA 23261-6725

0195000524365190000000003284000000333186



Account Number 9 5000 5243 6519  
Date Prepared October 1, 2014

Next Meter Reading 10/28 - 10/31/2014



Cycle 19

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

**Summary of Payment Due**

Past Due Amount	161.00
Current PIPP Plus Amount	61.00
<b>Total Payment Due by October 17, 2014</b>	<b>\$222.00</b>

(See Next Page for Usage Comparison and Meter Readings)

**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.**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.**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.**\*\*\* THIS IS A SHUT-OFF NOTICE \*\*\*****Your PIPP Plus anniversary is 10/19/2014.**

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

**You must re-verify your income by 04/15/2015 to stay on PIPP Plus.**

If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.

**To receive an On Time Balance Reduction of \$146.31, we must receive at least \$61.00 by 10/17/2014. Remember, timely payment of bills ensure your continued gas service.****PLEASE PAY PIPP Plus Amount of \$222.00 by October 17, 2014****THIS IS A SHUT-OFF NOTICE.**

Monthly PIPP Plus Amount	\$61.00
Past Due Amount	\$161.00
<b>Total PIPP Plus Amount Due</b>	<b>\$222.00</b>

Unless you pay the above past-due PIPP Plus amount by Oct 17, 2014, your gas service may be shut off. If your gas service is turned off, you must pay all past-due plan amounts. You will be billed a reconnection fee. Please call 1-800-950-7989 if you have any questions or need assistance. You are legally responsible for your entire utility bill.

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)**PLEASE PAY BY Oct 17, 2014 Account No. 9 5000 5243 6519****\$222.00**

PIPP Plus Amount

Amount Enclosed

19 ebill

# 000004730

I=0111



4730 2 AV 0.378

MICHELLE PLAYER

12919 SHADYWAY RD

GARFIELD HEIGHTS OH 44125-4934

**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

0195000524365190000000004263000000222009

Account Number    Date Prepared    Next Meter Reading  
 9 5000 5243 6519    October 1, 2014    10/28 - 10/31/2014

Cycle 18

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

**Credits and Charges Since Your Last Bill**

Balance from Last Bill	\$3,094.40
Payment on Sep 3, 2014 - Thank You	104.00 CR
Payment on Sep 26, 2014 - Thank You	100.00 CR
On Time Balance Reduction Credit	146.31 CR
<b>Balance</b>	<b>\$2,744.09</b>

**Current Charges****General Sales Service Rate****Standard Service Offer (SSO)**

Basic Service Charge	\$23.58
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**Gas Usage Charges**

3.5 MCF @ \$4.9057	17.17
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Gross Receipts Tax (4.6044%)	1.88
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This bill includes \$15.35 for SSO gas cost at \$4.387 per thousand cubic feet (MCF).

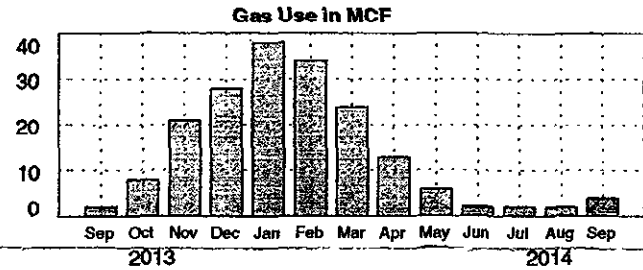
<b>Total Current Charges</b>	<b>\$42.63</b>
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<b>Total Account Balance</b>	<b>\$2,786.72</b>
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**YOU ARE ON THE PIPP Plus PLAN FOR \$61.00.**

**Monthly Usage Comparison**

Average Daily Temperature	2013	2014
For This Billing Period	65°F	63°F



Avg Monthly Use: 15.1 MCF.

Total Annual Use: 181.4 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	14882559		
Sep 30, 2014	Actual	828.8	
Aug 29, 2014	Actual	825.3	3.5
<b>MCF Used in 32 Days</b>			<b>3.5</b>

**Subject:** Dominion East Ohio (Payment Receipt)

**From:** DoNotReplyDominion@billmatrix.com (DoNotReplyDominion@billmatrix.com)

**To:** michelleplay1@yahoo.com;

**Date:** Thursday, September 25, 2014 9:01 PM

Your online payment of \$100.00 has been received. Your Unique Receipt number is:26800190

Payment Date: 09/25/2014

Payment Amount: \$100.00

Please save it for future reference.



**Subject:** Payment has been changed for Dominion

**From:** customercare@dominiongas.ebillservice.net (customercare@dominiongas.ebillservice.net)

**To:** michelleplay1@yahoo.com;

**Date:** Saturday, August 30, 2014 10:10 AM

The following payment has been changed for Dominion.

Account Number: - 9500052436519

Payment Date: September 3, 2014

Tracking ID: 14232-104127511.53

Total Payment Amount: \$104.00

If you have any questions or need further assistance, go to <https://www.dom.com/contact/index.jsp> to contact us.

Please do not reply to this message as this is an unmonitored mailbox.

Thank you.

Account Number    Date Prepared    Next Meter Reading  
 9 5000 5243 6519    October 2, 2015    10/28 - 11/02/2015  
 Cycle 19

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

**Summary of Payment Due**

Past Due Amount	61.00
Current PIPP Plus Amount	95.52
<b>Total Payment Due by October 21, 2015</b>	<b>\$156.52</b>

(See Next Page for Usage Comparison and Meter Readings)

**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.

**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 request a medical certification form by calling 1-800-362-7557. A licensed medical professional must sign the form. A medical professional 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 of the shut-off date to restore service. Be sure to give your health care provider permission to release your medical information to us.

**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.

**\*\*\* THIS IS A SHUT-OFF NOTICE \*\*\*****Your PIPP Plus anniversary is 10/19/2015.**

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

**You must re-verify your income by 11/07/2015 to stay on PIPP Plus.**

If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.

**To receive an On Time Balance Reduction of \$106.86, we must receive at least \$61.00 by 10/20/2015. Remember, timely payment of bills ensure your continued gas service.**

**PLEASE PAY** PIPP Plus Amount of \$156.52 by October 21, 2015**THIS IS A SHUT-OFF NOTICE.**

Monthly PIPP Plus Amount	\$61.00
Past Due Amount	\$61.00
Taxes & Reconnection Fee	\$34.52
<b>Total PIPP Plus Amount Due</b>	<b>\$156.52</b>

Unless you pay the above past-due PIPP Plus amount by Oct 21, 2015, your gas service may be shut off. If your gas service is turned off, you must pay all past-due plan amounts. You will be billed a reconnection fee. Please call us if you have any questions or need assistance. You are legally responsible for your entire utility bill.

Please detach and return this coupon with a check made payable to Dominion East Ohio. For mailing address changes, visit [ManageYourAccount.dom.com](http://ManageYourAccount.dom.com)**PLEASE PAY BY** Oct 21, 2015 **Account No.** 9 5000 5243 6519**\$156.52**

PIPP Plus Amount

Amount Enclosed

**Filters and Heating System Inspections**

Change or clean your furnace filter at least three times during the heating season. A clean filter will keep your furnace working more efficiently and could save you money! Keep your heating running safely and efficiently. A qualified heating contractor should inspect 1 time a year and make repairs when needed.

# 000013233

I=0011



13233 1 AT 6.413

MICHELLE PLAYER

12919 SEADYWAY RD

GARFIELD HEIGHTS OH 44125-4934



DOMINION EAST OHIO

PO BOX 26766

RICHMOND VA 23261-6766

0195000524365190000000003019000000156522

Account Number    Date Prepared    Next Meter Reading  
 9 5000 5243 6519    October 2, 2015    10/28 - 11/02/2015

Cycle 19

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

**Credits and Charges Since Your Last Bill**

Balance from Last Bill	\$1,989.58
Payment on Oct 2, 2015 - Thank You	150.18 CR
Payment on Oct 2, 2015 - Thank You	122.00 CR
On Time Balance Reduction Credit	106.86 CR
Subtotal	1,610.54
Reconnection Fee	33.00
Gross Receipts Tax (4.6044%)	1.52
<b>Balance</b>	<b>\$1,645.06</b>

**Current Charges**

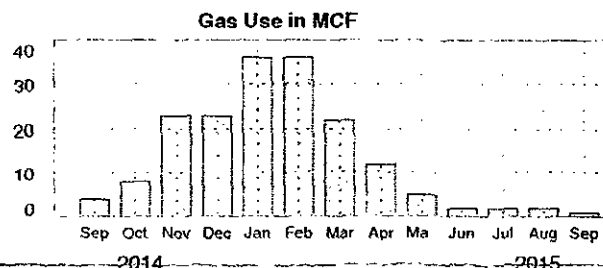
**General Sales Service Rate**

**Standard Service Offer (SSO)**

Basic Service Charge	\$24.83
Gas Usage Charges	
1.4 MCF @ \$2.8785	4.03
Gross Receipts Tax (4.6044%)	1.33
This bill includes \$3.72 for SSO gas cost at \$2.658 per thousand cubic feet (MCF).	
<b>Total Current Charges</b>	<b>\$30.19</b>
<b>Total Account Balance</b>	<b>\$1,675.25</b>
<b>YOU ARE ON THE PIPP Plus PLAN FOR \$61.00.</b>	

**Monthly Usage Comparison**

Average Daily Temperature	2014	2015
For This Billing Period	63°F	68°F



Avg Monthly Use: 14.4 MCF.  
 Total Annual Use: 173.0 MCF.

**Billing Period and Meter Readings**

Date	Read Type	Reading	Difference
Meter Number	14882559		
Oct 1, 2015	Actual	1.8	
Aug 31, 2015	Actual	.4	1.4
<b>MCF Used in 31 Days</b>			<b>1.4</b>

MICHELLE PLAYER

12919 SHADYWAY RD  
GARFIELD HEIGHTS OH 44125-4934

Account Number Date Prepared Next Meter Reading  
9 5000 5243 6519 October 29, 2015 11/30 - 12/03/2015  
Cycle 19



**Dominion**

Page 1



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

**Summary of Payment Due**

Past Due Amount	122.00
Other Utility Past Due Amount	34.52
Current PIPP Plus Amount	61.00

**Total Payment Due by November 16, 2015 \$217.52**

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

**Your PIPP Plus anniversary is 10/19/2015.**

This is the date by which you must pay any PIPP Plus payments missed in the prior 12 months to remain on PIPP Plus.

**You must re-verify your income by 11/07/2015 to stay on PIPP Plus.**

If you have questions about your household income reverification, call the Ohio Development Services Agency at 1-800-282-0880.

**To receive an On Time Balance Reduction of \$64.72, we must receive at least \$61.00 by 11/16/2015. Remember, timely payment of bills ensure your continued gas service.**

(See Next Page for Usage Comparison and Meter Readings)

**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.

**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.

**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.

**PLEASE PAY PIPP Plus Amount of \$217.52 by November 16, 2015**

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

Monthly PIPP Plus Amount	\$61.00
Past Due Amount	\$122.00
Taxes & Reconnection Fee	\$34.52
Total PIPP Plus Amount Due	\$217.52

Unless you pay the above past-due PIPP Plus amount by Nov 16, 2015, your gas service may be shut off. If your gas service is turned off, you must pay all past-due plan amounts. You will be billed a reconnection fee. Please call us if you have any questions or need assistance. You are legally responsible for your entire utility bill.

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)

**PLEASE PAY BY Nov 16, 2015 Account No. 9 5000 5243 6519**

**\$217.52**

PIPP Plus Amount

Amount Enclosed

19 ebill

# 000008192

I=1111



8192 2 AV 0,388

MICHELLE PLAYER

12919 SHADYWAY RD

GARFIELD HEIGHTS OH 44125-4934

**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 efficiently and could save you money. Keep your heating running safely and efficiently. A qualified heating contractor should inspect it once a year and make repairs when needed.



DOMINION EAST OHIO

PO BOX 26785

RICHMOND VA 23261-6785

0195000524365190000000004795000000217523

<u>Date</u>	<u>Read Type</u>	<u>Reading</u>	<u>Difference</u>
<b>Meter Number</b>	<b>14882559</b>		
Oct 29, 2015	Actual	9.3	
Oct 1, 2015	Actual	1.8	7.5
<b>MCF Used in 28 Days</b>			<b>7.5</b>

**Subject:** Payment has been scheduled to Dominion  
**From:** customercare@dominiongas.ebillservice.net (customercare@dominiongas.ebillservice.net)  
**To:** michelleplay1@yahoo.com;  
**Date:** Thursday, October 1, 2015 7:06 AM

The following payment has been scheduled to Dominion.

Account Number: - 9500052436519  
Payment Date: October 1, 2015  
Tracking ID: 15274-070649531.94  
Total Payment Amount: \$122.00

If you have any questions or need further assistance, go to <https://www.dom.com/contact/index.jsp> to contact us.

Please do not reply to this message as this is an unmonitored mailbox.

Thank you.

**Subject:** Payment has been scheduled to Dominion  
**From:** customercare@dominiongas.ebillservice.net (customercare@dominiongas.ebillservice.net)  
**To:** michelleplay1@yahoo.com;  
**Date:** Thursday, October 1, 2015 7:54 AM

The following payment has been scheduled to Dominion.

Account Number: - 9500052436519  
Payment Date: October 1, 2015  
Tracking ID: 15274-075435328.42  
Total Payment Amount: \$150.18

If you have any questions or need further assistance, go to <https://www.dom.com/contact/index.jsp> to contact us.

Please do not reply to this message as this is an unmonitored mailbox.

Thank you.