

21-0755-6A; C55

MEMORANDUM

FILE

TO: Dominion Energy, (DE)  
Mayor City of Youngstown, Ohio  
U.S. Congressman, Tim Ryan  
Local Area News Media Businesses  
P V C O

FROM: Melvin L. North, Jr. my cell # 330. 953-9811

SUBJECT: Dominion Energy Extortion Tactics and Misrepresentation

Background

I am a senior citizen barely surviving on a very tiny fixed income living in the city of Youngstown, Ohio, address: 381 Redondo Rd, 44504 – 1450.

Health wise, I am spiritually, mentally, emotionally and physically not well. I think a lot of people probably feel as I do because of the insensitivity, insecurity, incompetence, and the overall state of affairs in government, religion, and business/industry. I don't feel that the people who work in the above areas' of society are solving my problems.

Financially, I have a cash flow disease which I now describe as global citizen economic deprivation. This is why in April of 2021; I entered into an arrangement with Dominion Energy whereby I would be placed on their budget plan paying each month \$118.47. This transaction was completed over the telephone during my conversation with Dominion Energy in April of this year.

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Technician SK Date Processed 10-23-21  
The Problem and Issues

When the first of May 2021 comes around, I contact Dominion Energy via my cell phone and make a payment over the telephone in the agreed upon budget plan amount of \$118.47. Now, the bill for May 2021, I utilize and send in at the first of the month for my June payment as agreed upon. Last week, I get a **Shut -Off Notice** from Dominion Energy (that's exhortation) claiming I am past due on my bill, see attachment. I told you people I am not well and don't appreciate your kind causing me to become upset like this.

I telephone Dominion Energy and these SUCKERS tell me that because I paid the May payment amount

automatically put that payment on my outstanding bill which is why I thought I was on the budget plan in the first place. This is the part where I accuse Dominion Energy of misrepresentation. I am a member of the public; we agreed that I would pay Dominion Energy \$118.47 each month. Then you send me a shut off notice, I call you chumps, (yea, we are figuratively at WAR now until the matter is resolved in my favor), it takes at least one hour of my time to talk to a live person who tells me: "you paid your payment too early in May, so you don't get credit for paying in May 2021". What? No, no, no!

### Fixing This Problem

1. I need to be able to pay my gas bill each month on the budget plan at the first of the month as well as receive credit for that May 2021 payment deny me;
2. I should be able to pay my bill by telephone, or check, and if the payment is made by check, that Dominion Energy processes my payment within 5 business working days.
3. Mayor of Youngstown and Congressman Ryan why do they (Dominion Energy) have a monopoly? We poor and middle income people need advocates to ensure that the public receives clean, efficient and affordable energy. Mayor, energy, like water should be a part of the public domain.
4. I urge area media and elected officials to examine more closely what is going on with Dominion Energy.

In closing, July 2021 will be next week; I must pay my bill at the first of the month because I have economic depravation. Thank you in advance for your cooperation in this matter while I await to hear from someone in authority striving to fix my problems with Dominion Energy.

MELVIN L NORTH JR

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381 REDONDO RD  
YOUNGSTOWN OH 44504-1450



Account Number Date Prepared  
1 1800 1341 7239 June 4, 2021

Next Meter Reading  
07/01 - 07/07/2021

Cycle 21

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

Summary of Payment Due

Past Due Plan Amount	118.47
Current Plan Amount	120.33
<b>Total Payment Due by June 23, 2021</b>	<b>\$238.80</b>

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

YOU ARE ON THE BUDGET PLUS PAYMENT PLAN.

**YOUR ACCOUNT IS PAST DUE.** Unless Dominion Energy Ohio receives your past due payment of \$118.47 in full by June 23, 2021, 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 in 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 \$169.00 in three equal monthly installments or you need to have a creditworthy guarantor.**

**Payment Methods:** Pay your over-due balance through Paymentus 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 Paymentus by phone at 833-261-1469 or online through [www.DominionEnergy.com](http://www.DominionEnergy.com). Paymentus 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.DominionEnergy.com](http://www.DominionEnergy.com) or call Dominion Energy 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 request a medical certification form by calling 1-800-950-7989. A licensed medical professional must sign the form. A medical professional can apply by phone, provided that Dominion Energy 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.

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.

If you have a complaint in regard to this disconnection notice that cannot be resolved after you have called Dominion Energy Ohio, or for general utility company information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at, 1-800-686-7826 (toll-free) from 8 a.m.-5 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio Relay Service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m.-5 p.m. weekdays, or at <http://www.pickocc.org>. The PUCO address is, 180 E. Broad St., Columbus, OH 43215

Please detach and return this coupon with a check made payable to Dominion Energy Ohio.

PLEASE PAY BY Jun 23, 2021 Account No. 4 1800 1341 7239

**\$238.80**

Amount Enclosed

**AMR & PIR Riders Change**

Effective for bills rendered on or after 5/5/2021, the Automated Meter Reading (AMR) Cost Recovery Charge decreased from \$0.02 to \$0.00 per month and the Pipeline Infrastructure Replacement (PIR) Cost Recovery Charge increased from \$13.45 to \$14.98 per month. With the rider changes, the Basic Service Charge increased by \$1.51 to a total of \$36.48 per month. The PUCO approved the changes; Case Nos. 20-1624-GA-RDR and 20-1625-GA-RDR.

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