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March 11, 2005

VIA HAND DELIVERY

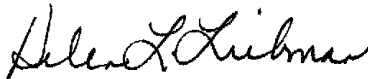
Ms. Renee J. Jenkins
Director of Administration
Docketing Department
The Public Utilities Commission Of Ohio
180 East Broad Street, 13th Floor
Columbus OH 43215

Re: Case No. 03-2573-GA-ATA

Dear Ms. Jenkins:

At the request of Staff, The East Ohio Gas Company d/b/a Dominion East Ohio is filing the attached information, which was presented at meetings with community action agencies, as a supplement to the credit and collection policies filed in this case on May 17, 2004.

Sincerely,


Helen L. Liebman

cc: Gretchen Petrucci (w/ encl.)

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Dominion East Ohio

2004 Energy Assistance Meetings



Agenda

- Welcome
- Payment Methods
- Payment Plans
- Agency Automation
- Energy Assistance Programs
- Web Access
- Disconnect/Reconnect Guidelines
- Medical Certification Process
- Energy Choice
- Contact with Dominion

Customer Credit Services

.Payment Methods

- Pay in person
 - Use Authorized Payment Centers; listings regularly updated at www.dom.com
 - Payment fee charged by vendor - \$0.74
 - Payments made before 3 p.m. are transmitted electronically and posted overnight - disconnects automatically cancelled
 - Notification is received of all payments made between 3 p.m. and 8:30 p.m. - disconnects automatically cancelled
- Pay by mail
 - Free. Use envelope and coupon provided with bill. Allow 5 - 7 days to post.
- Pay by Bank Draft
 - Free service, no hassle, no postage, no late payments
 - Payments automatically deducted from checking or savings accounts
 - Contact Customer Service at 1-800-362-7557 or enroll at www.dom.com
- Pay by Phone
 - Call 1-800-573-1153
 - Use check or debit/credit card; fees apply
- Pay Online at www.dom.com
 - Use check or debit/credit card; fees apply

Customer Credit Services

Payment Plans

- **Budget Payment Plan-**
 - Eligibility - must be current on bill at time of enrollment
 - Pay a fixed budget amount each month
 - Currently reviewed 3 times per year
- **Current Plus Plan**
 - Eligibility - past due must be \$100 or more
 - Up to 6 months to pay off balance in equal installments
 - Equal installments added to current monthly bill
 - Plan will not break if payments are missed during the term of the agreement
 - Disconnect notices generate on plan arrears
- **One Third Payment Option**
 - During the winter, payment of 1/3 of the total balance is accepted to reconnect or prevent disconnection in lieu of current plus plan arrears

Customer Credit Services

Payment Plans (continued)

- **Percentage of Income Payment Plan (PIPP)**
 - Contact Customer Service at 1-800-362-7557 to apply for PIPP.
 - Customer must obtain and complete Universal Energy Assistance Application and forward to Ohio Department of Development (ODOD) to validate eligibility.
 - PIPP customers are notified of PIPP Arrearage Crediting Program upon acceptance
 - At the end of the 12th month, Dominion will credit 1/3 of the account balance at the start of the 12-month period
 - At the end of the 24th month, Dominion will credit 1/2 of the total account balance
 - At the end of the 36th month, Dominion will credit the remaining account balance
 - All PIPP payments must be made in full and on time each month. Otherwise, the plan starts over.
 - PIPP income re-verification will be conducted by ODOD every 90 days for zero PIPP customers and annually for all other PIPP customers.



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Customer Credit Services

Payment Plans (continued)

- Special Benefit Letter to Current PIPP Customers

Subject: Special News About PIPP

Beginning with March 2004 bills, there is a special benefit available to participants in the Percentage of Income Payment Plan (PIPP) that can help you reduce or eliminate your account balance.

To be eligible, you must make your PIPP payment in full and on time each month.

If you do so for 36 consecutive months, you can eliminate any outstanding account balance. No additional action is required on your part, except to pay in full and on time by each due date.

As part of this program, the company will provide the following rewards:

- At the end of the 12th month, "Ldc Co Name" will credit one-third (33%) of the account balance you had at the start of the 12-month period.
 - At the end of the 24th month, Dominion will credit half (50%) of your account balance.
 - At the end of the 36th month, the company will credit your remaining balance.
- Dominion will then continue to credit in full any outstanding balance at the end of each following 12-month period, provided you continue to make your plan payments in full and on time.

If at any point you fail to make your PIPP payment in full and on time by the due date, you will start the 36-month process all over again, but the company will not cancel any credits you have already received. Remember though, while on PIPP, you are legally responsible for your entire utility bill. However, the company cannot shut off your service if you make all PIPP payments by each due date and apply for the Home Energy Assistance Program.

Thank you for your business.



Customer Credit Services

Payment Plans (continued)

- **Percentage of Income Repayment Plan With Arrearage Crediting**
 - Customers who no longer qualify for PIPP are enrolled in the PIPP Repayment Plan with arrearage crediting as long as all payments are made on time and in full
 - During the first 12 months, customers pay the PIPP amount. At the end of the 12th month, Dominion East Ohio will credit one-third (33%) of the account balance
 - During months 13 - 24, customers pay either the current bill or budget amount. At the end of the 24th month, Dominion will credit half (50%) of the account balance
 - Months 25 and beyond, customers pay either the current bill or budget amount, plus up to \$20 extra to reduce the arrearage balance. Dominion will match dollar-per-dollar the extra amount, up to \$20. At the end of the 36th month, providing they have made the required payments in full and on time, the company will credit the remaining balance.
 - If a payment is not paid in full and on time by the due date, the 36-month crediting process starts over, but the company will not cancel any credits already received

Customer Credit Services

Payment Plans (continued)

• Special Benefit Letter to Former PIPP Customers

Subject: Take Advantage of the PIPP Repayment Plan

As your most recent bill from Dominion East Ohio states, you are no longer on the Percentage of Income Payment Plan (PIPP). However, as a former PIPP participant, you are eligible for the PIPP Repayment Plan, which can help you reduce or eliminate your account balance. For your convenience, you can join the PIPP Repayment Plan just by paying the same amount you paid while on PIPP with your current bill. You do have an option of joining the PIPP Repayment Plan at a later date - just call "Ldc Co Name".

If you do join this plan and make your PIPP Repayment Plan payment in full and on time each month for 36 consecutive months, you can eliminate any outstanding account balance. No additional action is required on your part, except to pay in full and on time by each due date.

As part of the PIPP Repayment Plan, the company will provide the following rewards:

During the first 12 months, you pay the same amount you paid while on PIPP. At the end of the 12th month, providing you have made the required payments in full and on time, "Ldc Co Name" will credit one-third (33%) of the account balance you had at the start of the 12-month period.

During months 13-24, pay either the current bill or budget amount. At the end of the 24th month, providing you have made the required payments in full and on time, Dominion will credit half (50%) of your account balance.

Months 25 and beyond, pay either the current bill or budget amount, plus up to \$20 extra to reduce the overdue balance. Dominion will match dollar-per-dollar your extra amount, up to \$20. At the end of the 36th month, providing you have made the required payments in full and on time, the company will credit your remaining balance.

If at any point you fail to make your PIPP Repayment Plan payment in full and on time by the due date, you will start the 36-month crediting process all over again, but the company will not cancel any credits you have already received. Remember though, while on the plan, you are legally responsible for your entire utility bill. However, the company cannot shut off your service if you make all payments by each due date.

Please call "PhonCallCen" "HoursCalCenter" if you have any questions.



Don't Forget - Intents & PIPP Have Been Automated!

- All EHEAP files are automated
 - Daily transmission of files from ODOT to Dominion includes PIPP verification.
 - Intents are included in electronic file.
 - If service is off and eligibility approved before 12:30, contact Dominion at 1-800-362-7557 to restore service.
 - If service is off and eligibility approved after 12:30, no contact is necessary.
- Benefits & Warnings
 - Less phone calls for the agencies - intent information is received electronically overnight.
 - Backlog of PIPP applications reduced --- incorrect information in file can cause delays!
 - Paperwork eliminated --- rejects produced if incorrect information in file -- please verify before sending.



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PIPP Automation

- Began with 2003/2004 heating season
- 21 agencies participated:

Harcatus

Portage Comm Action

Columbiana County CCA

Cleveland Housing

War-Trum CSA

Geauga Co Housing

Sources Comm Service

Stark Co CAA

CEO Cleveland

Ashtabula Co CAA

Wash/Morgan CAA

Lima Allen Cnty Comm Affairs

Lima Allen Cnty CCA

Belmont Co Comm

Kno-Ho-Co CAA

G-M-N Ti-County CAC

HHWP Comm Action Comm

Youngstown Area Comm Action

Akron-Summit Comm Action

Trumbull Comm Action

Van Wert County CAC

Northwestern Ohio CAC



Customer Credit Services

Energy Assistance Programs

- **HEAP**
 - Eligibility - must meet income guidelines
 - Federally funded - administered by the State
 - Provides a credit which is applied to a customer's heating account
 - Appointment does not delay credit action
 - Intent to pay will stop credit action
 - Program dates - generally Nov 1 - Mar 31
- **E-HEAP**
 - Eligibility - disconnect notice or gas off required and must be income eligible
 - Federally funded - administered by the State
 - One time grant of \$175 to stop disconnect or reconnect
 - Appointment does not delay credit action
 - Intent to pay will stop credit action
 - Can be distributed between gas and electric
 - Program dates - generally Nov 1 - Mar 31
- **Weatherization Assistance**
 - Eligibility - customers must meet income guidelines
 - Federally funded - provides grants for weatherization
 - Contact Local Agency for assistance or call 1-800-282-0880
 - Program dates - generally Nov 1 - Mar 31

Customer Credit Services

Energy Assistance Programs-continued

- **EnergyShare**
 - **Eligibility** - disconnect notice required and heating bill must be in applicant's name. Applicant must reside at residence.
 - **All other resources** must be exhausted.
 - **Exception** - Senior Citizens - 60 or older - exempt from disconnect notice - must demonstrate personal crisis.
 - **Sponsored** by Dominion with support of Dominion employees, utility customers, business partners.
 - **Administered** by Salvation Army.
 - **Assists** with any type of winter heating bill.
 - **Payments** go directly to energy vendor.
 - **Program dates** - January 2 - May 30

Customer Credit Services

Energy Assistance Programs-continued

- **Housewarming**
 - Funded annually by Dominion
 - Administered by Cleveland Housing Network (CHN)
 - Eligibility - customers must meet PIPP/HEAP guidelines
 - Provides up to \$1,600 worth of weatherization materials
 - Includes client education on conservation measures
 - Contact is Cleveland Housing Network at 216-574-7100

Web Address

**Don't forget to use the web to access
the bill image!**

[HTTPS://ASSIST.DOM.COM](https://ASSIST.DOM.COM)



#1 - Enter web site address:
<https://assist.dom.com>

Dominion - Energy Assistance Agency Bill Image Access

Please Log In

**User
Name:**

Password:

#3 - Click on "Login"

This site is restricted to authorized users only. If you are an authorized user and need password assistance, call 1-877-224-1772 and ask to speak to the Energy Assistance Security Coordinator.

**#2 - Type in User ID &
Password as assigned**

**Important
Data Security &
Assistance
Information**

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Dominion - Energy Assistance Agency Bill Image Access

Enter 13 digit customer account number without spaces

Include any leading zeros as may be needed

Click on : "Submit"

Account Number:

OR

SSN:

This site is restricted to authorized users only. If you have trouble using this system, call 1-877-224-1772 and ask to speak to the Energy Assistance Coordinator.

OR

Enter 9 digit Social security number with or without dashes

Click on "Submit"

Energy Assistance Agency Bill Image Access



Dominion
It all starts here.

Dominion Energy Assistance Agency Bill Image Access

Account number 6500000028899 is not valid. (

This site is restricted to authorized users only. If you have trouble using this system, call 1-877-224-1772 and ask to speak to the Energy Assistance Coordinator.

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1. Error message displayed if incorrect account # is entered.

2. Use the back button to return to the account # entry screen.



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Pending Account Exists

Customer has contacted
Dominion to reestablish
service.

Dominion - Energy Assistance Agency Bill Image Access

Pending Account Number [REDACTED]

Service is pending at this address
This site is restricted to authorized users only.
If you have trouble using this system, call 1-
877-224-1772 and ask to speak to the Energy
Assistance Coordinator.

No Pending Account Exists

Customer has not contacted
Dominion to reestablish
service.

Final bill image will only be
available for 30 days.

Dominion - Energy Assistance Agency Bill Image Access

Final Bill image for Account: [REDACTED]

Pending Account Number: No pending account for this customer

Turn-on order does not exist for this pending account.
Please contact Dominion to initiate service!

This site is restricted to authorized users only. If you have trouble
using this system, call 1-877-224-1772 and ask to speak to the
Energy Assistance Coordinator.



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Multiple Active Accounts

Customer has more than one active account with Dominion. Please call 1-800-950-7989 for further assistance.



Dominion Energy Assistance Agency Bill Image Access

There are multiple active accounts for SSN: [REDACTED]

This site is restricted to authorized users only. If you have trouble using this system, call 1-877-224-1772 and ask to speak to the Energy Assistance Coordinator.

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Social Security Number does not exist

The SSN entered does not exist in Dominion information system.

Verify SSN.

Try using account number.



Dominion Energy Assistance Agency Bill Image Access

There are not any accounts associated with SSN: [REDACTED]

This site is restricted to authorized users only. If you have trouble using this system, call 1-877-224-1772 and ask to speak to the Energy Assistance Coordinator.

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Customer Credit Services

Disconnect Guidelines

- Disconnects continue year round
- If on a payment plan, disconnects performed on plan arrears

Reconnect Guidelines

- Plan arrears will be accepted to reconnect, plus deposit and reconnection fee.
- If on a plan, one third of total balance accepted to reconnect versus plan arrears.
- After the service has been off for 10 days, the account closes and deposits apply to the final bill. The customer must reapply for service and pay total remaining balance plus deposit and reconnection fee to establish new account.
- Income eligible customers who receive assistance through the Emergency HEAP program will automatically be enrolled (or re-verified) for PIPP.
- During winter, \$175 will be accepted to reconnect if eligible. This option is available only once per heating season.
- Customers using the \$175 option, who are not income eligible for PIPP, will automatically be set up on the Current Plus 1/6 plan with the additional option in the winter to pay 1/3 of the total balance.



Intents to Pay

Gas Service is Off or at Risk of Disconnect

- Customer applying for service at same or new location
 - Customer must apply for service prior to appointment by calling the CSC at 1-800-362-7557 (7 AM to 7 PM).
 - Complete intent to pay form with required data to avoid delays.
 - Contact CSC at 1-800-362-7557 with intent to pay information for same day reconnects (prior to 12:30 but as early as possible).
 - Only fax intent to pay information in emergency situations to Customer Credit Services at 1-866-647-0631.
 - Always have your Agent ID available and please don't hold intents to call in all at once at the end of the time period.
 - Do not call or fax intents received after 12:30 p.m. These are received electronically in a nightly transmission and reconnects are generated automatically.
 - Customer will be billed a reconnect/connect fee.
 - Advise customer that an adult must be at home to avoid delays.
 - Customer may be billed a deposit.

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Medical Certification

- If customer advises of a medical condition, a medical certification letter is mailed or faxed.
- To be eligible, a medical customer must reside at the premise.
- The completed form, signed by a licensed physician, should be faxed to 1-866-461-3737.
- Once the form is returned, the service will not be disconnected for 30 days and the customer is established on a current plus payment plan.
- If service is off, attempt will be made to contact the customer to schedule a reconnect for the same day.
- Customer can use three medicals per household per 12 month period. Credit action will be suspended during this period.
- A new plan is established upon receipt of each medical form.
- At each renewal period, arrears are reset for PIPP customers.



Energy Choice Enrollment

- Customers may choose another supplier of gas service.
- Customers with arrears and no more than one defaulted payment plan may enroll in Energy Choice and be placed on a current plus payment plan with the option to pay 1/3 of the total balance in the winter months.
- Customers with two or more defaulted payment plans in a 12 month period are not eligible for Energy Choice.
- If the arrears are paid on an account or 12 months from the start date of the original payment plan, a customer may enroll in Energy Choice.



Dominion Key Contacts

- Contact Dominion Customer Service Center to advise of intents to pay and to have services restored. Call 1-800-362-7557
- Dominion has new voice response functionality that provides you the option of scheduling a call back from Dominion if our wait times are in excess of 2 minutes.
 - This saves you time, and holds your place in line without you holding on the phone. Simply follow the prompts and the system will automatically call you back when the agent is available to take the intent to pay information.
- To prevent delays, only fax intent to pay information to Customer Credit Services as a last resort. Neither phone calls nor faxes should be used after 12:30 p.m. as the intent to pay information will be received electronically overnight and the reconnect will automatically generate. This is duplication!
- Customer Credit Services - Agency assignment number issues, problems with web access, emergency situations only - Call 1-877-224-1772 - request extensions 6731 or 6729.