

Paying Your Bill

This bill may be paid at any authorized payment agency. Be sure to bring the entire bill when paying in person. For the location of a payment agency near you, please visit www.dom.com or call 1-800-362-7557. Also, pay online anytime at www.dom.com via debit/credit card or electronic check, or call BillMatrix Corporation, toll free at 1-800-573-1153. **Service fee applies.** For your own protection, do not send cash through the mail. Allow six days for payments to be applied to your account. Please record your account number on your check or money order and mail to Dominion East Ohio, PO Box 26785, Richmond, VA 23261-6785. Do not include correspondence with your payment.

ELECTRONIC CHECK CONVERSION – When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. If you do not want your check converted or have questions, please call 1-800-362-7557.

Manage Your Account—Register for free at www.dom.com. Make payments, get e-Bills, view billing and usage history 365 days a year!

Billing, Service Inquiries or Concerns

If you have a billing or service problem, please call Dominion East Ohio first at 1-800-362-7557. If your complaint is not resolved after you have called Dominion East Ohio, or your Energy Choice supplier or governmental aggregator at the number listed on the front of your bill, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance toll free at 1-800-686-7826 or for TTY toll free at 1-800-686-1570 from 8 a.m. to 5 p.m. weekdays, or visit www.puco.ohio.gov. Residential customers may also contact the Ohio Consumers' Counsel (OCC) for assistance with complaints and utility issues toll free at 1-877-742-5622 from 8 a.m. to 5 p.m. weekdays, or visit www.pickocc.org.

EMERGENCY SERVICE . . . We consider it an emergency when you smell a gas odor or when none of your gas appliances are working. Call toll free 1-877-542-2630. Our 24-hour emergency personnel will take your call.

FOR HELP WITH YOUR BILL . . .

There are several programs available that could help you with your winter heating bills. For more information, call us at 1-800-362-7557.

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. 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. If gas service is off, return the signed form within 21 days to restore service.

Energy Choice – This program provides eligible customers the ability to purchase gas from a supplier. To obtain an "Apples to Apples" comparison of available competitive natural gas supplier offers, visit the PUCO Web site at www.puco.ohio.gov or call 1-800-299-7271. Another resource for information is www.DominionGasChoice.com.

HOW TO REACH US . . .

By Internet – Visit us online at www.dom.com to 'Manage Your Account' 365 days a year!

By Phone – Call us at 1-800-362-7557. Our office hours are 7 a.m. to 7 p.m. Monday through Friday.

For Hearing-Impaired Customers – Cleveland customers with a Telecommunications Device for the Deaf can call 216-736-6789. Those in other areas can call toll free at 1-800-633-8903.

By Mail – Write to Dominion East Ohio, PO Box 5759, Cleveland, OH 44101. Please do not include payment with your correspondence. For matters relating to bankruptcy, please write to Dominion East Ohio, PO Box 26666, Richmond, VA 23261.

Form No. 721045(Nov 2009)

If you are moving, or wish to change the name on your account, please call our Customer Service Center telephone number listed on the front of your bill or in your local directory.

If you **are not** moving but wish to change the address where you receive your mail, or if your **address changed** as a result of a **new 911 telephone system**, please enter your new address below.

Please check **one** of the following boxes:

- Address change is both **service** and **mailing** address
- Address change is **service** address only
- Address change is **mailing** address only; if temporary – Expiration Date

Month Day Year

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House No.	N, S, E, W, NW, SE, etc.	Street Name / P.O. Box Number	Blvd., Cir., Dr., Ln., Pl., Rd., St., etc.	N, S, E, W, NW, SE, etc.
Apartment No.	City		State	Zip Code (Zip +4)

The information provided above is **confidential** and strictly for internal use by Dominion East Ohio.