

NEW PIPES INCREASE SAFETY, RELIABILITY



Annual spending on the company's ongoing pipeline infrastructure replacement project has been increased by \$40 million.

With the funding, Dominion East Ohio will be able to replace additional miles of older pipes faster to help increase the safety and reliability of the pipeline system.

The annual outlay for the 25-year, \$4 billion program is now \$160 million.

In 2008, the company began a long-term project to replace 5,500 miles of its older steel, cast-iron, wrought-iron and copper pipelines. The new lines are made of coated steel or plastic.

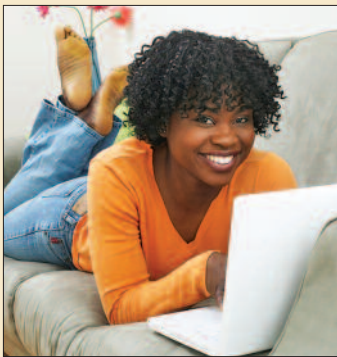
Most of the pipeline to be replaced was installed in the first half of the 1900s.

By replacing almost 25 percent of all our pipelines over the next quarter-century, we will ensure that our distribution system remains reliable and safe well into the future.

Studies indicate that, thanks to the pipeline project, more than 3,000 jobs will be created and state and local government revenues will increase by about \$321 million.

Also, Dominion East Ohio will pay \$3 million in property taxes each year to the communities in which pipelines are replaced.

The increased spending is the result of an agreement recently approved by the Public Utilities Commission of Ohio.



eBill payments: easy, fast and free!

Join the 175,000 customers who receive their bill electronically and get instant access to 12 months of their bill and usage history.

Make your bill payment super-easy by combining eBill with our bank-draft program.

For information, visit www.dom.com. Search: *eBill*.



Interns with Summer on the Cuyahoga, a Community Impact Award recipient, visit the War Memorial Fountain in Cleveland.

Award entries due Nov. 30

The Dominion Foundation is accepting entries for \$100,000 in **Community Impact Awards** through Nov. 30.

The awards recognize cities or organizations that have made an impact in the community.

For more information, visit www.dom.com. Search: *impact*.



Customer service inquiries:

www.dom.com or 1-800-362-7557



Energy assistance available

The **HOUSEWARMING** program provides weatherization assistance to help eligible customers reduce their energy usage.

The program has an educational component that helps customers learn ways to reduce their energy consumption.

Customers can apply through Cleveland Housing Network at **1-888-377-3774**, or online at www.chnnet.com/housewarming.

Get an application for the following programs at post offices and libraries, by calling **1-800-282-0880** or online at www.odod.state.oh.us.

- **HOME ENERGY ASSISTANCE PROGRAM (HEAP)** — Customers can get a credit for their heating bills.
- **WINTER CRISIS PROGRAM** — For one emergency payment between Nov. 1 and March 31.
- **PIPP Plus** — Customers can maintain service by paying 6 percent of their total monthly gross household income each month.
- **HOME WEATHERIZATION ASSISTANCE PROGRAM** — Helps qualified households reduce energy use.

Also, call 211 for free and confidential information.



Grants awarded to Ohio colleges

Ohio colleges are \$215,000 richer today thanks to grants from the Dominion Foundation. Some recipients include:

- **Baldwin-Wallace College** was awarded a \$20,000 grant to train consulting teams to work with local small businesses.
- **Kent State – Tuscarawas** was awarded \$30,000 to develop a Bachelor of Science degree in Green and Alternative Energy.
- **Lakeland Community College** was awarded \$30,000 to create a new Applied Associate of Science degree and certificate program in geospatial technology.

See a list of all recipients at www.dom.com. Search: **grants**.



Pam Patacca

Prevent water pipes from freezing

Frozen water pipes can cause an array of problems — from burst plumbing pipes to damaged walls, ceilings and floors.

So, before colder temperatures take hold, take time to make sure your water pipes do not freeze this winter.

Insulate pipes near outer walls, in crawl spaces and attics. And if you plan to be away from home for an extended period, make sure to keep the heat on in your home.

NYMEX explained

Prices set monthly at the New York Mercantile Exchange, called NYMEX, dictate rates for the company's **Standard Service** and **Standard Choice** offers.

The NYMEX operates like a stock exchange where contracts to buy natural gas and electricity are traded.

Each year, we conduct an auction with gas suppliers to determine the amount that will be added to the month-end NYMEX.

This sets the price for the **Standard Service** and **Standard Choice** offers.

In addition to the month-end NYMEX price, a record-low amount of \$1 per 1,000 cubic feet of gas was added through the most recent auction.

Choice-eligible customers receive the **Standard Choice Offer** unless they choose an **Energy Choice** supplier or participate in a governmental aggregation program.

For more information about Dominion, visit www.dom.com. To contact us, please write to:

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