

# GAS SUPPLY



# CHANGES COMING

In April, customers who still buy natural gas from Dominion East Ohio will be assigned to a supplier.

Once the Public Utilities Commission of Ohio approves suppliers and pricing for a new rate known as the **Standard Choice Offer**, any eligible Dominion customer who already has not selected a supplier will be assigned one.

The supplier's name will be on the Dominion bill. All Standard Choice Offer customers will pay the same price for natural gas.

Please look on your bill under **Current Charges**. If you are listed with a *General Sales Service Rate*, you will be reassigned in April.

Please remember that Dominion will continue to deliver gas to your home or business. The company also will read your meter and respond to emergencies, no matter who supplies your gas.

Remember also that eligible customers can choose their own natural gas supplier under the Energy Choice program.

For current prices and options under Energy Choice, visit or call:

- [www.DominionGasChoice.com](http://www.DominionGasChoice.com)
- [www.puco.ohio.gov](http://www.puco.ohio.gov) (1-800-299-7271)
- [www.pickocc.org](http://www.pickocc.org) (1-877-742-5622)

Most customers already have selected a supplier through Energy Choice and would not be affected by the April changes.

**You do not have to choose a supplier to receive natural gas after April 2009.**



## Go paperless with eBill

Save time, money and the environment.  
It's the right choice.

You will receive an e-mail when your bill is ready.

Then choose your favorite way to pay.  
It's that easy!

To learn more, visit [www.dom.com](http://www.dom.com).  
Keyword: *Ohio eBill*.



Customer service inquiries:

[www.dom.com](http://www.dom.com) or 1-800-362-7557



## Watch out for scams

A scheme alleging that you can pay debts, including utility bills, is under way in Ohio.

Scam artists claim the government owes you money, and you can use the funds to pay off debts.

The swindlers create official-looking documents or “paid-in-full” stamps. They say these stamps can be used to pay off bills.

Of course, the victims are charged a fee for the service.

Some have tried to use these documents to pay utility bills. But since the documents are not legal, the victim may end up having to pay late charges or face a shutoff.

***Don't fall prey to this scam.***

If you need help paying your bill, legitimate payment plans and energy-assistance programs are available for income-eligible households.

For example, Dominion's **EnergyShare** program helps with a heating bill, regardless of fuel type. Call your local Salvation Army for information.

Other programs include:

- The **Home Energy Assistance Program** can provide a credit to your heating bill.
- **Special Winter Assistance** can help avoid a shutoff or to turn gas service back on *once during the heating season until April 15.*
- **Percentage of Income Payment Plan** lets you keep the gas on by paying 10 percent of your total monthly household income.

For details, call **1-800-282-0880**.



## Look out for loved ones

Baby boomers are getting older. So are their parents. And we all are living fuller, more mobile, healthier lives.

For retirees on the go as well as for caregivers, our Third Party Notice provides an avenue for managing an account.

With this notice, a friend, relative or even an agency can be notified if service is in danger of being terminated.

The third party receives a copy of the bill when it contains a termination notice and can take action to make sure gas service continues.

The third party is never obligated to pay the bill.

If you would like to be designated a third party, you can visit [www.dom.com](http://www.dom.com).  
Keyword: ***third-party notice.***

Fill out the enrollment form and mail it to the address listed.

The form must be signed by both parties.



## Low-cost ways to save energy

1. **CHANGE YOUR FURNACE FILTER MONTHLY.** A clean filter removes particles that could decrease your furnace's efficiency.
2. **SEAL DUCTWORK.** Use foil-backed tape or silicone caulking to prevent heated air from leaking into your attic or crawl space.
3. **LOWER THE HEAT.** Set your thermostat between 65 and 70 degrees during the day and 58 degrees at night or when you are away from home. (*Note: 70 degrees is recommended for homes in which there are infants or the elderly.*)

## Hypothermia can strike anytime

Winter's lower temperature increases the chances of hypothermia, a life-threatening condition that occurs when the body temperature drops below 95 degrees.

Hypothermia usually strikes someone outdoors, but it can occur indoors, too.

Even room temperatures as high as the 60s may not

be enough for some people.

Don't let people you love suffer. Make sure they are well fed, bundled up and that their homes are comfortable.

For more information about Dominion, visit [www.dom.com](http://www.dom.com).  
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