



Dominion Standard Choice and Service Offers: Frequently Asked Questions

Beginning in April 2009, customers who have not selected a supplier will see a change on their bills. Current choice-eligible customers receiving their natural gas through the Standard Service Offer (SSO) will be assigned to the Standard Choice Offer (SCO) and the supplier who provides the gas service through the SCO will be listed on the bill.

The following questions and answers are provided by the Office of the Ohio Consumers' Counsel (OCC), your residential utility consumer advocate, to assist you in understanding these changes. **It is critical to stress that there will be no interruption in any customer's natural gas service.** Dominion East Ohio will continue to transport and deliver natural gas to your home.

Q. Why is this change occurring?

A. The Public Utilities Commission of Ohio (PUCO) approved Dominion's request to make changes in the current program including providing the supplier name on the customer's bill.

Q. How was the price for Standard Choice Offer customers determined?

A. In February 2009, Dominion held two auctions, allowing independent natural gas suppliers to bid to supply Dominion SCO and SSO customers with natural gas. To determine the price, the lowest offer bid (\$1.40 per Mcf in both auctions) became the amount added (called the adder) to the wholesale price of gas listed monthly on the New York Mercantile Exchange (NYMEX).

Q. How did the auctions work?

A. Dominion divided the natural gas usage of its customers into portions offered at the auction to participating suppliers. The suppliers were given the opportunity to bid for portions of the supply. An independent online auctioneer, World Energy Exchange, was selected to conduct the auction. The OCC and PUCO monitored the

process and concluded that a fair result was achieved.

Q. How long will the Standard Choice Offer be in effect?

A. The new SCO will go into effect April 1, 2009. The cost of the actual natural gas will vary according to changes in the wholesale cost. The adder amount of \$1.40 will remain the same through March 31, 2010.

Q. Did the auction rate have to be approved?

A. Yes. The winning bid from the auction was submitted to the PUCO for approval. The OCC's position is that the results are a fair representation of competitive market prices.

Q. Will the Standard Choice Offer have to be filed at the PUCO every month?

A. The adder portion of the SCO will remain the same each month, but the actual rate changes each month based on the price on the NYMEX. Dominion will file a monthly tariff change at the PUCO, which retains ultimate authority over the SCO.

Q. What happens when the SCO price ends in March 2010?

A. Another SCO auction will be held in February 2010, setting an adder price that will be effective April 1, 2010 - March 31, 2011. At that time Dominion can either continue to offer the SCO or file suggested changes with the PUCO.

Q. Will my gas service be affected by the change?

A. **No. Dominion will continue delivering gas to your residence**, reading your meter and providing your customer service needs as it always has.



Q. What if I am currently a choice customer?

A. You will continue to receive your natural gas service from the supplier you have selected.

Q. What if I am currently in an aggregation program through my local government?

A. You will continue to receive your natural gas service from the supplier chosen to serve the aggregation program.

Q. If I'm a choice customer and my supplier defaults, or my Gas Choice or opt-in governmental aggregation contract ends, who will supply my natural gas service and at what rate?

A. After receiving your natural gas at the SSO rate (which is the same as the SCO rate) for up to two consecutive billing periods, you will be assigned to a competitive retail gas supplier at which point you may: Contact Dominion and request to remain with the gas company and be billed at the SCO rate or choose to enter a contract agreement with another independent supplier.

While you will not be able to choose which supplier you are assigned through the SCO, all winning bidders must charge the same SCO rate based on the auction results and the price of natural gas at the NYMEX.

If you take no action, you will be randomly assigned to a supplier at that supplier's monthly variable rate.

Q. If I'm a new customer establishing service with Dominion for the first time, or if I'm re-establishing service after being disconnected for more than 10 days, how will my monthly rate be determined?

A. After having received service at the SSO rate for up to two consecutive billing periods, you will be assigned to a retail supplier at the SCO rate.

Q. What if I want to leave the SCO and choose my own supplier?

A. You can do so at any time. You need to be aware that in most cases, if you decide to switch to a different supplier offering a lower rate, it generally takes 45 to 60 days for the new rate to go into effect.

Q. What if I am currently participating in the Percentage of Income Payment Plan (PIPP)?

A. Your natural gas service was determined by a separate wholesale auction. You will receive your natural gas service through a Standard Service Offer (SSO). The adder determined at the SSO auction was also \$1.40 per Mcf and will be added to the NYMEX price to determine your monthly rate. Unlike customers receiving the SCO, you will not see the name of a supplier on your bill.

Q. Who can I call if I have questions about the changes?

A. Residential consumers may call the OCC to ask questions about these changes. The OCC can be reached toll free at 1-877-PICKOCC (1-877-742-5622). Information is also available online at www.pickocc.org.

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The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts. The state agency also educates consumers about electric, natural gas, telephone and water issues and resolves complaints from individuals. To receive utility information, brochures, schedule a presentation or file a utility complaint, residential consumers may call 1-877-PICKOCC (1-877-742-5622) toll free in Ohio or visit the OCC Web site at www.pickocc.org.

The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.

For additional information from the Office of the Ohio Consumers' Counsel:

Call: 1-877-PICKOCC (1-877-742-5622) toll free or (614) 466-8574

Write: 10 West Broad Street, Suite 1800, Columbus, Ohio 43215-3485

E-mail: occ@occ.state.oh.us • Internet Address: www.pickocc.org