

Frequently Asked Questions

What's the latest?

On July 22, 2008, Dominion conducted another auction to secure SSO supplies and determine the new SSO add-on rate for the period September 1, 2008, through March 31, 2009. The new add-on rate of \$2.33 per Mcf will replace the \$1.44 that is currently added to the monthly closing price for the NYMEX.

When will Phase 2 start?

We anticipate that it will start in April 2009.

In February 2009, DEO will hold another set of auctions:

- The first auction will determine the SSO suppliers and the SSO add-on price for PIPP customers and customers ineligible to participate in Energy Choice. DEO will still sell gas to these customers. New customers and customers whose contracts with an Energy Choice supplier have expired may also receive SSO service for up to two consecutive billing periods.
- The second auction will determine the retail suppliers who will win bids to serve customers that are eligible for Energy Choice but who have not yet chosen a supplier, as well as the add-on price to monthly closing NYMEX rate to establish the Standard Choice Offer (SCO) price that will be charged to the customers auctioned.

The results of these auctions must be approved by the PUCO.

Is Phase 2 part of the base rate case?

No. They are two separate filings with PUCO.

I already purchase gas from a supplier. Does this affect me?

No, it doesn't change the contract with your current supplier.

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Frequently Asked Questions (continued)

Will East Ohio make money on this?

No. Dominion will continue to make no profit on the natural gas portion of the bill. Instead, Dominion recovers its operating cost and a return on its investment in pipelines and facilities through its delivery charges.

I'm not with a supplier. Can I still enroll in Energy Choice?

Yes. To participate, customers need to be current on their bill or, if not, they cannot have defaulted on more than one payment plan over the last twelve months. Even after the start of Phase 2, customers on the SCO rate will still be able to choose an Energy Choice supplier or participate in an aggregation program without incurring a penalty.

Will customers see changes in their service from Dominion East Ohio?

No. Dominion will continue to provide its current services, such as the billing, meter reading, emergency response and the ability to contact the company with billing and service questions. The only thing that changes is that Dominion East Ohio will disclose the name of the company that provides the gas supply for customers on the new SCO rate.