

To whom it may concern:

I respectfully want to appeal the court's decision. My main reason is that the company, Dominion Gas, indeed presented a report of their investigation of their own equipment, usually there should be an independent company testing the equipment. I just know that you cannot investigate yourself, it muddies the results of the investigation. I am not saying it is so, but I feel that there could be a bias in their results.

When reviewing the balance owed, it is not clear if I was given an adjustment for the gas that the Technician used to test the meter and ultimately changed it. The bill dated 04/19/23 has an additional amount of \$1.32. In addition there was an tax % charge and late fees that needed adjusted.

As the court is aware there is another account that the court is addressing, both of the accounts address similar issues. This account is somewhat independent of the Archimedes 5 account DOCKET NO. 23-057-10, I understand that the circumstances are similar even though they are different accounts.

When I made the decision to close the account with Dominion Gas, it was with the purpose of having a chance to catch-up and get the balance paid. Because of this I feel that I'm being penalized, the representative said that even if I pay the amount offered, Dominion will demand the amount discounted before I start service again or I will be sent to collections.

My offer was that after all the adjustments, could I be given a discount for paying in full, which it will be paid by a credit card. On top of that they want to charge payment fees. Even though there has been resolution for my claim I am trying to work with Dominion Gas, but it seems that all they want to do is drain one's blood completely.

NOTE: This account was also closed, but according to the representative it was not, so they are going to still try to charge me for the service charge. I let her know that her information is incorrect and I have a recording asking for the cancellation of the account. Recording will be provided.

Unfortunately I have to record every interaction with Dominion Gas because I feel I need to protect myself. It's appalling that they do not want to work with customers and threaten with collections and want to charge to take a payment. It is all about the money.

I am also going to include the test recording that addresses this account. I made to prove that a discount was offered.

The Dominion Gas, automated offer was to pay \$124.08 and I was going to put it on a credit-card and be done with Dominion Gas. I still need the adjustments revised and credited to my account. I am tired of the back and forth especially because a company needs to be transparent and not investigate itself, it doesn't look good. If this request to settle is denied, then I would like to make the payments for the correct amount and not be charged fees for each and every payment.

I'm going to ask the court to give me a couple of days to submit the recording of the messages on the Dominion Gas automated system. Thank you