

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 as of **04/17/2023** has an additional amount of **\$1.33**. In addition there were mistakes on tax % charge and late fees that needed adjusted.

As soon as I received notice of the courts decision, I felt that by my keeping the account open it was just eating at my funds and not helping me towards paying any of the balance that was accumulating. So I called Dominion on the 15th and sat on hold for over 20 minutes and then unfortunately the call dropped, I tried to call back and Dominion was closed for the day. That was Friday, on Saturday I called again and the recording said that they were closed for the weekend. When I was able to talk to a representative on Monday, I called to terminate the account so I wouldn't be charged any more and to give me a chance to catch-up with the payments, she stated that it would take 3 additional days that I would be charged until the technician would physically go to the service address and if there were any delays, then It may be done at a later time. Obviously I would still have to pay for basic service even though everything is turned off in the residence and there is ZERO usage.

I just received another bill dated as of **09/27/2023** and it has an **\$2.01** charge. As I stated, the call to close the account was made Friday 09/15/2023 before the cut off date **09/17/2023** and now they want to charge me an additional **\$2.01** because they wanted 3 days to send a technician to turn off the meter, keep in mind there has not been any usage at all since **March 2023**.

Shortly after I called back to see if I could make payment arrangements I heard a recording offering to just pay an amount **\$112.00**, if I paid in full. I thought with a small discount for paying in full I could satisfy the debt so I put the phone on hold while I retrieved a credit card with the hope to just end the ordeal of having an outstanding balance. Unfortunately when I chose the option to pay, the amount changed, the offer was gone. I tried to call Dominion again with the hope that the recording was going to come on again but it didn't. I asked to speak to a representative but she said that she had never heard of that type of offer. I was made to feel that I was hearing things that did not exist. Unfortunately I did not record the automated systems message so it was my word against the Dominion representatives who suggested that I must have dialed scammers.

Since the representatives didn't want to give me the payment in full discount, I asked to make payments and they also denied this second request and said that my account was going to collections. I really don't think it's legal to take someone to collections when they are willing to make payments. When I asked the representative to honor the offer of discount for full payment they refused and when I asked to make payments they also declined to work with me.

I shared my distress with Dominions heartless decisions, especially during these hard times, where they would rather crucify their struggling clients than work with them. I am trying to work with Dominion, which has denied any system responsibility for the overcharges and gave no real resolution to my claims.

NOTE: As the court is aware, there is another account that the court is addressing, DOCKET NO. 23-057-09 dba My M&Ms LLC, it has the same meter issues as this account DOCKET NO. 23-057-10 dba Archimedes 5 LLC. Being the Archimedes 5 account that has the stronger case because it has something to compare to.: (Unit B) When I called Dominion again about this other account, the recording was there again, I called about the other account to **test** the system, since the first account's recording was not available anymore. And there it was, (thank God), so I recorded it. I felt vindicated. I'm not hearing things or making things up as the representative alluded. **Audio will be provided.** (I was not able to record the original automated message of this account but a similar message was offered on the other account).

The Dominion Gas, automated offer was to pay **\$112.70** 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