



A PHI Company

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September 2, 2014

VIA ELECTRONIC MAIL
AND OVERNIGHT DELIVERY

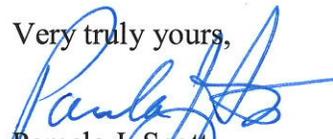
Delaware Public Service Commission
Attn.: Ms. Alisa Bentley
861 Silver Lake Boulevard
Cannon Building, Suite 100
Dover, DE 19904

Re: Bridgette Frazier v. Delmarva Power & Light Company
PSC Docket No. 396-14

Dear Ms. Bentley:

Enclosed please find an original and ten (10) copies of Delmarva's Exceptions to the Hearing Examiner's Report in the above-captioned matter.

Should you have any questions, please do not hesitate to contact me.

Very truly yours,

Pamela J. Scott

Enclosures

cc: Marianne Murphy (w/enclosures)
Maureen Coyne Greto (w/enclosures)
Service List

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF DELAWARE**

IN THE MATTER OF THE COMPLAINT OF)
BRIDGETTE FRAZIER AGAINST DELMARVA) PSC Complaint Docket 396-14
POWER & LIGHT COMPANY CONCERNING)
DISPUTED BILLING CHARGES)
(Filed January 6, 2014))

EXCEPTIONS TO HEARING EXAMINER’S REPORT

Delmarva Power & Light Company (Delmarva), by and through its undersigned counsel, hereby sets forth its exceptions to the Hearing Examiner’s Report in this matter, dated July 3, 2014 (the “Report”), as follows:

1. Paragraph 9 of the Report contains a statement that Ms. Frazier’s dispute involves a charge of \$212.13 for natural gas service. Delmarva takes exception to this statement as the \$212.13 charge is for electric service for the 800 Bennett Street House Account (“House Account”)¹. There is no natural gas service for the House Account. There may have been some confusion about this issue because of the fact that there are three accounts for 800 Bennett Street, two of which have natural gas service. During the course of her testimony, Ms. Frazier focused on the termination of natural gas service for one of the other 800 Bennett Street accounts, 800 Bennett Street, Apt. #2, involving one of her tenants, which may have furthered the confusion.
2. Paragraph 12 of the Report contains a reference to an unpaid gas bill related to the House Account. Again, the reference to gas is incorrect. The unpaid amount for the House Account is for electric service.

¹ Exhibit #7 is the packet of electric bills for the House Account beginning with the January 2013 bill. The electric bill for October 2013 shows the \$212.13 charge for electric services. Exhibit #14 is an Accounts Receivable History Statement for the House Account for electric services and reflects the \$212.13 balance. Exhibit #15 also contains the October 2013 Delmarva Power bill for the amount in question and reflects that this bill is for electric service.

3. Paragraph 15 of the Report refers to “subject gas bills”, again referencing the House Account. The reference should be to electric bills. This Paragraph also states that, “Hearing Exhibit 15 is a Delmarva gas bill for \$212.13 . . .” Hearing Exhibit 15 is a Delmarva electric bill for \$212.13.
4. The Report includes recommendations, at Paragraph 21, that Complainant is responsible for the \$212.13 natural gas bill. As indicated previously, the outstanding bill for \$212.13 is for electric service for the House Account, not for natural gas service.
5. Consistent with the exceptions noted herein, the form of Order at Exhibit “2”, ordering Paragraph 1.a. references natural gas charges for the House Account. References to natural gas charges should be deleted. Paragraph 1. b. references the “\$212.13 natural gas bill.” The reference should be to the “\$212.13 electric bill”.

WHEREFORE, Delmarva moves that the Exceptions to the Report outlined herein be incorporated into the Commission’s final order in this Docket.

By: 

Pamela J. Scott (ID#2413)
Delmarva Power & Light Company
500 N. Wakefield Drive
Newark, De 19702
(302) 429-3143
Attorney for Delmarva Power &
Light Company

Dated: September 2, 2014

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF DELAWARE**

IN THE MATTER OF THE COMPLAINT OF)
BRIDGETTE FRAZIER AGAINST)
DELMARVA POWER & LIGHT COMPANY) PSC Complaint Docket 396-14
CONCERNING DISPUTED BILLING)
CHARGES (FILED JANUARY 6, 2014))

CERTIFICATE OF SERVICE

I, Pamela J. Scott, hereby certify that on September 2, 2014, I caused a copy of the Exceptions to Hearing Examiner's Report to be served upon the parties listed on the attached service list by electronic mail and first class mail.

By: 

Pamela J. Scott (ID#2413)
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SERVICE LIST
Bridgette Frazier v. Delmarva Power & Light Company
PSC COMPLAINT DOCKET No. 386-14

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Bridgette Frazier
631 E. 8th Street
Wilmington, Delaware 19801

September 2, 2014

VIA FIRST CLASS MAIL AND
ELECTRONIC MAIL
Campbell Hay Hearing Examiner
Delaware Public Service Commission
861 Silver Lake Boulevard
Cannon Building, Suite 100
Dover, Delaware 19904

RE: PSC Complaint Docket N. 396-14(Frazier vs. DP&L)

Dear Mr. Hay

Please find enclosed a copy of my exception and response to your findings at the evidentiary hearing held on May 27, 2014.

Enclosure

CC: Service List

Bridgette Frazier

Bridgette Frazier
631 East Eighth Street
Wilmington, Delaware 19801

August 28, 2014

EXCEPTION

To :The Members of Commission

From: Bridgette Frazier

SUBJECT:: IN THE MATTER OF THE COMPLAINT
FILED BY BRIDGETTE FRAZIER
AGAINST DELMARVA POWER & LIGHT
COMPANY CONCERNING DISPUTED
BILLING CHARGES
(FILED JANUARY 6, 2014)

PSC. DOCKET 396-14

Enclosure

CC. Service List

PSC COMPLAINT DOCKET No 396-14

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III. EVIDENCE AT THE EVIDENTIARY HEARING

A. Mrs. Frazier's Claim Regarding Natural Gas Bill

9. Mrs. Frazier first disputes a charge of \$212.13 for the natural gas service(Tr.89)

Reply : Any and all debt associated with 800 Bennett Street Apt. #2 and 631 E. 8th Street prior to November 5, 2012 Final Order Ruling #8234 were paid in full at the completion of this Order #8234 in December 2013.

I am holding this court accountable to follow rules of the Final Order Ruling.

According to Exhibit 14 which purport 800 Bennett Street house account that has only tElectrical service . There is no gas service associated with this account(Ex. 14) .Delmarva's employees was given access to the basement at

8 00 Bennett Street t on October 16, 2009 (Tr. 5) to turn off gas service as per request from Tenant (Kevin Bolden) (Delmarva Answer to my compliant filed on

January 6, 2014) :Delmarva was not in compliance with the Final Order #8234(Ex 2)

On November 14, 2012 Delmarva added the \$212.13 to the order #8234 which was paid in the amount of \$590.39(Ex. 4,) on January 11, 2013 A letter was sent on April 22, 2013

to Marianne Murphy the letter had four pages (Ex.6),(,Ex9) in regards to making the corrections to my 631 E. 8th Street Bill and the fee of \$590.39.. Delmarva ignored my

request(Tr. 17) Four months later, on October 8, 2013 Delmarva sent a letter stating that they billed in error((Ex. 4) The damage was already done , this act of noncompliance has

caused me to loose rent money of \$1,500.00.(Tr. 79) Delmarva had continued to bill

for gas at 800 Bennett Street Apartment #2(Ex.11) even hough the Order#8234 was in

place. from September 17, 2012.(Ex2) This debt was passed on to my tenant Seth Ajayed

in the amount of \$188.71 May 2013. .(Ex 11) is in violation of Order #8234.

10. On cross-examination, witness Salomie Frazier -Cooper , testified that she witness (2) of

Delmarva's employees entered into the basement of 800 Bennett Street on October 16,

2009. (Tr. 6-18)

Reply : Delmarva's Answer to complaint (396-14) filed on February 18, 2014 states that Delmarva denied having access to turn off gas service at 800 Bennett Street Apt.#2. When Delmarva's employees enter into the basement on October 16, 2009 it was for the sole purpose of turning the gas service at Apt.#2.(Tr.6)

11. Mrs. Frazier did not testify that she requested that the gas service to Apartment . 2 be terminated or disconnected.

Reply: Mrs. Frazier was not the customer Mr. Kevin Bolden was the customer. Although Mrs. Frazier was not the customer Delmarva's employees were given access to the basement at 800 Bennett Street on October 16, 2014. Delmarva's employees fail to cap the gas service line to Apartment . 2(Tr.82)

13. According to Exhibit 14, Mrs. Frazier incurred monthly charges which were not paid on 800 Bennett Street house account from at least the beginning of 2012 through and including November 14, 2014.

Reply Any and all debt associated with 800 Bennett Street Apt. #2 and 631 E. 8th Street whether it be gas, electric or both gas and electric prior to November 5, 2012 Final Order Ruling # 8234 were paid in full at the completion of this Order #8234 in December 2013(Ex2). :Delmarva was not in compliance with the Final Order #8234(Ex 2) On November 14, 2012 Delmarva added the \$212.13 to the order #8234 which was paid in the amount of \$590.39(Ex. 4,(Tr 16)) on January 11, 2013 A letter was sent on April 22, 2013 to Marianne Murphy the letter had four pages (Ex.6) (,Ex9) regards to filing a complaint with the State of Delaware, sending out bills, charges of \$590.39 and making the corrections to my 631 E. 8th Street Bill Delmarva ignored my request(Tr. 17) Four months later, on October 8, 2013 Delmarva sent a letter stating that

they billed in error((Ex. 4) The damage was already done , this act of noncompliance has caused me to loose rent money of \$1,500.00.(Tr. 14) Delmarva had continued to bill for gas at 800 Bennett Street Apartment #2 Although the Order#8234 was in place. from September 17, 2012.(Ex 2) This debt was passed on to my tenant Seth Ajayed in the amount of \$188.71 May 2013. .(Ex 11) This debt is in violation of Order #8234 I am holding this court accountable to follow rules of the Final Order Ruling Law.

14. Ms, Murphy testified that , in a multi-unit building like Mrs. Frazier 's building , when a tenant terminate gas service , it is not Delmarva's practice to disconnect gas service to entire property.

Reply: On October 16, 2009 went to 800 Bennett Street for the sole purpose to honor the request of Kevin Bolden to terminate both gas and electric at the Apartment .2 Delmarva employee was given access to both premises and the basement of 800 Bennett Street (Tr. 7)and they failed to capped the gas service to Apartment . 2.(Tr. 82)

15. Next, Mrs. Frazier claims that she never received any of the subject gas bills.(Tr. 91-92)

However, Delmarva's Marianne Murphy testified that the bills were being mailed to Mrs. Frazier at 909 North Church Street Wilmington, Delaware 19801
Hearing Exhibit 15 is Delmarva's gas bill for \$212.13 with bill issues date of October 23, 2012 for service at 800 Bennett Street house meter

Reply :Any and all debt associated with 800 Bennett Street Apt. #2 and 631 E. 8th Street whether it be gas , electric or both gas and electric prior to November 5, 2012 Final Order Ruling # 8234 were paid in full at the completion of this Order #8234 in December 2013. I am holding this court accountable to follow rules of the Final Order Ruling Law. :Delmarva was not in compliance with the Final Order #8234(Ex 2)
On November 14, 2012 Delmarva added the \$212.13 to the order #8234 which was paid

in the amount of \$590.39(Ex. 4,) on January 11, 2013 A letter was sent on April 22, 2013 to Marianne Murphy the letter had four pages (Ex.6),(,Ex9 in regards to making the correction to my 631 E. 8th Street Bill and the fee of \$590.39.. Delmarva ignored my request(Tr. 17) Four months later, on October 8, 2013 Delmarva sent a letter stating that they billed in error((Ex. 4) The damage was already done , this act of noncompliance has caused me to loose rent money of \$1,500.00.(Tr. 14 , Delmarva had continued to bill for gas at 800 Bennett Street Apartment #2 even hough the Order#8234 was in place. from September 17, 2012.(Ex. 2) This debt was passed on to my tenant Seth Ajayed in the amount of \$188.71 May 2013. .(Ex 11) This debt is in violation of Order #8234.

B. Mrs. Frazier's Claim Regarding Electric Bill

16. Mrs. Frazier has also, disputed the electric usage charged to her Delmarva electric bill for the same 800 Bennett Street house meter account.(Tr. 65, 80) According to Mrs. Frazier , although there usage, she did not use \$66.75 in electric service from November 21, 2013 through December 10, 2013.

Reply: On average consumption of monthly electrical service it ranges from \$11.00 to \$15.00. per month.(Tr.79)

17. According to Delmarva's Marianne Murphy, Mrs. Frazier has a smart meter for electric service at the property.

Reply: Smart meter could have had issues and past history consumption does not validate this charge of \$66.75 for one month worth of service.(Ex 12 and 13)

18. Additionally, Delmarva admitted into evidence a second larger computer-generated graph reflecting the same information.

Response; The only conclusion is that with past history and consumption it does not validate or warranted this kind of charge.(Ex12 and 13)

Respectfully submitted by:

Bridgette Frazier