

STATE OF VERMONT
PUBLIC SERVICE BOARD

Docket No. 7059

Petition of Anne Harmony vs. Green Mountain)
Power Corporation in re: billing and usage)
dispute for service at her residence in Putney,)
Vermont)

Order entered: 11/6/2009

ORDER CLOSING DOCKET

I. REPORT

This proceeding arose from a complaint filed with the Public Service Board ("Board") by Anne Harmony on July 23, 2004, in connection with a dispute with Green Mountain Power Corporation ("GMP") over bills for electric service at a now former residence in Putney, Vermont. Ms. Harmony's complaint alleged that GMP had erred in its calculations of amounts due on her account and in its measurement of electric power usage at her home since April 2002. Believing that the charges on her account were inflated, Ms. Harmony thereafter made bill payments in accordance with her average monthly electric charge dating back to 1999.¹

A technical hearing in this matter was held on April 12, 2005. In order to resolve certain ambiguities in the record, the previous hearing officer² held a workshop on February 7, 2007. At the workshop, GMP and Ms. Harmony indicated that they would have further discussions to determine whether or not they could come to agreement to resolve this proceeding.

1. Petition of Anne Harmony filed with the Board on July 23, 2004. GMP's records indicated a balance due on the account of \$740.06 as of April 17, 2005.

2. I was appointed as the new hearing officer in this docket on July 31, 2009, to replace Judy Kasper, who is no longer with the Board.

The last activity by the parties in this docket was a filing by GMP on March 12, 2007. GMP stated that, because no new information had arisen regarding Ms. Harmony's account at the workshop, GMP did not believe it had a basis to make any adjustment on the amount owed by Ms. Harmony. GMP indicated, however, that, following its normal course for collections, it would retire her unpaid balance to its bad debt write-off account. GMP also noted that Ms. Harmony had closed her account and moved to another address outside GMP's service territory.

Based on a review of the existing record, the absence of any activity in this docket for over two and one-half years, the decision by GMP to retire the disputed balance on the account to its bad debt write-off account, and Ms. Harmony's relocation to an address outside of GMP's service territory, I concluded that there was a question as to whether there remained a dispute that needed to be resolved by the Board. By memorandum dated August 31, 2009, the Clerk of the Board ("Clerk") indicated that the Board would issue an order closing this docket unless one of the parties notified the Board that it opposed the dismissal of this proceeding. No party has filed any notice with the Board opposing closure of this docket.

This report is made to the Board pursuant to 30 V.S.A. § 8. As no objection to the dismissal of this proceeding was made in response to the Clerk's memorandum of August 31, 2009, this report is not adverse to the interest of any party. It therefore has not been circulated to the parties pursuant to 3 V.S.A. § 811.

Dated at Montpelier, Vermont, this 4th day of November, 2009.

s/Lars Bang-Jensen
Lars Bang-Jensen
Hearing Officer

II. ORDER

IT IS HEREBY ORDERED, ADJUDGED AND DECREED by the Public Service Board of the State of Vermont that:

1. The report of the Hearing Officer is accepted.
2. This docket shall be closed.

Dated at Montpelier, Vermont, this 6th day of November, 2009.

s/James Volz)	PUBLIC SERVICE
)	
)	
s/David C. Coen)	BOARD
)	
)	OF VERMONT
s/John D. Burke)	

OFFICE OF THE CLERK

FILED: November 6, 2009

ATTEST: s/Susan M. Hudson
Clerk of the Board

NOTICE TO READERS: This decision is subject to revision of technical errors. Readers are requested to notify the Clerk of the Board (by e-mail, telephone, or in writing) of any apparent errors, in order that any necessary corrections may be made. (E-mail address: psb.clerk@state.vt.us)

Appeal of this decision to the Supreme Court of Vermont must be filed with the Clerk of the Board within thirty days. Appeal will not stay the effect of this Order, absent further Order by this Board or appropriate action by the Supreme Court of Vermont. Motions for reconsideration or stay, if any, must be filed with the Clerk of the Board within ten days of the date of this decision and order.