**STATE OF SOUTH CAROLINA**

Mattie and David Mintz,

Complainant/Petitioner,

v.

South Carolina Electric & Gas Company,

Defendant/Respondent.

**BEFORE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA**

**COVER SHEET**

**DOCKET NUMBER: 2012 - 80 - E**

(Please type or print)


**Submitted by:** Matthew W. Gissendanner
**Address:** SCANA Corp.
220 Operation Way, MC-C222
Cayce, SC 29033-3701

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NOTE: The cover sheet and information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is required for use by the Public Service Commission of South Carolina for the purpose of docketing and must be filled out completely.

## DOCKETING INFORMATION (Check all that apply)

☐ **Emergency Relief demanded in petition** ☐ **Request for item to be placed on Commission's Agenda expeditiously**

☐ **Other:**

| INDUSTRY (Check one) | NATURE OF ACTION (Check all that apply) | | |
|---|---|---|---|
| ☒ Electric | ☒ Affidavit | ☒ Letter | ☐ Request |
| ☐ Electric/Gas | ☐ Agreement | ☐ Memorandum | ☐ Request for Certificatio |
| ☐ Electric/Telecommunications | ☒ Answer | ☒ Motion | ☐ Request for Investigatior |
| ☐ Electric/Water | ☐ Appellate Review | ☐ Objection | ☐ Resale Agreement |
| ☐ Electric/Water/Telecom. | ☐ Application | ☐ Petition | ☐ Resale Amendment |
| ☐ Electric/Water/Sewer | ☐ Brief | ☐ Petition for Reconsideration | ☐ Reservation Letter |
| ☐ Gas | ☐ Certificate | ☐ Petition for Rulemaking | ☐ Response |
| ☐ Railroad | ☐ Comments | ☐ Petition for Rule to Show Cause | ☐ Response to Discovery |
| ☐ Sewer | ☐ Complaint | ☐ Petition to Intervene | ☐ Return to Petition |
| ☐ Telecommunications | ☐ Consent Order | ☐ Petition to Intervene Out of Time | ☐ Stipulation |
| ☐ Transportation | ☐ Discovery | ☐ Prefiled Testimony | ☐ Subpoena |
| ☐ Water | ☒ Exhibit | ☐ Promotion | ☐ Tariff |
| ☐ Water/Sewer | ☐ Expedited Consideration | ☐ Proposed Order | ☐ Other: |
| ☐ Administrative Matter | ☐ Interconnection Agreement | ☐ Protest | |
| ☐ Other: | ☐ Interconnection Amendment | ☐ Publisher's Affidavit | |
| | ☐ Late-Filed Exhibit | ☐ Report | |

Matthew W. Gissendanner
Senior Counsel

matthew.gissendanner@scana.com

March 1, 2012

**VIA ELECTRONIC FILING**

Josh M. Minges, Esquire
**Public Service Commission of South Carolina**
101 Executive Center Drive
Columbia, South Carolina 29210

RE: Mattie and David Mintz v. South Carolina Electric & Gas Company Answer and Motion to Dismiss of South Carolina Electric & Gas Company, Docket No. 2012-80-E

Dear Mr. Minges:

On or about February 14, 2012, Mattie and David Mintz (the "Mintzes") commenced the instant action by filing a complaint with the Public Service Commission of South Carolina ("Commission"). By way of this letter, South Carolina Electric & Gas Company ("SCE&G") hereby responds to the complaint and respectfully requests that the Commission dismiss the Mintzes' complaint on the grounds that they have failed to state a claim upon which relief can be granted. While the Commission is considering SCE&G's request, the Company also requests that the Commission toll the deadline for filing direct testimony in the above-referenced docket.

On January 27, 2012, SCE&G sent the Mintzes a bill for electric service provided to their residence at 162 Carribell Road, in Eutawville, South Carolina, from December 22, 2011 to January 25, 2012 (the "January 2012 Bill"). That bill, which totaled $344.78, included charges for electric service totaling $331.90. The Mintzes' January 2012 Bill for electric service is attached hereto as Exhibit A with confidential customer account information redacted. In their complaint, the Mintzes complain that the January 2012 Bill "is wrong and not right because the weather was to[o] warm for this kind of bill" and requests that SCE&G "stop raising [the] light bill when it [is] not that price" and that SCE&G "check the meter box right and put what [is shown] on [the] box."

Based on its reading of the Mintzes' complaint, SCE&G understands the Mintzes to complain about SCE&G's electric weather normalization adjustment ("eWNA").



(Continued . . .)

Under the eWNA, SCE&G calculates a rate adjustment for each eWNA customer group under rate schedules 1, 6, 8, and 9 for each revenue month and meter reading cycle. After the meters are read for a particular cycle, the Company accumulates the weather for that cycle and calculates the deviation of the weather from normal. Based on this data, a factor is determined to adjust the impact of above or below average weather on the margin component of the customer's bill. In short, the eWNA is designed to adjust the rate that customers are charged for electricity consumed to account for abnormal weather; in no circumstance is a customer charged for electricity that was not consumed.[1]

The eWNA was approved by the Commission in Order No. 2010-471. Accordingly, the Mintzes' complaint fails to allege that SCE&G violated any applicable statute, rule, regulation, or order administered or issued by the Commission.

Moreover, to confirm that the Mintzes' meter was functioning properly and that the electricity consumption on their January 2012 Bill reflected actual usage, SCE&G conducted an in-field electric meter test of the Mintzes' meter on February 24, 2012. Consistent with SCE&G's standard practice, two separate tests were conducted on the Mintzes' meter. The tests were conducted in accordance with applicable Commission regulations, and the customer was at home for both tests. A copy of the results from the in-field electric meter tests for the Mintzes' meter is attached hereto as Exhibit B with confidential customer account information redacted. These results demonstrate that the Mintzes' meter was within calibration and functioning properly.

Based upon the foregoing, SCE&G respectfully requests that the Mintzes' complaint be dismissed. Moreover, SCE&G requests that while the Commission is considering the Company's request, the Commission toll the deadline for filing direct testimony in this docket.

Any statement or allegation not specifically admitted herein is denied. By copy of this letter, we are serving this answer and motion to dismiss and the affidavit of Marsha H. Klatt upon the Mintzes as well as counsel for the ORS and enclose a certificate of service to that effect.

Moreover, by copy of this letter, we are also informing the Mintzes that, pursuant to Commission Regulation 103-829, their response to this motion is due

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[1] The eWNA resulted in an upward adjustment of $37.46 on the Mintzes' January 2012 Bill. However, as of January 27, 2012, and including the upward adjustment on the January 2012 Bill, the Mintzes have received total net downward adjustments to their electric bills of $114.61 since the inception of the eWNA in August 2010.

within ten (10) days after service of the motion. According to our calculations, the Mintzes' response is due on or before March 12, 2012.

If you have any questions or concerns, please do not hesitate to contact us.

Very truly yours,

Matthew W. Gissendanner

MWG/mcs

cc: Mattie and David Mintz
John W. Flitter
Jeffrey M. Nelson, Esquire
(all via U.S. First Class Mail w/enclosure)

**BEFORE**

**THE PUBLIC SERVICE COMMISSION OF**

**SOUTH CAROLINA**

**DOCKET NO. 2012-80-E**

| | | |
|---|---|---|
| **IN RE:** | ) | |
| | ) | |
| Mattie and David Mintz, | ) | |
| | ) | |
| Complainant/Petitioner, | ) | |
| | ) | **AFFIDAVIT** |
| v. | ) | |
| | ) | |
| South Carolina Electric & Gas Company, | ) | |
| | ) | |
| Defendant/Respondent. | ) | |
| | ) | |

Personally appeared before me Marsha H. Klatt who, having first been duly sworn, deposes and states as follows:

1. My name is Marsha H. Klatt and I am a Senior Analyst for South Carolina Electric & Gas Company ("SCE&G" or "Company"). Among other things, I am responsible for the investigation of customer complaints received through the South Carolina Office of Regulatory Staff as well as customer complaints filed with the Public Service Commission of South Carolina ("Commission") requesting a hearing before the Commission. I am competent to make this affidavit.

2. This affidavit is based upon my personal knowledge and review of documents received and maintained in the ordinary course of business by SCE&G. I am familiar with the records of SCE&G that pertain to Mattie and David Mintz and have personally worked on the documents and records concerning Mr. and Mrs. Mintz.

3. I assisted SCE&G's attorney in preparing the Company's Answer and Motion to Dismiss dated March 1, 2012. The Company's Answer and Motion to Dismiss was filed in response to the Complaint of Mr. and Mrs. Mintz, which was filed with the Public Service Commission of South Carolina on February 14, 2012. I have read the Answer and Motion to Dismiss and verify that the information contained within the Answer and Motion to Dismiss is true and accurate to best of my knowledge, information and belief.

FURTHER AFFIANT SAYETH NOT.

Marsha H Klatt

Marsha H. Klatt

Sworn to and subscribed before me
this 1st day of March, 2012

Notary Public for South Carolina
My Commission Expires: 5/30/2017

SCE&G
A SCANA COMPANY

www. sceg.com

**SERVICE FOR**
MATTIE MINTZ
162 CARRIBELL RD
EUTAWVILLE SC 29048-9137

**ACCOUNT NUMBER**
[redacted]

**DATE DUE**
Feb 16 2012

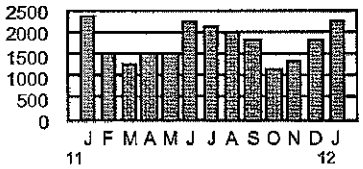
**AMOUNT DUE**
$344.78

**CUSTOMER SERVICE - 24 HOURS A DAY**
1-800-251-7234, toll-free

**EMERGENCY SERVICE - 24 HOURS A DAY**
*Gas leaks, downed lines or power outages*
1-888-333-4465, toll-free

**STATEMENT DATE**
Jan 27 2012

***Electric Usage History*** *- kWh*




| | Jan 11 | Jan 12 |
|---|---|---|
| kWh used | 2418 | 2291 |
| Avg regional temp | 43 | 53 |
| Days in billing period | 33 | 34 |
| Cost | $243.97 | $316.65 |

For a complete set of tools to analyze your usage, log on to sceg.com.

## *ACCOUNT SUMMARY*

| | |
|---|---|
| Previous Bill Amount | $277.93 |
| Payment Received 01/06/12 THANK YOU | -278.00 |
| Current Charges | 344.85 |
| **Amount Due on 2/16/12** | **$344.78** |

*A late payment charge of 1.5% may be added to any balance remaining 25 days after billing. Any remaining balance after 5:00 PM on 2/27/12 is subject to late payment charges.*

## *SUMMARY OF CURRENT CHARGES*

| | |
|---|---|
| Electric Charges | $331.90 |
| Other Charges & Credits - Unregulated | 12.95 |
| ***Total Current Charges*** | ***$344.85*** |

***View your Past Bills and Usage History Online!*** *- In addition to giving you the convenience of viewing and paying your current bill online, SCE&G's account services also allow you to view and compare your past bills, usage history and rates for the last two years. It's one more way SCE&G is working to provide you with the highest level of flexibility and convenience available.*

*To register, simply visit sceg.com and enter Account Number:* [redacted] *and activation code:* [redacted]

To view your account online, go to sceg.com and enter the following activation code: [redacted]

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

SCE&G
A SCANA COMPANY

ACCOUNT NUMBER
[redacted]

DATE DUE
**Feb 16 2012**

AMOUNT DUE
**$344.78**

0000000000334 16 RG 027100547

MATTIE MINTZ
162 CARRIBELL RD
EUTAWVILLE SC 29048-9137

PO Box 100255
Columbia, SC 29202-3255

Please enter amount enclosed.
$

Write account number on check and make payable to SCE&G.

[redacted]

SCE&G
A SCANA COMPANY

www. sceg.com

| CUSTOMER SERVICE | ACCOUNT NUMBER | |
|---|---|---|
| 1-800-251-7234 | [redacted] | |
| **STATEMENT DATE** | **DATE DUE** | **AMOUNT DUE** |
| Jan 27 2012 | Feb 16 2012 | $344.78 |

***Payment Options***

**By Mail:** Pay by check or money order in the enclosed envelope.

**Online:** Visit sceg.com to pay directly from your bank account or credit card.

**By Phone:** Call 1-800-450-9160, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of $3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

**Business Office:** Visit an SCE&G business office located near you to pay in person. This is a free service.

*HOLLY HILL OFFICE, 1085 GILWAY AVE, HOLLY HILL SC 29059*

**Unauthorized Payment Agencies:** Additional payment centers may exist in your area that are not SCE&G authorized payment locations. While these unauthorized locations may accept your SCE&G payment, they will charge a fee for doing so, and your payment will be delayed in reaching SCE&G.

## *CURRENT CHARGES*

### Electric Charges

**RATE PLAN**
008 - Residential Service

**METER READING**
Electric Meter read on 01/25/12 at 10:21 am
*(Next scheduled read date 2/23/12)*

| METER NO. | BILLING PERIOD | DAYS | CURRENT | | PREVIOUS | | CONSTANT | | KWH |
|---|---|---|---|---|---|---|---|---|---|
| 001760066 | 12/22/11 - 1/25/12 | 34 | 65835 | - | 63544 | X | 1 | = | 2,291 |

| | |
|---|---|
| Basic Facilities Charge | 8.50 |
| First 800 kWh X ($ 0.121310 + $ 0.016350 WNA) | 110.13 |
| Next 1491 kWh X ($ 0.116460 + $ 0.016350 WNA) | 198.02 |
| Overhead Pvt St Lights | 15.25 |
| **Total Electric Charges** | **$331.90** |

### Other Charges & Credits - Unregulated

***Your electric and/or natural gas service may not be terminated for failure to pay for the following unregulated services.***

| | |
|---|---|
| ServiceCare Appliance Repair | 12.95 |
| **Total Other Charges & Credits - Unregulated** | **$12.95** |

**For your convenience,** your SCE&G and ServiceCare bills have been combined into one statement. If you have any questions regarding your ServiceCare account, please call 1-800-796-8889.

**Electronic check conversion.** When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

SCE&G
A SCANA COMPANY

www. sceg.com

| CUSTOMER SERVICE | ACCOUNT NUMBER | |
|---|---|---|
| 1-800-251-7234 | [redacted] | |
| STATEMENT DATE | DATE DUE | AMOUNT DUE |
| Jan 27 2012 | Feb 16 2012 | $344.78 |

**Third Party Notification Program** is a safety net that allows others to be aware of a situation that may affect your energy service, especially during extreme weather conditions. This program gives you the option of naming another person (such as a friend, relative, neighbor, clergy or social agency) to receive a copy of any disconnection notice sent to you. ***The third party is not responsible for paying the bill.*** Call 1-800-251-7234 to enroll.

SCE&G

# SCE&G CERTIFICATE OF IN-FIELD ELECTRIC METER TEST

Meter Number: 1760066 Test Date: 2/24/12
Customer: Mattie Mintz Tested By: Coons
Premise Address: 162 Carrihell Rd Account No: [redacted]
City: Eutawville Zip Code: 29048

| | | |
|---|---|---|
| Full Load % Registration: | 100.12 | 100.12 |
| Light Load % Registration: | 100.01 | 100.01 |
| Weighted Average % Registration: | 100.1 | 100.10 |
| Meter Within Calibration? | Yes | Yes |

Remarks: 67887 - Index Vo Hage 243
Customer was present

Follow Up (if necessary):

**Explanation of High Bill Test**

In order to determine the accuracy of a meter, the meter is tested at two test points, one representing normal (full) load conditions and another representing light load conditions. The result of the normal load condition test is noted as *Full Load % Registration* above. The result of the light load condition test is noted as *Light Load % Registration*. The overall accuracy of the meter is indicated by *Weighted Average % Registration*.

*Weighted Average % Registration* is calculated as below:
*Weighted Average % Registration* = [(4 X *Full Load % Registration*) + *Light Load %Registration*] / 5

The *Weighted Average % Registration* is the value that is used to determine if billing adjustments are necessary and warranted. S.C. Public Service Commission regulation 103-340 requires adjustment of customer's bill for errors in percent registration greater or less than 2%. Any *Weighted Average % Registration* between 98.01 and 101.99 is considered within calibration and no bill adjustments will be made.

This also certifies that the above listed meter was tested in-field by an SCE&G Energy Services Representative. All equipment used in this test has been calibrated with instruments whose accuracy can be traced to the National Institute of Standards and Testing (NIST). The limits of accuracy for watthour meters are governed by the South Carolina Public Service Commission.

Should you have any further questions, please call the Energy Information Services Department line at 1.866.660.3704.

Home Energy Check up

**BEFORE**

**THE PUBLIC SERVICE COMMISSION OF**

**SOUTH CAROLINA**

**DOCKET NO. 2012 - 80 - E**

**IN RE:**

| | | |
|---|---|---|
| Mattie and David Mintz,<br><br>Complainant/Petitioner,<br><br>v.<br><br>South Carolina Electric & Gas Company,<br><br>Defendant/Respondent. | ) | **CERTIFICATE OF SERVICE** |

This is to certify that I have caused to be served this day one (1) copy of South Carolina Electric & Gas Company's **Answer and Motion to Dismiss and Affidavit of Marsha H. Klatt,** via First Class U.S. Mail to the persons named below at the addresses set forth:

John W. Flitter
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

Jeffrey Nelson, Esquire
Office of Regulatory Staff
1401 Main Street, Suite 900
Columbia, SC 29201

Mattie and David Mintz
162 Carribell Road #403
Eutawville, SC 29048

Mary C. Salane

Columbia, South Carolina
This 1st day of March, 2012