

Case# 101225- Mr. Joseph W. DeMartino

National Grid would like to appeal Mr. Thompson's findings with respect to case# 101225 as the hearing officer did not consider evidence presented for review.

The customer states in his final bill dispute "It appears I neglected to notify N. Grid I'm sorry for the oversight". It was the customer's responsibility to notify us when he moved out of his residence. National Grid has no way of knowing when a customer moves out of a location unless they call us to disconnect service. It's the customer's responsibility to inform us.

As you can see by the attached, National Grid has informed the customer twice this is a civil dispute between the customer and his landlord of which National Grid or the PSC can not be involved in or referee.

National Grid feels the customer is the responsible party in this matter and the Informal Hearing decision should be overturned.

Greg Ladd  
National Grid - Senior Supervisor  
Customer Satisfaction & Regulatory Compliance

*Please see highlighted info*  
nationalgrid

Date: 7-16-10

**FINAL BILL DISPUTE INSTRUCTIONS**

Recently, you contacted us requesting a review of a dispute you may have with National Grid. In an effort to facilitate the resolution of your dispute, please complete the applicable portion of this form.

Collection efforts on this disputed account will be suspended for up to fifteen (15) days. However, if we do not receive the necessary information from you, or your information is not complete within the fifteen (15) days, collection efforts will resume on the disputed amount. If we do not hear from you within the fifteen (15) days, we will assume that you do not wish to pursue this matter, and will consider your dispute inquiry closed.

National Grid will notify you in writing of the final results of your dispute.

**ALL QUESTIONS PERTAINING TO YOUR DISPUTE MUST BE ANSWERED AND ALL DOCUMENTS THAT SUPPORT YOUR CLAIM MUST BE ATTACHED TO THIS FORM.**

Account number: 11 [REDACTED]

Amount in dispute: \$ Approx 850-

Is this disputed information listed on your credit report? Yes ☐ No ☐ Unknown ☒

Your name: Joseph Dellantore

Current address: [REDACTED]

Current mailing address, if different: \_\_\_\_\_

How long have you been at this address? Approx 18 mo.

Current phone number: [REDACTED]

Your social security number: [REDACTED]

(While not required, if you do not provide your social security number, you must submit two (2) alternate forms of identification. (See Page 5))

Previous address: [REDACTED]

From: 5-25-08 To: 8-25-09

Previous address: [REDACTED]

From: 2004 To: 2008

National Grid has outlined several possible reasons for which a customer may be disputing a bill. Please check all that pertain to your claim and follow the directions for that section; you may choose more than one.

- ☐ You are claiming that someone used your name and social security number without your permission. Please fill out all questions and provide the proper documentation requested in **Section I - FRAUD** and/or **Section 1A Minor**, on page 3 of this packet.
- ☒ You are claiming that you were billed beyond the dates that you resided at or owned the property. Please fill out all questions and provide proper documentation requested in **Section II - BILLING DATES**, on page 4 of this packet.
- ☐ You are claiming that you have already paid the debt. Please fill out all questions and provide proper documentation requested in **Section III - BILL PAID**, on page 4 of this packet.

Additional Comments/Explanations:

I vacated [REDACTED] dr on 8-25-09  
(Documentation enclosed)  
~~I appear I neglected to notify N. Grid~~  
~~I'm sorry for this oversight.~~  
Also enclosed is documentation from the  
landlord of the New Lease. People  
who have seemed to enjoy free elec.  
for months. If you notice my payments  
were always current until I moved out.  
Then there were no payments made  
for over a year.  
I don't understand why service was  
not interrupted

Thank you [REDACTED]

## **SECTION IA – MINOR**

In order to process your dispute for **SECTION IA – MINOR** you will be required to answer all questions in this section and send in the following documents:

- ◆ A copy of a **Police Report** is required (page 5)
- ◆ A copy of your **Birth Certificate** is required
- ◆ If obtainable, a **Statement of Responsibility** can be sent in for this section (page 5)

1. What is the address you are disputing? (house number, street, city, zip code)

\_\_\_\_\_

2. Did you ever live at the disputed address? Yes ☐ No ☐

3. Do you know who lived there during the disputed dates? Yes ☐ No ☐

If yes, who: \_\_\_\_\_ Relationship \_\_\_\_\_

4. Date of Birth: (Month/Day/Year) \_\_\_\_\_

## **SECTION II – BILLING DATES**

In order to process your dispute for **SECTION II – BILLING DATES** you will be required to answer all questions in this section and send in the following documents:

- ◆ Acceptable **Proof of Residency** is required. (See page 5)

1. What is the address you are disputing? (house number, street, city, zip code)

[REDACTED]

2. What dates did you reside at or own the disputed address?

From 5-25-08 To 8-25-09

3. Did you call National Grid to disconnect service? If so, on what date did you call to have services disconnected at the disputed address? (Month/Day/Year).

It appears I neglected to do so.

4. What telephone number did you call from to request disconnection of service? (Please include area code).

\_\_\_\_\_

5. At the time of your disconnect, did you request a connect for new services at another National Grid address?

Yes ☐

No ☐

Don't Apply

If yes, at what address? (house number, street, city, zip code)

\_\_\_\_\_

## **SECTION III – BILL PAID**

In order to process your dispute for **SECTION III – BILL PAID** you will be required to answer all questions in this section and send in the following documents:

- ◆ A copy of the **Cancelled Check** is required (see page 5)

1. What is the address you are disputing? (house number, street, city, zip code)

\_\_\_\_\_

2. Please tell us where, when, and to whom the payment was made.

\_\_\_\_\_

## **ADDITIONAL DOCUMENTATION**

Throughout this packet additional documentation to support your dispute may be required. Here is a list of acceptable documentation and brief descriptions:

**PROOF OF RESIDENCY** for the disputed address or for the residence at which you actually resided during the disputed time frame.

### **Acceptable forms of Residency include:**

- ◆ Lease
- ◆ Deed
- ◆ Bill of Sale
- ◆ Notarized landlord statement (requires signature of Landlord)
- ◆ Recent mortgage statement
- ◆ Utility/Auto Insurance bills
- ◆ Vehicle/Voter Registration

**FORMS OF IDENTIFICATION** 2 forms of identification are needed IF you do not provide us with your social security number.

### **Acceptable alternate forms of identification include:**

- ◆ Driver's License
- ◆ Sheriff's Card
- ◆ Passport
- ◆ Work Stub
- ◆ Benefits card for DSS
- ◆ Social Security Card
- ◆ Military ID
- ◆ Student ID
- ◆ Birth Certificate
- ◆ Green Card

**POLICE REPORT** This is obtained by contacting your local police department and explaining all the facts of your suspected criminal impersonation. In the summary of the police report National Grid must be listed as a claimant as well as the amount in dispute and the person you suspect may have used your name illegally. You must be prepared to prosecute the person who fraudulently obtained service in your name to the fullest extent of the law.

**STATEMENT OF RESPONSIBILITY** This statement must be provided by the person who is actually responsible for your bill. The statement must include their full name, their social security number, current mailing address and current phone number. This statement must include the responsible person's notarized signature.

**PROOF OF INCARCERATION** This document must be official incarceration papers and must include the date incarcerated and the date of release.

**CANCELLED CHECK**, a copy of the front and the back of the cashed check used for payment of your account  
**IS** required.

**PLEASE RETURN THIS PACKET AND ALL REQUIRED DOCUMENTS WITHIN FIFTEEN  
(15) DAYS TO:**

**National Grid  
1 Metrotech Center  
13<sup>th</sup> Floor  
Brooklyn, NY 11201  
ATTN: Accounts Processing**

**| OR, you may FAX your documents TO: (877) 277-4760**

**National Grid appreciates your interest in resolving this mutual area of concern and looks forward to  
serving your energy needs in the future.**

**By signing below I acknowledge that all of the above information is true to the best of my knowledge.**

\_\_\_\_\_  
***Your Signature***

\_\_\_\_\_  
***Date***



Barbara Emmi

Customer Policy & Satisfaction

February 11, 2011

Joseph DeMartino  
[REDACTED]

Dear Mr. DeMartino:

This letter is in response to case 101225 filed with the Public Service Commission.

National Grid has reviewed the documents you provided concerning your responsibility for service at [REDACTED].

It is Company Policy and the customer's responsibility to contact National Grid to request a disconnection of service and/or finalize your account(s). ~~Per your written dispute and our records you did not notify National Grid to request your account be closed/disconnected. This is considered a civil matter between you and your landlord.~~

The letter mailed to you on 9/17/10 explained the documentation needed to move forward with your dispute. You are required to send a Statement of Responsibility (notarized letter assuming charges from responsible party) and Proof of Residency. National Grid did not receive the required documents.

The account balance through the final bill and/or \$1,020.33 is required.

Sincerely,

Barbara Emmi  
Customer Policy & Satisfaction





JOSEPH DEMARTINO





**nationalgrid**

November 2, 2010

Joseph W Demartino  


Reference: 

Dear Mr. Demartino:

National Grid recently received your dispute regarding the above referenced account.  
~~This is a civil matter~~ between you and your prior Landlord.

As a result, your dispute has been denied and the balance is still considered owed and your responsibility to pay.

If you need to make payment arrangements, please contact our Collections Department at 1-800-443-1837.

Sincerely,

National Grid  
Accounts Processing Department

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