



Agenda Date: 3/30/11  
Agenda Item: VIIC

**STATE OF NEW JERSEY**  
**Board of Public Utilities**  
**Two Gateway Center, Suite 801**  
**Newark, NJ 07102**  
**[www.nj.gov/bpu/](http://www.nj.gov/bpu/)**

CUSTOMER ASSISTANCE

MICHELLE CHILES-HICKMAN,	)	ORDER ADOPTING INITIAL
Petitioner,	)	DECISION SETTLEMENT
	)	
V.	)	
	)	
PUBLIC SERVICE ELECTRIC AND GAS COMPANY,	)	BPU Docket No. EC10070504U
Respondent.	)	OAL Docket No. PUC10005-10

Michelle Chiles-Hickman, Montclair, New Jersey, appearing *pro se*

David K. Richter, Esq., Newark, New Jersey, on behalf of Respondent,  
Public Service Electric and Gas Company

BY THE BOARD:

On July 29, 2010, Michelle Chiles-Hickman ("Petitioner") filed a petition with the Board of Public Utilities ("Board") requesting a formal hearing related to a billing dispute with Public Service Electric and Gas Company ("Respondent") for utility services rendered by Respondent.

After the filing of Respondent's answer, the Board transmitted this matter to the Office of Administrative Law ("OAL") for hearing and initial disposition as a contested case pursuant to N.J.S.A. 52:14B-1 et seq. and N.J.S.A. 52:14F-1 et seq. This matter was assigned to Administrative Law Judge ("ALJ") Kimberly A. Moss.

While this matter was pending at the OAL, the parties engaged in negotiations and entered into and signed a Letter Agreement ("Agreement") that was submitted to the ALJ. By Initial Decision issued on February 18, 2011, and submitted to the Board on February 23, 2011, to which the Agreement was attached and made part thereof, ALJ Moss found that the Agreement was voluntary, that its terms fully disposed of all issues in controversy and that it satisfied the requirements of N.J.A.C. 1:1-19.1. Pursuant to the terms of the Agreement, and in order to fully resolve this matter, Respondent has agreed to credit Petitioner's residential account in the amount of \$11,560.86. Once the credit has been applied, Petitioner has agreed to continue to pay the full amount of the current monthly charges owed for electric and gas service to her various accounts.

After review of the record and the Agreement of the parties, the Board HEREBY FINDS that the parties have voluntarily agreed to the settlement as evidenced by their signatures and that by the terms of the Letter Agreement, have fully resolved all outstanding contested issues in this matter.

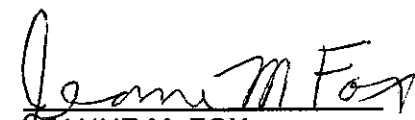

Accordingly, the Board HEREBY ADOPTS the Initial Decision and the Letter Agreement executed by the parties in their entirety as if fully set forth herein.

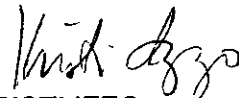
DATED: 3/30/11

BOARD OF PUBLIC UTILITIES  
BY:

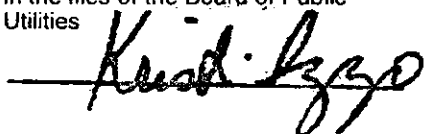


LEE A. SOLOMON  
PRESIDENT

  
JEANNE M. FOX  
COMMISSIONER  
JOSEPH L. FIORDALISO  
COMMISSIONER  
NICHOLAS ASSELTA  
COMMISSIONER

ATTEST:  
  
KRISTI IZZO  
SECRETARY

I HEREBY CERTIFY that the within document is a true copy of the original in the files of the Board of Public Utilities



**MICHELLE CHILES-HICKMAN**

**V.**

**PUBLIC SERVICE ELECTRIC AND GAS COMPANY**

**BPU DOCKET NO. EC10070504U**

**OAL DOCKET NO. PUC10005-10**

**SERVICE LIST**

Michelle Chiles-Hickman  
451 Grove Street  
Montclair, New Jersey 07043

David K. Richter, Esq.  
PSEG Services Corporation  
80 Park Plaza – T5C  
Newark, New Jersey 07102-4194

Eric Hartsfield, Director  
Julie Ford-Williams  
Division of Customer Assistance  
Board of Public Utilities  
Two Gateway Center – Suite 801  
Newark, New Jersey 07102

Cynthia L.M. Holland, DAG  
Division of Law  
124 Halsey Street  
P.O. Box 45029  
Newark, New Jersey 07101

CMG  
Bestow  
Vachier  
DAG  
Lee-Thomas  
Sambuco  
F. sub-Williams



State of New Jersey  
OFFICE OF ADMINISTRATIVE LAW

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**INITIAL DECISION**

**SETTLEMENT**

OAL DKT. NO. PUC 10005-10

AGENCY DKT. NO. EC10070504U

**MICHELE CHILES-HICKMAN,**

Petitioner,

v.

**PUBLIC SERVICE ELECTRIC AND GAS  
COMPANY,**

Respondent.

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**Michele Chiles-Hickman, pro se**

**David Richter, Esq. on behalf of respondent (PSE&G Services Corporation)**

Record Closed: February 18, 2011

Decided: February 18, 2011

**BEFORE KIMBERLY A. MOSS, ALJ:**

On September 15, 2010, this matter was transmitted to the Office of Administrative Law (OAL) for hearing as a contested case pursuant to N.J.S.A. 52:14B-1 to-15 and N.J.S.A. 52:14F 1 to- 13. A telephone prehearing was scheduled for October 5, 2010. An evidentiary hearing was scheduled for January 18, 2011 during which time the parties engaged in extensive settlement discussions. On February 5, 2011 a Settlement Agreement was prepared and executed indicating the terms of the agreement, which are incorporated herein by reference.

I have reviewed the record and terms of the Stipulation of Settlement and **FIND**:

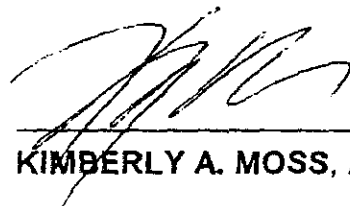
1. The parties have voluntarily agreed to the settlement as evidenced by the signatures of the parties or their representatives.
2. The settlement fully disposes of all issues in controversy and is consistent with law.

I **CONCLUDE** that the agreement meets the requirements of N.J.A.C. 1:1-19.1 and therefore, it is **ORDERED** that the parties comply with the settlement terms and that these proceedings be and are hereby concluded.

I hereby **FILE** my initial decision with the **BOARD OF PUBLIC UTILITIES** for consideration.

This recommended decision may be adopted, modified or rejected by the **BOARD OF PUBLIC UTILITIES**, which by law is authorized to make a final decision in this matter. If the Board of Public Utilities does not adopt, modify or reject this decision within forty-five (45) days and unless such time limit is otherwise extended, this recommended decision shall become a final decision in accordance with N.J.S.A. 52:14B-10.

2/18/11  
DATE

  
KIMBERLY A. MOSS, ALJ

Date Received at Agency: \_\_\_\_\_

Date Mailed to Parties: \_\_\_\_\_

ljb

David K. Richter  
Assistant General Regulatory Counsel

Regulatory Department  
80 Park Plaza, TSC, Newark, NJ 07102-4194  
tel: 973.430.6451 fax: 973.802.1267  
cell: 973.951.3163  
email: david.richter@pseg.com

**PSEG**

January 25, 2011

**VIA FEDERAL EXPRESS**

Michele Chiles-Hickman  
451 Grove Street  
Montclair, New Jersey 07043

Re: Chiles-Hickman v. PSE&G  
BPU Docket No. EC10070504U

Dear Ms. Chiles-Hickman:

This letter is a follow with your conversation with Mr. Edward Sullivan and your agreement with respect to the above-referenced matter. As discussed, in the interests of good customer relations and in full settlement of this matter, PSE&G will credit your residential account (account no. 66-630-~~XXXX~~) at the above-referenced address in the amount of \$11,560.86. As of the date hereof, PSE&G is now billing you the correct amount for your utility usage per month.

It is understood that after the credit to your account, you will continue to pay the full amount of the current monthly charges owed for electric and gas service to your various accounts. Obviously, once this settlement is signed, if you receive your next set of bills and there is a problem or concern, feel free to contact me at the number above or Ed Sullivan at (973) 430-6170.

Please execute this document, sign both copies of this letter, retain one for your records and return one original to me in the enclosed self-addressed stamped envelope. Should you have any questions or concerns, please feel free to contact me at the number above.

Very truly yours,

  
David K. Richter

I hereby agree to the terms of the settlement referred above and to the withdrawal of the petition in this matter with prejudice.

Date: 2/5/11

  
Michele Chiles-Hickman