

EXCEPTIONS OF MARK FERRAILOLO, COMPLAINANT

PAGE # 1 - ADMINISTRATIVE LAW JUDGE EMBER S. JANDEBEUR DISMISSES THE FORMAL COMPLAINT OF MARK FERRAILOLO FOR FAILURE TO MEET HIS BURDEN OF PROOF.

First, other than my keeping records of when a power outage has occurred there is no physical "proof" I or any other person can provide as you surely know. I call the 800 number to report the outage and I call Gary High who is the customer service PPL engineer and leave him a voice mail. Pray tell.....what else can I do Judge??

The fact is that PPL's own records prove my case for me in that they have (or are supposed to have) a record of every single power outage that has occurred at our home. 9 out of 10 occur when there is no unusual weather yet they continue to blame the weather for most of these outages.

To "dismiss" my complaint when all PPL's council and engineer did during our conference call was to read carefully scripted pre written responses to each and every question posed to them is a farce!

No, I will not accept this ridiculous dismissal of my complaint. I want some answers and I want some assurances that I and my neighbors will not continually have to deal with momentary, lengthy and regular power outages.

Enough with the excuses please. Do something about the problem.

Mark Ferraiolo

02/22/2015