

C-2015-2465412

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2/25/2015

Rosemary Chiavetta Secretary
PA Public Utility Commission
Commonwealth Keystone Building
400 North Street Second Floor
Harrisburg, PA 17120

Sent by Fax: 717-783-9526 on 2/25/2015
Sent by letter on 3/24/2015

RE: PUC Docket no: C -2015 – 2465412

This letter is in response to PECO Answer to the Formal Complaint Dated February 12, 2015:

Unless admitted herein, I Ashee Bhan deny all material allegations of fact and conclusions of law in the *Peco Answer of Respondent* submitted by Shawane Lee (hereafter Ms. Lee) Peco Counsel on February 12, 2015.

In my complaint dated February 3rd, 2015 I, Ashee Bhan express my disappointment with Peco Energy service delivery to my home. I highlight how Peco Energy has not been forthcoming with information regarding our service history and it has taken a formal complaint to the PUC in order to secure such records. On numerous occasions over the last 7 years I have requested from PECO the service outage history of my service and have been denied many different times by many different employees. I have alleged in the complaint that since 2007 I have experienced over 50 power outages since 2007. It appears, in Ms Lee response, PECO has chosen the date of Jan1st, 2007 but HAS EXCLUDED ALL OUTAGES WHICH HAVE OCCURRED IN 2007 to March 2008 in an attempt to discredit this case brought in front of the commission. Ms Lee also has not taken into account the "intentional outages" that have been numerous over the years.

Again my complaint states that I have experienced over 50 outages since Jan 1, 2007, and I disagree with PECO attempt to discredit this number. Ms Lee's letter implies that PECO is seemingly proud of this 33 outage number as if it is an indicator of good reliable service. It maybe unbeknownst to Ms Lee through the informal complaint process It was indicated to me by Peco Employee Ed Gwodik that sometime between 2009- 2011 our poor performing circuit made the list of top 10 "worst performing circuits in the southeastern PA region." If Ms Lee denies such an allegation or claims it as hearsay I would request a statement from employee Gwodik attesting he never made this statement to me.

Furthermore on Page 2 Ms Lee alleges "... the Complainant had ...seven outages in 2012 and seven outages in 2011 "... yet on Exhibit 3 which was closed on Dec 13, 2012 the PUC found 15 outages as opposed to the 14 outages referenced by Ms Lee over the last 12 months. It appears Ms Lee/PECO records are indeed not correct and the ability of PECO to call certain interruptions as "intentional interruptions" discredits their accounting of my service history as these outages seem to be arbitrarily excluded.

In response to Ms Lee argument that PECO bears little responsibility for the power outages we have experienced , I would ask the Honorable Secretary to look up the Peco website in the "Reliability" section it states ,

"Making improvements to maintain reliable service. Each year, PECO makes significant investments in its electric and natural gas systems to enhance overall system performance. This involves upgrading, modernizing and expanding systems to meet the growing needs of customers and communities in the region."

I am looking for PECO to follow through on this claim on the website. While Ms Lee cites the approved tariff language as a reason PECO is not responsible for the poor service delivery we have experienced , I argue that it is a matter of following through on its marketing claims. Here is another quote from the PECO website ,

"At PECO, we put our energy into providing safe and reliable electric and natural gas service for our customers."

Ms Lee appears to want to have it both ways – PECO should be allowed to advertise its reliability but then deny any responsibility in actually following through with the **necessary** work to ensure reliability. It appears Ms Lee finds it OK for PECO to install power lines under dead trees with broken branches and then blame the trees and wind for the service disruption and PECO bears no responsibility for poor service. I reject this argument that the poor service is not in PECO's control nor do they bear any responsibility. The design and implementation of the delivery network is what is at issue here and verified to me by a ConEd employee (contracted by PECO) as one of the worst systems he has seen in decades in the power business.

Furthermore in her response, Ms Lee refuses to acknowledge the FACT that neighboring homes that are approximately 1 mile away from my location have a fraction of the power outages. I respectfully request the Honorable Secretary ask PECO Energy to supply the service history (obviously without divulging customer names) for homes located 1 mile away (Stoney Brook Boulevard) from my address to compare the service reliability. Homes located less than 1 mile of my home are receiving much better service which is staggering given the proximity to my home. As previously stated, PECO is not forthcoming with information and I believe it would further enhance the information discovery if they would provide the service history of customers within a 1 mile radius of my home.

One further point for your Honor to consider in assessing the poor level of service I am provided is the notification system that PECO employs. As referenced in my earlier complaint, our home is forbidden by code to have any oil or gas lines running through the neighborhood. When the power goes out, our whole development as well as myself have to leave the neighborhood quickly. However, it appears PECO relies on our reporting of the power outage in order to send out a crew to fix the broken power lines. In 2013 where not 1 but 2 trees had fallen on power lines, Peco sent a crew out to remove one tree and that crew departed after doing the work on power line 1. However, no power was forthcoming. Luckily a few residents returned to their homes and it appears Peco waited for us to call again to report no power was restored in order to send out the second crew. This resulted in a 3 day outage. PECO fails


to realize there is no one in our neighborhood left to report outages as we have no heat , yet depends on our reporting in order to know there is a service problem.

Finally, in Ms Lee response PECO refers to " eight equipment failures over the past 5years " and " ...6 outages in 2014, 7 outages in 2012 , 7 outages in 2011, and 6 outages in 2010." It is clear that there is a problem here and this is not normal service delivery. If Ms Lee feels there is not a problem or PECO is not responsible she should have no problem agreeing to an independent 3rd party to evaluate our service delivery and make recommendations to improve service if needed. Given the employee from ConEdison that called it the worst delivery setup he has seen in 30 years I think this would be a just course of action to reconcile our conflicting viewpoints.

The Honorable Secretary may also want to consider many of my neighbors are considering filing similar cases to my case with the PUC. While I would not be able to comment on their cases, from emails that have gone through our neighborhood email list I can conclude that their cases pertain to this same issue as I have. I hope the Secretary will consider an independent 3rd party review of our service delivery.

WHEREFORE, I Ashee Bhan respectfully requests that your Honorable Commission further investigates this complaint by securing the additional information from PECO as described herein, ignores PECO attempt to discredit the number of outages we have experienced since Jan 2007, and considers an independent 3rd party opinion on the service delivery to our home. I respectfully remind your honor that "we will send out another tree trimming crew" has been the response we have received from PECO for the last 7 years. This inadequate and unsuccessful response is what brings me to seek relief from the PA Public Utility Commission.

Respectfully Submitted,

A handwritten signature in black ink that reads "Ashee Bhan". The signature is written in a cursive style and is underlined.

Ashee Bhan
Homeowner
4 Springton pointe Drive
Newtown Square, PA 19073
484.437.0142



I also have enclosed a photograph of the utility pole at the intersection of Gradyville Road and Bishop Hollow road where the bulk of the trees have fallen on the power lines. Your Honor will clearly see the pole pitched at about a 10-15 degree angle and looks like it is about to topple over and is under tremendous stress of having lines running from it at every direction.

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