

To the Office of Administrative Law Judge
and the Commissioner of PUC.

I am requesting that Section 331(b)(4) Code
and 66 Pa.C.S. § 331(b)(4) be added to DOCKET
PUC. Docket number C-2015-2500818.

Sincerely
Diana M. Seese

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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66 Pa. C.S. § 331(b)(4)

HOWEVER, GIVEN THE MAGNITUDE AND DURATION OF THESE RECENT OUTAGES, WE FIND THAT IT IS NECESSARY TO CONDUCT A STATEWIDE EVALUATION OF ASPECTS OF ELECTRIC DISTRIBUTION COMPANY STORM RESPONSE, SERVICE RESTORATION, AND CUSTOMER COMMUNICATION PRACTICES. WE WILL THEREFORE, PURSUANT TO SECTION 331(b)(4) OF THE PUBLIC UTILITY CODE.

66 Pa. C.S. § 331(b)(4), DIRECT STAFF TO UNDERTAKE A STUDY OF THESE ISSUES. AS AN INITIAL STEP IN THIS PROCEEDING, WE WILL DIRECT THAT ALL JURISDICTIONAL ELECTRIC UTILITIES REVIEW AND RESPOND TO THE ATTACHED QUESTIONS WITHIN 15 DAYS OF THE ADOPTION OF THIS MOTION.

WE ALSO FIND THAT IT IS APPROPRIATE TO CONDUCT A PUBLIC INPUT HEARING ON THIS MATTER. WE WILL THEREFORE DIRECT THE OFFICE OF ADMINISTRATIVE LAW JUDGE, WITH THE ASSISTANCE OF THE OFFICE OF COMMUNICATION, TO SCHEDULE AT LEAST ONE PUBLIC INPUT HEARING IN THE AREA AFFECTED BY THE RECENT POWER OUTAGE WITHIN TWO WEEKS. THIS HEARING WILL PROVIDE AN OPPORTUNITY FOR UTILITIES, GOVERNMENT

AGENCIES, AND EMERGENCY SERVICE PROVIDERS TO SHARE INFORMATION. IT WILL ALSO PROVIDE AN OPPORTUNITY TO AFFECTED CUSTOMERS TO SHARE THEIR EXPERIENCES AND HOW THEY CAN BEST BE NOTIFIED OF OUTAGE INFORMATION DURING FURTHER INCIDENTS.

THEREFORE WE MOVE THAT:

1. THE LAW BUREAU PREPARE A SECRETARIAL LETTER WITH A COPY OF THIS MOTION, AND THE DIRECTED QUESTIONS, TO BE SERVED ON ALL JURISDICTIONAL ELECTRIC DISTRIBUTION COMPANIES.

2. ELECTRIC DISTRIBUTIONS COMPANIES FILE A RESPONSE TO THESE QUESTIONS AND DATA REQUESTS WITH THE COMMISSION'S SECRETARY'S BUREAU WITHIN 15 DAYS.

3. THE OFFICE OF ADMINISTRATIVE LAW JUDGE, WITH THE ASSISTANCE OF THE OFFICE OF COMMUNICATIONS, SCHEDULE A PUBLIC INPUT HEARING TO BE HELD IN THE AFFECTED AREA WITHIN TWO WEEKS OF TODAY.

4. UPON COMPLETION OF THE REVIEW OF THE INFORMATION COLLECTED PURSUANT TO THIS PROCEEDING THE BUREAU OF CONSERVATION ECONOMICS AND PLANNING ENERGY, WITH THE ASSISTANCE OF OTHER APPROPRIATE STAFF, WILL PREPARE A REPORT ON THIS MATTER THAT WILL INCLUDE RECOMMENDATIONS FOR FUTURE ACTION, ACCORDING TO CHANGE IN POLICIES AND REGULATIONS, GOVERNING ELECTRIC SERVICE LIABILITY.

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1. ALL ELECTRICAL DISTRIBUTION COMPANIES SHALL PROVIDE THE NUMBER OF PERSONNEL EMPLOYED AS LINE OR SUBSTATION REPAIR CREWS FOR EACH OF THE YEARS BEGINNING WITH 1998 AND UP TO AND INCLUDING 2007 AND SHALL INDICATE WHETHER THOSE PERSONNEL ARE UTILITY EMPLOYEES OR UTILITY CONTRACTOR EMPLOYEES.

2. ALL ELECTRICAL DISTRIBUTION COMPANIES SHALL PROVIDE THE FOLLOWING DETAILS CONCERNING MUTUAL AID RECEIVED FOR OUTAGE RESTORATION FOR EACH OF THE YEARS BEGINNING WITH 1998 AND UP TO AND INCLUDING 2007.

a. THE COMPANY NAME AND LOCATION OF ORIGIN FOR EACH MUTUAL AID PROVIDER OF THE YEAR, WHETHER FROM ANOTHER UTILITY OR A UTILITY CONTRACTOR.

b. THE NUMBER OF TIMES EACH MUTUAL AID PROVIDER WAS UTILIZED DURING THE YEAR AND THE NUMBER AND TYPE OF PERSONNEL PROVIDED FOR EACH INCIDENT.

CONTINUE: DIRECT QUESTIONS TO ELECTRIC DISTRIBUTION COMPANIES
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3. ALL ELECTRICAL DISTRIBUTION COMPANIES SHALL PROVIDE
FOR EACH OF THE YEARS BEGINNING WITH 1998 AND UP TO AND
INCLUDING 2007 THE PENNSYLVANIA INVENTORY LEVELS KEPT ON
UTILITY PROPERTY OF THE BELOW LISTED EQUIPMENT RELATED
TO STORM RESTORATION.

a. UTILITY POLES

b. UTILITY POLES CROSS ARMS

c. TRANSFORMERS USED FOR PROVISION OF
RESIDENTIAL SERVICE

d. LENGTH OF PRIMARY WIRE

e. LENGTH OF SECONDARY WIRE

f. LENGTH OF SERVICE DROP WIRE

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SECTION 331(b)(4) OF THE PUBLIC UTILITY CODE,

66 P.S. § 331(b)(4)

CONTINUED PAGE 3

4. WHAT METHODS OF COMMUNICATION WITH CUSTOMERS WAS USED IN THIS OUTAGE, OR IF NOT AFFECTED BY THIS STORM, WOULD HAVE BEEN USED IN THE EVENT OF AN OUTAGE?

5. HAVE YOU CONSIDERED USE OF 21ST CENTURY TECHNOLOGY IN REACHING OUT TO CUSTOMERS, KEEPING IN MIND THAT THEY ARE WITHOUT ELECTRICITY? WHY OR WHY NOT?

6. ASSESS WHETHER TECHNOLOGICAL ENHANCEMENTS IN COMMUNICATIONS CAN BE BETTER MADE TO KEEP THE PUBLIC BETTER INFORMED AS UTILITIES RESPOND TO THE OPERATIONAL ISSUES INVOLVED IN RESOLVING EMERGENCY SITUATIONS SUCH AS REVERSE 911, EMAILS OR TEXT MESSAGES.

7. DO YOU HAVE A CRISIS COMMUNICATIONS PLAN IN WRITING FOR OUTAGES? IF YES, PLEASE ATTACH A COPY.

DIRECT QUESTIONS TO ELECTRIC DISTRIBUTION COMPANIES

8. WHAT IS THE PROACTIVE OUTREACH (IE DIRECT CONTACT OR THROUGH MEDIA) CONDUCTED BY YOUR UTILITY TO KEEP CUSTOMERS INFORMED OF CONDITIONS, RESTORATION TIMES AND TIPS FOR STAYING SAFE DURING AN OUTAGE?

9. HOW ARE RESTORATION TIMES COMMUNICATED TO THE PUC, CUSTOMERS, COUNTY EMERGENCY AGENCIES AND MEDIA? DO YOU HAVE A SINGLE-POINT OF CONTACT FOR THIS INFORMATION?

10. WHAT IS THE PROCEDURE IF A CUSTOMER RECEIVES A BUSY SIGNAL ON YOUR OUTAGE LINE? ON YOUR CUSTOMER SERVICE LINE? ARE THEY CALLED BACK? DO THEY RECEIVE AN AUTOMATIC MESSAGE? ARE YOUR CUSTOMER-CALL SYSTEMS TESTED TO BE ABLE TO RECEIVE AND PROCESS CALLS FROM A SIGNIFICANT NUMBER OF YOUR CUSTOMER BASE IN A SHORT PERIOD OF TIME AND HOW MANY CALLS CAN YOUR CUSTOMER CALL CENTER RECEIVE AT ONE TIME?

Before the
Pennsylvania - Public Utility Commission

Complaint Docket
No. C-2015-2500818

Diana Marie Seese
Complainant

vs.

PPE Electric Utilities Corporation
Respondent

Certification of Service

This is to certify that the questions on
behalf of Diana M. Seese on certified mail

On November the 2 of 2015.

GROSS McGinley, LLP
Kimberly G. Krupa

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