

9 Forest Lake Drive
Media, PA 19063
November 2, 2015

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PA P.U.C.
SECRETARY'S BUREAU

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

Re: PUC Docket No: C-2015-2506941

Dear Ms. Chiavetta:

I received a document from PECO regarding the above case; I never received an acknowledgement from your office. I have no idea to which document PECO is referring. Would you please forward this information? PECO's response to my complaint does not cover the full scope of my issue.

This is a Service Reliability issue with PECO should within normal expectation deliver a quality electrical service. It does not. Based upon the document from PECO, I must amend the complaint.

There is no mention of my financial loss incurred by PECO's negligence.

This condition has occurred at his location and 159 other houses in the neighborhood for 30 years.

There are many times that cables (5000v) were exposed as a result of their repair excavation for days, placing individuals in potential danger:

The recent upgrades (reclosure system) made by PECO has not improved the situation; we have had at least two(2) outages since its installation. Smart metering will not solve this problem.

The spikes and brown-outs continue.

It is irrational to accept that these outages are caused by trees falling, vehicles hitting poles, etc. We live in a community where the cable feeds are underground. No doubt these events happen, but certainly not at the frequency PECO suggests.

PECO is never aware that we are off-line; we must call. Clearly, customer service is not a priority.

There is never a response to damages incurred by system outages and spikes.

The following is to define exactly what electrical spike anomalies are:

Eighty percent of electrical problems in the home or office result from wiring or grounding issues. Twenty percent occur because of an event in the distribution system. This is area of concern with PECO.

Sensitive appliances and electronics

1. Computers, servers and modems
2. VCRs, DVD players and stereo equipment
3. Answering machines and fax machines
4. Security systems
5. Garage door openers
6. Digital clocks
7. Any equipment that needs constant, uninterrupted power

Power-hungry appliances

1. Laser printers
2. Photocopiers
3. Washers and dryers
4. Electric and microwave ovens
5. Hair dryers and electric razors
6. Electric tools
7. Electric furnaces and air conditioning

Power surges/spikes

When motors or compressors cycle on or off (think refrigerators or paint sprayers), or PECO switches various sections of the power grid, it can cause a power surge, which can damage electronic components. A power surge takes place when the voltage is 110% or more above normal.

Lightning strikes can send excessive voltage into electrical, telephone or cable TV lines and possibly destroy them.

Brownouts

Excessive household power usage results in lights flickering, computers locking or electric motors burning out. A brownout is a steady lower voltage state. An example of a brownout is what happens during peak electrical demand in the summer, when utilities can't always meet the requirements and must lower the voltage to limit maximum power. When this happens, systems can experience glitches, data loss and equipment failure. Surges occur most often when power returns to normal.

Blackouts


Storms, animals on power lines, excessive demand on power grid and other causes. A power failure or blackout is a zero-voltage condition that lasts for more than two cycles. It may be caused by tripping a circuit breaker, power distribution failure or utility power failure. A blackout can cause data loss or corruption and equipment damage.

Electromagnetic interference and radio frequency interference.

Electrical line noise is defined as Radio Frequency Interference (RFI) and Electromagnetic Interference (EMI) and causes unwanted effects in the circuits of computer systems. Sources of the problems include motors, relays, motor control devices, broadcast transmissions, microwave radiation, and distant electrical storms. RFI, EMI and other frequency problems can cause equipment to lock-up, and data error or loss.

The results show that significant, even disruptive, problems are caused by these AC line related problems. Spikes, sags, surges and brownouts have caused contamination of data and cumulative hardware damage.

As a matter of record, I have installed all the prescribed devices to protect my electronic items, i.e., whole house voltage suppressors, UPS, multiple voltage filters on each device, etc. It is clear that when one reviews the definitions and evidence, PECO is not providing a reliable service.

Sincerely yours,

John J. Rounoc
610-565-5260
jjr19063@verizon.net

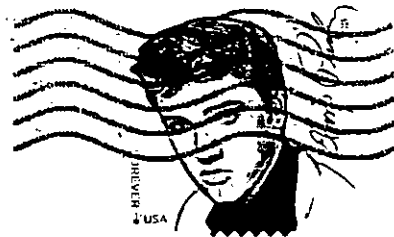
cc: Representative Killion
Senator McGarrigle



Mr. John Rounce
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