

Untitled

MARCH, 3, 2016

VIRGIL CARTER
310 E UPSAL ST
PHILA, PA 19119

RECEIVED
2016 MAR -8 AM 9:56
PA.P.U.C.
SECRETARY'S BUREAU

RE; RESPONSE TO NEW MATTER
PUC DOCKET NO; C- 2016-2528199

COMPLAINANT RESPONSE TO NEW MATTER

I HAVE ENCLOSE HIGHLIGHTED EMAIL COMMUNICATION, CORRECTING PECO CLAIM TO NEW MATTER.

1. ACCORDING TO PECO CLAIM MANAGER GREG LUNG, PECO HAD THE PROPERTY SERVICE LINE AS AERIAL AND OFF. WHAT TURN OUT TO BE INACCURATE

2. PECO CLAIM ADJUSTER PAUL GOLDEN HAS A FAX COPY OF THE FIRE MARSHALL REPORT.


3. FIRE MARSHALL LT GEIGER DID STATE TO CLAIM MANAGER GREG LUNG , THAT THE FIRE DID ORIGINATE FROM
THE UNDERGROUND SERVICE LINE. MR LUNG REPLAY TO THE FIRE MARSHALL WAS
THE SREVICE LINE WAS AERIAL
AND HAD THE BLUPRINTS TO SUPPORT HIS CLAIM.

4. PECO ENERGY UNERGROUND SERVICE FORMAN, STATED THAT THE UNDERGROUND SERVICE LINE WAS OVER 80YRS OLD
AND THE MATERIAL AND DESIGHN WAS OBSOLETE. HE WOULD NEED ACCESS TO THE NEIGHBOR HOUSE AT 1721 ERIE AV
TO DEENERIGIZE THE ONE LEG OF THE SERVICE LINE, BECAUSE THE OTHER LEG HAD BROKE UNDER GROUND.

VERY TRULY YOURS,


VIRGIL CARTER
COMPLAINANT

To: 'Virgil Carter'
Subject: RE: [EXTERNAL] claim number: 2015091222

 We are not allowed to provide any company documentation without a subpoena. When I originally told you the service was aerial, I was getting that from your customer account record, which obviously was incorrect. Yes, our crews do have the job to deenergize, and will be in touch with you to schedule. Thanks!


-----Original Message-----
From: Virgil Carter [mailto:maat4449@aol.com]
Sent: Wednesday, September 02, 2015 9:31 AM
To: Lund, Greg A:(PECO)
Subject: RE: [EXTERNAL] claim number: 2015091222

ok, i will obtain an expert to determine cause and origin of the fire, in addition to the fire marshal statement could you provide me with the blue prints to your underground service line to the property?
you stated earlier you pull the prints and it was aerial so i would need authorization and an updated blue print so my expert can perform a complete evaluation. from a cursory observation the underground service line, goes inside the wall and goes underground. so i will wait for PECO underground crew to deenergize the wire and have expert present.
is that ok?

erick Cartermaat4449@aol.com

-----Original Message-----
From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: Virgil Carter <maat4449@aol.com>
Sent: Wed, Sep 2, 2015 8:27 am
Subject: RE: [EXTERNAL] claim number: 2015091222

Mr. Carter,

 The Fire Marshal's office will not act as cause and origin experts. If they believe the fire started on an electrical wire, they can state that. They do not determine ownership of the electrical wire. There is no evidence to support that the fire originated on PECO's side of the electrical facility. I understand you have to do what you have to do. If you believe PECO is the cause of the fire, you will need to provide a report indicating that from a qualified expert.

-----Original Message-----
From: Virgil Carter [mailto:maat4449@aol.com]
Sent: Wednesday, September 02, 2015 8:17 AM
To: Lund, Greg A:(PECO)
Subject: RE: [EXTERNAL] claim number: 2015091222

i believe you spoke with the fire marshal and he did state that it did originate from the underground service line. i believe you told the fire marshal you pull the blue prints for the underground service line and concluded that the service line was aerial and my responsibility?
the underground service line, i believe, is a fire hazard in itself? the service line is the same age as the house approximately 60 years old and should have been deenergized by PECO years ago. i would like to handle the claim informally with PECO, but if when can not reach a middle ground i may have to contact the public utility commission to impartially investigate PECO responsibility to upgrade and remove old and dangerous underground service lines. i believe the fire marshal is very qualified to determine the cause and origin of the fire. would it be possible to schedule a meeting to informally resolve the claim?

erick Cartermaat4449@aol.com

-----Original Message-----
From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: Virgil Carter <maat4449@aol.com>
Sent: Wed, Sep 2, 2015 6:29 am
Subject: RE: [EXTERNAL] claim number: 2015091222

Unfortunately I won't be able to do anything. You would have to hire a Cause & Origin expert to investigate the cause, and if that evaluation indicates PECO, we would then also hire an expert.

-----Original Message-----
From: Virgil Carter [mailto:maat4449@aol.com]
Sent: Tuesday, September 01, 2015 6:31 PM
To: Lund, Greg A:(PECO)
Subject: RE: [EXTERNAL] claim number: 2015091222

i'm only looking for repairs to the roof, windows and framing. the fire marshal is 100% sure it was the underground service line. the underground service line coming into the house is very old, and should have been phased out due to the age. if there is anything you can do it will be appreciated, if you need me to sign a waiver, i will be happy to do so. thanks

erick Cartermaat4449@aol.com

-----Original Message-----
From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: Virgil Carter <maat4449@aol.com>
Sent: Tue, Sep 1, 2015 2:52 pm
Subject: RE: [EXTERNAL] claim number: 2015091222

From the inspection, the wires look good. From the taps out to meter box is all customer owned. Fire could have started there. Unfortunately cases like this involve an insurance company hiring their own expert to investigate the fire. I understand you don't have insurance on the property though. Based on what we have, I don't see anything to indicate PECO has any exposure

To: Lund, Greg A:(PECO)
Subject: RE: [EXTERNAL] claim number: 2015091222

HI, MR LUND, IF CONVENIENT FOR YOU, WOULD YOU LIKE TO MEET AT THE PROPERTY THIS EVENING, ? OR I COULD MEET YOU ANY TIME BEFORE 11AM WEN OR THURS OF THIS WEEK. IF THAT GOOD FOR YOU YOU CAN REACH ME BACK AT 215-982-0832. THANKS

erick Cartermaat4449@aol.com

-----Original Message-----

From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: Virgil Carter <maat4449@aol.com>
Sent: Thu, Aug 6, 2015 4:41 am
Subject: RE: [EXTERNAL] claim number: 2015091222

Ok. I'll be there between 10:30 and 11:00. If I'm early I'll hang out until you arrive. Thanks!

-----Original Message-----

From: Virgil Carter [<mailto:maat4449@aol.com>]
Sent: Wednesday, August 05, 2015 11:06 PM
To: Lund, Greg A:(PECO)
Subject: RE: [EXTERNAL] claim number: 2015091222

tues morning is good, how is 11am?

erick Cartermaat4449@aol.com

-----Original Message-----

From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: Virgil Carter <maat4449@aol.com>
Sent: Wed, Aug 5, 2015 9:00 am
Subject: RE: [EXTERNAL] claim number: 2015091222

How about next Tuesday. Is morning or afternoon better for you?

-----Original Message-----

From: Virgil Carter [<mailto:maat4449@aol.com>]
Sent: Wednesday, August 05, 2015 11:58 AM
To: Lund, Greg A:(PECO)
Subject: RE: [EXTERNAL] claim number: 2015091222

hi, is next tues or wen good? also the other property is 3729 n 18th st phila pa 19140, not 3631 n 21st. you can contact peco service dept, for the history of the 18th st property. they had to install a emergency aerial service and disconnect the underground service. the team of service techs on site could not figure out how the underground service was wired and the schematic blue print was outdated? then end result was, peco install a brand new aerial service through miller brothers a electrical sub contractor for peco.

erick Cartermaat4449@aol.com

-----Original Message-----

From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: Virgil Carter <maat4449@aol.com>
Sent: Wed, Aug 5, 2015 6:07 am
Subject: RE: [EXTERNAL] claim number: 2015091222

I'd like to take a look at this next week. Can you let me know what do would be good to meet?

-----Original Message-----

From: Virgil Carter [<mailto:maat4449@aol.com>]
Sent: Wednesday, August 05, 2015 8:57 AM
To: Lund, Greg A:(PECO)
Subject: RE: [EXTERNAL] claim number: 2015091222

HI, MR LUNG,

could you please have the electric shut off at the house. i contacted miller brothers, a electrical sub contractor(for peco) and they said they would have to be assign by peco to do the work. i recently had the same problem, at my other house on 3631 n 21st phila pa 19140, when the underground service went out and peco replace the service with a aerial service , done by miller brothers. you would have to physically go out to the property at 1711 w erie av. with a peco technician and see the service is underground. i would prefer to handle the claim informally , but i believe your blue print for the electrical service to the house needs to be updated?

erick Cartermaat4449@aol.com

-----Original Message-----

From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: maat4449 <maat4449@aol.com>
Sent: Mon, Aug 3, 2015 1:59 pm
Subject: RE: [EXTERNAL] claim number: 2015091222

Can you provide me with your electricians name and phone number? I'll be back in the office on Wednesday. Thanks!

RE: [EXTERNAL] claim number: 2015091222

From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: Virgil Carter <maat4449@aol.com>
Date: Tue, Sep 15, 2015 2:43 pm

I'm sorry Mr. Carter. There's nothing else I can do to help you with this.

—Original Message—

From: Virgil Carter [mailto:maat4449@aol.com]
Sent: Tuesday, September 15, 2015 3:37 PM
To: Lund, Greg A:(PECO)
Subject: RE: [EXTERNAL] claim number: 2015091222

thank you for de-energizing the line, do you have any idea how peco had the service line aerial and off, when it was actually underground and on? I purchase the property from the sheriff sale in november and do not know the service records of the previous owners. is there any way you can inspect the underground service line to help with the claim? i believe the line should have been de-energize years ago because of its age, the service tach mention the line was over 70 years old? is there any way we can resolve the claim out side of litigation base on the above factors?

erick Cartermaat4449@aol.com

—Original Message—

From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: Virgil Carter <maat4449@aol.com>
Sent: Tue, Sep 15, 2015 12:59 pm
Subject: RE: [EXTERNAL] claim number: 2015091222

I'm sorry. Yes, all work was done on 8/3, and the underground line was cut, test-capped and de-energized.

—Original Message—

From: Lund, Greg A:(PECO)
Sent: Tuesday, September 15, 2015 12:55 PM
To: Virgil Carter
Subject: RE: [EXTERNAL] claim number: 2015091222

Not that I am aware of

—Original Message—

From: Virgil Carter [mailto:maat4449@aol.com]
Sent: Tuesday, September 15, 2015 12:42 PM
To: Lund, Greg A:(PECO)
Subject: RE: [EXTERNAL] claim number: 2015091222

mr lung, was the service crew able to get access to 1721 eire av?

erick Cartermaat4449@aol.com

—Original Message—

From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: Virgil Carter <maat4449@aol.com>
Sent: Tue, Sep 8, 2015 5:46 pm
Subject: RE: [EXTERNAL] claim number: 2015091222

The crew will keep trying to gain access, but not much they can do until they do gain access. I'm not sure what you mean about a broken service line? I haven't seen any proof that the line is broken.

—Original Message—

From: Virgil Carter [mailto:maat4449@aol.com]
Sent: Tuesday, September 08, 2015 5:43 PM
To: Lund, Greg A:(PECO)
Subject: RE: [EXTERNAL] claim number: 2015091222

hi, mr lung, would it be possible to send another work order out to dig up the underground service line? the fomen for peco underground crew states his crew can not gain access into the neighbor house at 1721 erie av to deenergize the line? also would it be possible to have a peco investigator inspect the broken service line so we could possibly settle the claim?

erick Cartermaat4449@aol.com

—Original Message—

From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: Virgil Carter <maat4449@aol.com>
Sent: Wed, Sep 2, 2015 1:06 pm
Subject: RE: [EXTERNAL] claim number: 2015091222

Mr. Carter. What is your cell number again? Our crews were trying to call you last night, but could not get an answer, and the voice mail box was full.

—Original Message—

From: Lund, Greg A:(PECO)
Sent: Wednesday, September 02, 2015 10:46 AM

-----Original Message-----

From: Virgil Carter [mailto:maat4449@aol.com]
Sent: Tuesday, September 01, 2015 1:15 PM
To: Lund, Greg A:(PECO)
Subject: RE: [EXTERNAL] claim number: 2015091222


ok, thanks, did you get a chance to put the claim together?

erick Cartermaat4449@aol.com

-----Original Message-----

From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: Virgil Carter <maat4449@aol.com>
Sent: Tue, Sep 1, 2015 1:02 pm
Subject: RE: [EXTERNAL] claim number: 2015091222

Virgil,

 Our underground group has the job to deenergize the line. They will need to get in touch with you to gain access. I provided them with your contact number. Thanks!

-----Original Message-----

From: Lund, Greg A:(PECO)
Sent: Wednesday, August 26, 2015 8:28 AM
To: 'Virgil Carter'
Subject: RE: [EXTERNAL] claim number: 2015091222

I haven't been avoiding you. Still putting everything together and we got hit with some serious incidents. I'll reach back out to you as quickly as I can. Thanks!

Greg

-----Original Message-----

From: Virgil Carter [mailto:maat4449@aol.com]
Sent: Monday, August 24, 2015 7:15 AM
To: Lund, Greg A:(PECO)
Subject: RE: [EXTERNAL] claim number: 2015091222

hi, mr lund, would you need any additional information? if so you could reach me at 215-982-0832. thanks

erick Cartermaat4449@aol.com

-----Original Message-----

From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>
To: maat4449 <maat4449@aol.com>
Sent: Tue, Aug 11, 2015 3:10 pm
Subject: RE: [EXTERNAL] claim number: 2015091222

Thank you!

Sent from my Android phone using Symantec TouchDown (www.symantec.com)

-----Original Message-----

From: Virgil Carter [mailto:maat4449@aol.com]
Received: Tuesday, 11 Aug 2015, 6:09PM
To: Lund, Greg A:(PECO) [Greg.Lund@exeloncorp.com]
Subject: RE: [EXTERNAL] claim number: 2015091222

THUR , 9AM IS GGOD.. THANKS

erick Cartermaat4449@aol.com

-----Original Message-----

From: Lund, Greg A:(PECO) (PECO) <Greg.Lund@exeloncorp.com>>
To: Virgil Carter <maat4449@aol.com>>
Sent: Tue, Aug 11, 2015 12:15 pm
Subject: RE: [EXTERNAL] claim number: 2015091222

Mr. Carter,

I really do apologize for having to postpone the meeting this morning. I cannot meet tonight, but how about Thursday morning, around 9:00 AM? If that works, I'll be there. Thanks!

Greg

-----Original Message-----

From: Virgil Carter [mailto:maat4449@aol.com]
Sent: Tuesday, August 11, 2015 11:52 AM

Virgil Carter
310 E Upsal St.
Phila PA 19119

PHILADELPHIA PA 190

01 MAR 2016 PM 8 L



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Pennsylvania Public Utility Commission
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