

PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

C-2016-2566320

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Ross E. Schell

Street/P.O. Box 203 Knollwood Drive Apt #

City Harrisburg State PA Zip 17109

County Dauphin

Telephone Number(s) Where We Can Contact You During the Day:

( 717 ) 651-0824 (home) ( ) (mobile)

E mailAddress(optional): rosbus@verizon.net

Utility Account Number (from your bill) 0901071010

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PPL Utilities

3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- ELECTRIC                       WASTEWATER/SEWER
- GAS                                       TELEPHONE/TELECOMMUNICATIONS (local, long distance)
- WATER                                       MOTOR CARRIER (e.g. taxi, moving company, limousine)
- STEAM HEAT

4. **Reason for Complaint**

**What kind of problem are you having with the utility or company?** Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important. Laws broken see corresponding sheets
- Other (explain). Laws broken see corresponding sheets

**Note:** If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

**5. Requested Relief**

**How do you want your complaint to be resolved?** Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

**17 Years of bill pay back because of lousy service .**

**Note:** The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. **Protection From Abuse (PFA)**

Has a court granted a "Protection From Abuse" order that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

Has a court granted a "Protection From Abuse" order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. **Prior Utility Contact**

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

- c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.  
My service is great

**Note:** Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. **Legal Representation**

If you are filing a Formal Complaint as an individual on your own behalf, you are **not** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, if known. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name \_\_\_\_\_

Street/P.O. Box \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Area Code/Phone Number \_\_\_\_\_

E-mail Address (if known) \_\_\_\_\_

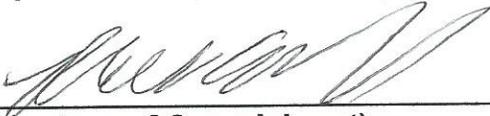
**Note:** Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

9. **Verification and Signature**

**You must sign your complaint.** Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept** it.

**Verification:**

I Ross E. Schell, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

  
\_\_\_\_\_  
(Signature of Complainant) 01/06/2016  
\_\_\_\_\_  
(Date)

\_\_\_\_\_  
Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

**Note:** If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept** it.

10. **Two Ways to File Your Formal Complaint**

**Electronically.** You must create an account on the PUC's eFiling system, which may be accessed at <http://www.puc.pa.gov/efiling/default.aspx>.

**Note:** If you are appealing your Bureau of Consumer Services (BCS) decision, you must file your formal complaint by mail.

**Mail.** Mail the completed form with your original signature and any attachments, by certified mail, first class mail, or overnight delivery to this address:

Secretary  
Pennsylvania Public Utility Commission  
400 North Street  
Harrisburg, Pennsylvania 17120

**Note:** Formal Complaints sent by fax or e-mail will **not** be accepted.

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

**Keep a copy of your Formal Complaint for your records.**

**CHAPTER 15**  
SERVICE AND FACILITIES

**Subchapter**

- A. General Provisions
- B. Discontinuance of Service to Leased Premises

**Enactment.** Chapter 15 was added July 1, 1978, P.L.598, No.116, effective in 60 days.

**SUBCHAPTER A**  
GENERAL PROVISIONS

**Sec.**

- 1501. Character of service and facilities.
  - 1501.1. Certain utilities prohibited from using foreign coal.
- 1502. Discrimination in service.
- 1503. Discontinuance of service.
- 1504. Standards of service and facilities.
- 1505. Proper service and facilities established on complaint; authority to order conservation and load management programs.
- 1506. Copies of service contracts, etc., to be filed with commission.
  - 1507. Testing of appliances for measurement of service.
  - 1508. Reports of accidents.
  - 1509. Billing procedures.
- 1510. Ownership and maintenance of natural and artificial gas service lines.
  - 1511. Electricity supplied to certain organizations.

**Subchapter Heading.** The heading of Subchapter A was added November 26, 1978, P.L.1245, No.297, effective in 60 days.

**1501. Character of service and facilities.**

Every public utility shall furnish and maintain adequate, efficient, safe, and reasonable service and facilities, and shall make all such repairs, changes, alterations, substitutions, extensions, and improvements in or to such service and facilities as shall be necessary or proper for the accommodation, convenience, and safety of its patrons, employees, and the public. Such service also shall be reasonably continuous and without unreasonable interruptions or delay. Such service and facilities shall be in conformity with the regulations and orders of the commission. Subject to the provisions of this part and the regulations or orders of the

**1504. Standards of service and facilities.**

The commission may, after reasonable notice and hearing, upon its own motion or upon complaint:

(1) Prescribe as to service and facilities, including the crossing of facilities, just and reasonable standards, classifications, regulations and practices to be furnished, imposed, observed and followed by any or all public utilities.

(2) Prescribe adequate and reasonable standards for the measurement of quantity, quality, pressure, initial voltage or other condition pertaining to the supply of the service of any and all public utilities.

(3) Prescribe reasonable regulations for the examination and testing of such service, and for the measurement thereof.

(4) Prescribe or approve reasonable rules, regulations, specifications and standards to secure the accuracy of all meters and appliances for measurement.

(5) Provide for the examination and testing of any and all appliances used for the measurement of any service of any public utility.

**1505. Proper service and facilities established on complaint; authority to order conservation and load management programs.**

(a) **General rule.**--Whenever the commission, after reasonable notice and hearing, upon its own motion or upon complaint, finds that the service or facilities of any public utility are unreasonable, unsafe, inadequate, insufficient, or unreasonably discriminatory, or otherwise in violation of this part, the commission shall determine and prescribe, by regulation or order, the reasonable, safe, adequate, sufficient, service or

9:39:29 AM	9:39:29 AM	1							
5/21/2014	5/21/2014	1285646-	56	NL Order	Equipment Failures	Rain	Per Andy Pattison, failed fiber glass bracket at pole 26964s35049, will lift in the clear. H-0730		
9:41:06 AM	10:37:00 AM	1							
6/5/2014	6/5/2014	1316439-	0	NL Order	Unknown	Unknown			
4:33:25 PM	4:33:25 PM	1							
7/11/2014	7/11/2014	1337880-	116	NL Order	Equipment Failures	Not a Factor	::MDT No Required Permit per e60096 ::@1900-FM OFarrell sd I.Moyer taking call.Tman Welsko in enola. H-1005		
6:34:37 AM	8:30:00 AM	1							
7/19/2014	7/19/2014	1341360-	0	NL Order	Unknown	Unknown			
10:22:59 AM	10:22:59 AM	1							
7/27/2014	7/27/2014	1344311-	0	NL Order	Unknown	Unknown			
6:23:21 PM	6:23:21 PM	1							
10/29/2014	10/29/2014	1374407-	0	NL Order	Unknown	Unknown			
9:02:01 AM	9:02:01 AM	1							
3/31/2015	3/31/2015	1418184-	0	NL Order	Unknown	Unknown			
12:00:16 PM	12:00:16 PM	1							
5/7/2015	5/7/2015	1429278-	3	NL Order	Scheduled Outage	Not a Factor	balancing the load		
11:47:53 AM	11:50:00 AM	1							
6/14/2015	6/14/2015	1764832-	0	NL Order	Unknown	Unknown			
5:35:40 PM	5:35:40 PM	1							
6/23/2015	6/23/2015	1915433-	0	NL Order	Unknown	Unknown			
4:17:45 PM	4:17:45 PM	1							
6/29/2015	6/29/2015	2065179-	0	NL Order	Unknown	Unknown			
11:40:18 AM	11:40:18 AM	1							
8/12/2015	8/12/2015	2134873-	2	NL Order	Equipment Failures	Not a Factor	while performing switching for ABB relay upgrade jobs at Devonshire sub, the 22-2 CB was carrying the 22-4 12kV line, and then the 22-2 CB unexpectedly operated.		
1:07:00 PM	1:09:00 PM	1							
9/1/2015	9/1/2015	2142440-	0	NL Order	Unknown	Unknown			
7:22:50 AM	7:22:50 AM	1							
9/1/2015	9/1/2015	2142441-	0	NL Order	Unknown	Unknown			
7:22:56 AM	7:22:56 AM	1							
9/22/2015	9/22/2015	2150585-	0	NL Order	Unknown	Unknown			
6:05:49 PM	6:05:49 PM	1							
9/22/2015	9/22/2015	2150586-	0	NL Order	Unknown	Unknown			
6:05:50 PM	6:05:50 PM	1							
9/25/2015	9/25/2015	2151771-	0	NL Order	Unknown	Unknown			
10:48:35 PM	10:48:35 PM	1							
2/7/2016	2/7/2016	3177278-	0	NL Order	Unknown	Unknown			
8:17:33 AM	8:17:33 AM	1							
5/10/2016	5/10/2016	3276230-	0	NL Order	Unknown	Unknown			
6:11:40 AM	6:11:40 AM	1							
5/31/2016	5/31/2016	3283767-	0	NL Order	Unknown	Unknown			
7:22:40 PM	7:22:40 PM	1							
6/16/2016	6/16/2016	3291388-	0	NL Order	Unknown	Unknown			
12:15:36 PM	12:15:36 PM	1							
6/27/2016	6/27/2016	3295165-	0	NL Order	Unknown	Unknown			
4:02:07 AM	4:02:07 AM	1							
7/4/2016	7/4/2016	3298511-1	0	NL Order	Unknown	Unknown			
3:59:10 PM	3:59:10 PM								
9/4/2016	9/4/2016	3330281-1	0	NL Order	Unknown	Unknown			
6:40:31 AM	6:40:31 AM								
9/7/2016	9/7/2016	3331302-1	0	NL Order	Unknown	Unknown			
4:04:40 PM	4:04:40 PM								
9/23/2016	9/23/2016	3337500-1	0	NL Order	Unknown	Unknown			
7:11:53 AM	7:11:53 AM								
9/23/2016	9/23/2016	3337501-1	0	NL Order	Unknown	Unknown			
7:11:56 AM	7:11:56 AM								

**Trouble Calls**

1082969-1	12/1/2013 8:40:25 AM	No Lights		0901071010
1082969-1	12/1/2013 8:55:04 AM	No Lights		0901071010
1082969-1	12/1/2013 9:30:35 AM	Outbound ERT Call		0901071010
1285646-1	5/21/2014 9:44:24 AM	No Lights	reptng no power @ residence	0901071010
1285646-1	5/21/2014 10:28:33 AM	Outbound ERT Call		0901071010
1337880-1	7/11/2014 6:49:15 AM	No Lights		0901071010
148048-1	8/2/2007 10:30:55 PM	No Lights		0901071010
148048-1	8/2/2007 10:46:28 PM	No Lights		0901071010
202533-1	12/16/2007 3:41:41 PM	No Lights/Wire Down	WIRES DOWN ACROSS RD @ THIS ADDRESS	0901071010
714514-1	8/28/2011 8:02:13 AM	No Lights		0901071010
739358-1	9/6/2011 5:53:21 PM	No Lights		0901071010
747377-1	9/14/2011 7:53:29 PM	No Lights		0901071010
747377-1	9/14/2011 8:00:56 PM	No Lights		0901071010
747377-1	9/14/2011 10:18:06 PM	No Lights		0901071010

Schell; 09010-71010

Wednesday, June 29, 2015  
2:18 PM

OMS Outage History

Trouble Date & Time	Restored Date & Time	Job Number	Duration	Order Description	Cause	Weather Type	Comments
6/24/2007 7:00:00 AM	6/24/2007 7:00:00 AM	130870-1	0	NL Order	Unknown	Unknown	
8/2/2007 10:27:21 PM	8/3/2007 1:40:05 AM	148048-1	160	NL Order	Equipment Failures	Not a Factor	Received from SCADA: 22:27 08/02/2007 UG 3 phase cable failed SC-27715s35327 to SC-27502s35278. Problems with Bakelight insulators between switches of GOLB-9526 at SC-27502s35278 caused approx. a 45 minute delay to restoring last 1339 customers. SC needs permanent repairs.
9/6/2007 8:54:21 AM	9/6/2007 8:54:21 AM	162232-1	0	NL Order	Unknown	Unknown	
11/2/2007 10:02:00 AM	11/2/2007 10:02:00 AM	180420-1	0	NL Order	Unknown	Unknown	
12/16/2007 5:06:00 AM	12/16/2007 5:06:00 AM	205962-1	0	NL Order	Unknown	Unknown	
12/16/2007 5:24:48 AM	12/19/2007 12:00:19 PM	208534-1	4716	NL Order	Trees-Not Trimming Related	Ice/Sleet/Snow	A & C phase S side loops opened at pole 26404s35107 for downed conductors pole 26404s35080 to pole 26403s35060. switch order H-462 WR 35449. Back in service at this time.
12/17/2007 12:45:00 PM	12/17/2007 12:45:00 PM	207559-1	0	NL Order	Unknown	Unknown	
4/30/2008 8:13:20 AM	4/30/2008 10:00:00 AM	253789-1	107	NL Order	Scheduled Outage	Not a Factor	tree trimming crew removed trees
6/16/2008 11:25:00 PM	6/16/2008 11:25:00 PM	277099-1	0	NL Order	Unknown	Unknown	
11/6/2008 8:34:00 AM	11/6/2008 8:34:00 AM	335897-1	0	NL Order	Unknown	Unknown	
5/5/2009 8:48:00 PM	5/5/2009 8:48:00 PM	387901-1	0	NL Order	Unknown	Unknown	
7/14/2009 8:12:00 AM	7/14/2009 8:12:00 AM	411445-1	0	NL Order	Unknown	Unknown	
4/28/2010 7:38:00 AM	4/28/2010 7:38:00 AM	507820-1	0	NL Order	Unknown	Unknown	
5/16/2010 6:19:00 AM	5/16/2010 6:19:00 AM	516918-1	0	NL Order	Unknown	Unknown	
5/29/2010 8:23:00 AM	5/29/2010 8:23:00 AM	521110-1	0	NL Order	Unknown	Unknown	
7/12/2010 4:47:00 PM	7/12/2010 4:47:00 PM	539134-1	0	NL Order	Unknown	Unknown	
7/18/2010 6:24:29 AM	7/18/2010 6:24:29 AM	542366-1	0	NL Order	Unknown	Unknown	
12/15/2010 6:07:00 PM	12/15/2010 6:07:00 PM	604022-1	0	NL Order	Unknown	Unknown	
2/21/2011 8:45:00 AM	2/21/2011 8:45:00 AM	627748-1	0	NL Order	Unknown	Unknown	
5/19/2011 3:45:00 AM	5/19/2011 3:45:00 AM	658805-1	0	NL Order	Unknown	Unknown	
7/29/2011 4:20:00 PM	7/29/2011 4:20:00 PM	699695-1	0	NL Order	Unknown	Unknown	
8/28/2011 6:28:00 AM	8/28/2011 1:15:55 PM	714514-1	407	NL Order	Trees-Not Trimming Related	Wind	::MDT ::SO audit complete per W1814**DMH
9/14/2011 7:49:00 PM	9/14/2011 7:49:00 PM	747643-1	0	NL Order	Unknown	Unknown	
9/14/2011 7:52:46 PM	9/15/2011 12:05:47 AM	747377-1	253	NL Order	Trees-Not Trimming Related	Rain	::MDT ::Tree Removed from conductors and conductors repaired (sleeved) at pole 26986s35029**SO audit complete per W0947**DMH
9/14/2011 9:21:00 PM	9/14/2011 9:21:00 PM	747655-1	0	NL Order	Unknown	Unknown	
9/15/2011 1:47:00 AM	9/15/2011 1:47:00 AM	747708-1	0	NL Order	Unknown	Unknown	
9/15/2011 2:27:00 AM	9/15/2011 2:27:00 AM	747710-1	0	NL Order	Unknown	Unknown	
9/15/2011 3:03:00 AM	9/15/2011 3:03:00 AM	747717-1	0	NL Order	Unknown	Unknown	
10/29/2011 3:07:00 PM	10/29/2011 3:07:00 PM	791317-1	0	NL Order	Unknown	Unknown	
10/4/2012 8:57:00 AM	10/4/2012 8:57:00 AM	915136-1	0	NL Order	Unknown	Unknown	
8/9/2013 5:15:00 AM	8/9/2013 5:15:00 AM	1046036-1	0	NL Order	Unknown	Unknown	
12/1/2013 8:38:00 AM	12/1/2013 9:50:31 AM	1082969-1	72	NL Order	Nothing Found (Explain)	Not a Factor	callout for sub repairman per SO.. rich dorman will work derek shearer will work. CB failure, did not cycle according to reclosing schedule.
1/13/2014 10:10:00 AM	1/13/2014 10:10:00 AM	1094600-1	0	NL Order	Unknown	Unknown	
2/3/2014 12:13:00 PM	2/3/2014 12:13:00 PM	1099084-1	0	NL Order	Unknown	Unknown	
5/21/2014	5/21/2014	1285650-0	0	NL Order	Unknown	Unknown	

PPL Exhibit 4

747377-1	9/15/2011 12:03:31 AM	No Lights	0901071010
768299-1	10/29/2011 3:23:47 PM	No Lights	0901071010
771509-1	10/29/2011 7:36:55 PM	No Lights	0901071010

**Transformer Outage History (Pre-OMS History for Customer's Current Transformer)**

Effectuated Grid	Trouble Time	Restore Time	Job Number	Duration	Cause	Weather
26482S35254	7/1/1998 2:54:00 AM	7/1/1998 3:02:00 AM	58982101	8	Vehicles	Not a Factor
26482S35254	6/22/2001 4:52:00 PM	6/22/2001 5:57:00 PM	58122201	65	Trees - Not Trimming Related	Lightning
26482S35254	1/31/2002 9:46:00 PM	1/31/2002 9:56:00 PM	58219201	10	Other - Non-Controllable	Rain
26482S35254	1/31/2002 9:46:00 PM	1/31/2002 10:50:00 PM	58219202	64	Other - Non-Controllable	Rain
26482S35254	12/15/2003 7:33:00 PM	12/16/2003 12:23:00 AM	58630801	290	Equipment Failure	Not a Factor
26482S35254	8/4/2004 4:42:00 AM	8/4/2004 5:04:00 AM	58728401	22	Nothing Found	Lightning
26482S35254	5/2/2006 3:06:00 PM	5/2/2006 4:22:00 PM	58382001	75	Animals	Not a Factor
26482S35254	2/1/2007 10:20:00 AM	2/1/2007 11:51:00 AM	58625901	91	Forced Prearranged	Not a Factor

# 52202 - 9 Month Feeder History

Momentary w/ associated outage      Momentary w/o associated outage

Job Number	Trouble Year-Month	Trouble Date & Time	Restored Date & Time	Duration	Job Type
3249614-1	2016-03	3/4/2016 10:58:43 AM	3/4/2016 11:22:00 AM	24	NL
3249959-1	2016-03	3/5/2016 11:44:44 PM	3/5/2016 11:56:52 PM	0	NL
3249977-1	2016-03	3/6/2016 7:04:13 AM	3/6/2016 7:18:24 AM	0	NL
3250868-1	2016-03	3/9/2016 1:43:07 AM	3/9/2016 7:25:00 AM	342	NL
3254864-1	2016-03	3/22/2016 3:34:52 PM	3/22/2016 4:37:53 PM	0	NL
3256372-1	2016-03	3/28/2016 2:26:19 PM	3/28/2016 3:47:00 PM	81	NL
3258565-1	2016-03	3/30/2016 10:27:32 AM	3/30/2016 10:29:21 AM	0	NL
3259492-1	2016-04	4/1/2016 5:38:02 PM	4/1/2016 5:45:36 PM	0	NL
3267176-1	2016-04	4/11/2016 3:21:34 PM	4/11/2016 3:34:09 PM	0	NL
3270247-1	2016-04	4/21/2016 3:22:27 PM	4/21/2016 3:28:03 PM	0	NL
3276230-1	2016-05	5/10/2016 6:11:40 AM	5/10/2016 6:11:40 AM	0	NL
3276231-1	2016-05	5/10/2016 6:14:32 AM	5/10/2016 6:28:08 AM	0	NL
3276696-1	2016-05	5/11/2016 11:53:11 AM	5/11/2016 12:02:34 PM	0	NL
3278617-1	2016-05	5/17/2016 10:12:25 AM	5/17/2016 11:10:00 AM	58	NL
3279633-1	2016-05	5/19/2016 4:22:12 PM	5/19/2016 4:30:37 PM	0	NL
3279661-1	2016-05	5/19/2016 5:13:04 PM	5/19/2016 5:16:27 PM	0	NL
3280504-1	2016-05	5/22/2016 6:29:24 PM	5/22/2016 7:50:00 PM	81	NL
3282988-1	2016-05	5/30/2016 7:19:44 AM	5/30/2016 8:35:00 AM	0	NL
3283740-1	2016-05	5/31/2016 5:28:05 PM	5/31/2016 7:11:00 PM	103	NL
3283767-1	2016-05	5/31/2016 7:22:40 PM	5/31/2016 7:22:40 PM	0	NL
3283768-1	2016-05	5/31/2016 7:24:03 PM	5/31/2016 7:32:11 PM	0	NL
3283769-1	2016-05	5/31/2016 7:28:48 PM	5/31/2016 7:37:57 PM	0	NL
3283770-1	2016-05	5/31/2016 7:30:17 PM	5/31/2016 9:10:00 PM	100	NL
3287673-1	2016-06	6/9/2016 4:21:48 AM	6/9/2016 4:31:25 AM	0	NL
3288904-1	2016-06	6/11/2016 3:06:52 PM	6/11/2016 3:21:04 PM	0	NL
3291388-1	2016-06	6/16/2016 12:15:36 PM	6/16/2016 12:15:36 PM	0	NL
3291390-1	2016-06	6/16/2016 12:17:03 PM	6/16/2016 12:24:54 PM	0	NL

3291594-1	2016-06	6/16/2016 7:49:17 PM	6/16/2016 9:22:10 PM	0	NL
3295165-1	2016-06	6/27/2016 4:02:07 AM	6/27/2016 4:02:07 AM	0	NL
3295169-1	2016-06	6/27/2016 5:13:28 AM	6/27/2016 5:20:44 AM	0	NL
3297410-1	2016-06	6/30/2016 4:36:56 PM	6/30/2016 4:50:12 PM	0	NL
3298511-1	2016-07	7/4/2016 3:59:10 PM	7/4/2016 3:59:10 PM	0	NL
3298512-1	2016-07	7/4/2016 4:00:25 PM	7/4/2016 4:02:51 PM	0	NL
3298513-1	2016-07	7/4/2016 4:07:36 PM	7/4/2016 7:03:00 PM	176	NL
3309663-1	2016-07	7/25/2016 7:15:11 PM	7/25/2016 10:13:00 PM	178	NL
3315984-1	2016-08	8/5/2016 6:27:10 PM	8/5/2016 6:35:47 PM	0	NL
3316022-1	2016-08	8/5/2016 9:27:14 PM	8/5/2016 9:30:12 PM	0	NL
3316023-1	2016-08	8/5/2016 9:35:06 PM	8/5/2016 9:38:19 PM	0	NL
3316035-1	2016-08	8/5/2016 11:17:16 PM	8/6/2016 12:54:53 AM	0	NL
3322533-1	2016-08	8/16/2016 4:08:01 PM	8/16/2016 8:00:00 PM	232	NL
3324002-1	2016-08	8/18/2016 12:28:42 PM	8/18/2016 12:35:29 PM	0	NL
3329530-1	2016-09	9/1/2016 6:17:27 PM	9/1/2016 7:42:51 PM	0	NL
3329549-1	2016-09	9/1/2016 7:06:47 PM	9/1/2016 8:35:30 PM	0	NL
3329575-1	2016-09	9/1/2016 10:53:38 PM	9/1/2016 11:28:00 PM	35	NL
3329972-1	2016-09	9/2/2016 7:24:01 PM	9/2/2016 7:28:13 PM	0	NL
3330281-1	2016-09	9/4/2016 6:40:31 AM	9/4/2016 6:40:31 AM	0	NL
3330337-1	2016-09	9/4/2016 12:25:19 PM	9/4/2016 12:30:13 PM	0	NL
3330961-1	2016-09	9/6/2016 9:19:56 PM	9/6/2016 9:23:08 PM	0	NL
3331302-1	2016-09	9/7/2016 4:04:40 PM	9/7/2016 4:04:40 PM	0	NL
3331305-1	2016-09	9/7/2016 4:06:26 PM	9/7/2016 4:12:39 PM	0	NL
3331309-1	2016-09	9/7/2016 4:12:18 PM	9/7/2016 4:25:57 PM	0	NL
3333711-1	2016-09	9/13/2016 2:56:21 PM	9/13/2016 3:15:19 PM	0	NL
3337501-1	2016-09	9/23/2016 7:11:56 AM	9/23/2016 7:11:56 AM	0	NL
3337503-1	2016-09	9/23/2016 7:14:07 AM	9/23/2016 7:19:34 AM	0	NL
3337707-1	2016-09	9/23/2016 2:21:46 PM	9/23/2016 2:30:06 PM	0	NL
3338613-1	2016-09	9/26/2016 7:00:51 PM	9/26/2016 7:10:42 PM	0	NL
3339944-1	2016-09	9/29/2016 12:18:15 PM	9/29/2016 1:34:00 PM	76	NL
3345443-1	2016-10	10/13/2016 8:48:12 AM	10/13/2016 10:45:00 AM	117	NL

3348125-1	2016-10	10/21/2016 12:25:53 PM	10/21/2016 12:46:45 PM	0	NL
3352096-1	2016-10	10/29/2016 9:05:33 AM	10/29/2016 9:05:33 AM	0	NL
3352107-1	2016-10	10/29/2016 9:19:37 AM	11/2/2016 8:40:00 AM	0	NL
3357827-1	2016-11	11/14/2016 1:29:37 PM	11/14/2016 1:39:10 PM	0	NL
3359273-1	2016-11	11/18/2016 12:26:08 PM	11/18/2016 12:29:26 PM	0	NL
3359631-1	2016-11	11/19/2016 2:59:06 PM	11/19/2016 2:59:06 PM	0	NL
3359632-1	2016-11	11/19/2016 2:59:13 PM	11/19/2016 2:59:13 PM	0	NL
3359635-1	2016-11	11/19/2016 3:02:36 PM	11/19/2016 11:30:00 PM	508	NL
3360102-1	2016-11	11/19/2016 11:26:33 PM	11/19/2016 11:42:20 PM	0	NL
3361113-1	2016-11	11/20/2016 3:25:54 PM	11/20/2016 4:13:00 PM	48	NL
3364460-1	2016-11	11/22/2016 9:05:59 AM	11/22/2016 11:00:00 AM	115	NL
3364560-1	2016-11	11/22/2016 11:13:02 AM	11/22/2016 11:40:00 AM	27	NL
3366870-1	2016-11	11/29/2016 5:26:44 AM	11/29/2016 6:57:00 AM	91	NL
3369849-1	2016-12	12/6/2016 8:09:55 AM	12/6/2016 10:10:00 AM	121	NL
3422022-1	2016-12	12/13/2016 8:53:16 AM	12/13/2016 11:00:00 AM	127	NL
3422045-1	2016-12	12/13/2016 8:53:55 AM	12/13/2016 11:00:00 AM	127	NL
3427201-1	2016-12	12/13/2016 11:15:54 AM	12/13/2016 1:10:00 PM	115	NL
3454659-1	2016-12	12/13/2016 11:53:56 PM	12/14/2016 12:35:17 AM	0	NL
3525951-1	2016-12	12/15/2016 8:59:45 AM	12/15/2016 10:15:00 AM	76	NL
3525961-1	2016-12	12/15/2016 9:00:02 AM	12/15/2016 11:30:00 AM	150	NL

Device Type	Component	Cause	Grid Number
Fuse	OH-Primary/Neutral	Scheduled Outage	26764S35074
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26952S35110
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26952S35110
Transformer	OH-Pole/Arms Attachments	Equipment Failures	27093S35499
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26175S34862
Transformer	OH-Transformer Fuse/Cutout	Equipment Failures	26173S34898
Transformer	No Component Entered	Non PPL Problem-Other	26900S35207
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26895S35184
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26126S34992
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26969S35420
OCR	No Component Entered	Unknown	26981S35144
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26662S35258
Transformer	No Component Entered	Non PPL Problem-Other	26240S35077
Transformer	OH-Primary/Neutral	Animals	26531S35160
Transformer	No Component Entered	Non PPL Problem-Other	26928S35414
Transformer	No Component Entered	Non PPL Problem-Other	26928S35414
Transformer	OH-Other Equipment(explain)	Equipment Failures	26995S35330
Transformer	OH-Transformer Fuse/Cutout	Animals	26995S35330
Transformer	OH-Transformer Fuse/Cutout	Equipment Failures	26916S35217
OCR	No Component Entered	Unknown	26981S35144
Transformer	No Component Entered	Non PPL Problem-Other	26889S35038
Transformer	No Component Entered	Non PPL Problem-Other	26662S35258
Transformer	OH-Transformer	Equipment Failures	26916S35217
Transformer	No Component Entered	Non PPL Problem-Other	26759S35117
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26153S34855
OCR	No Component Entered	Unknown	26981S35144
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26662S35258

Transformer	No Component Entered	Non PPL Problem-Cust Fac	26175S34862
OCR	No Component Entered	Unknown	26981S35144
Transformer	No Component Entered	Non PPL Problem-Other	26662S35258
Fuse	No Component Entered	Non PPL Problem-Cust Fac	26136S34890
OCR	No Component Entered	Unknown	26981S35144
Transformer	No Component Entered	Non PPL Problem-Other	26662S35258
Transformer	OH-Transformer Fuse/Cutout	Trees-Not Trimming Related	26812S35117
Transformer	OH-Primary/Neutral	Equipment Failures	26469S35232
Transformer	No Component Entered	Non PPL Problem-Other	26142S34854
Transformer	No Component Entered	Non PPL Problem-Other	26142S34854
Transformer	No Component Entered	Non PPL Problem-Other	26142S34854
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26142S34854
Transformer	OH-Transformer Fuse/Cutout	Equipment Failures	26494S35211
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26253S35055
Transformer	No Component Entered	Non PPL Problem-Other	26812S35117
Transformer	No Component Entered	Non PPL Problem-Other	26126S34992
Transformer	OH-Transformer	Scheduled Outage	26126S34992
Transformer	No Component Entered	Non PPL Problem-Other	26072S35004
OCR	No Component Entered	Unknown	26981S35144
Transformer	No Component Entered	Non PPL Problem-Other	26662S35258
Transformer	No Component Entered	Non PPL Problem-Other	26144S34964
OCR	No Component Entered	Unknown	26981S35144
Transformer	No Component Entered	Non PPL Problem-Other	26662S35258
Transformer	No Component Entered	Non PPL Problem-Other	26767S35199
Transformer	No Component Entered	Non PPL Problem-Other	26095S34952
Breaker/ OCR	No Component Entered	Unknown	26800S35620
Transformer	No Component Entered	Non PPL Problem-Other	26662S35258
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26373S35117
Transformer	No Component Entered	Non PPL Problem-Cust Fac	26505S35148
Transformer	OH-Secondaries/Services	Trees-Trimming Related	26302S35106
Transformer	OH-Transformer Fuse/Cutout	Animals	26812S35117

Transformer	No Component Entered	Non PPL Problem-Cust Fac	26240S35077
OCR	No Component Entered	Unknown	26981S35144
Transformer	OH-Transmission	Non PPL Problem-Cust Fac	26662S35258
Transformer	No Component Entered	Non PPL Problem-Other	26167S35038
Transformer	No Component Entered	Non PPL Problem-Other	26601S34996
OCR	No Component Entered	Unknown	26981S35144
OCR	No Component Entered	Unknown	26981S35144
Fuse	OH-Primary/Neutral	Trees-Not Trimming Related	26470S35138
Not Found	No Component Entered	Non PPL Problem-Other	26512S35160
Transformer	OH-Secondaries/Services	Trees-Not Trimming Related	26923S35193
Transformer	OH-Transformer Fuse/Cutout	Trees-Trimming Related	26895S35184
Transformer	OH-Secondaries/Services	Scheduled Outage	26576S35153
Customer	No Component Entered	Non PPL Problem-Other	5009 MAURET
Transformer	OH-Transformer	Scheduled Outage	26173S34898
Transformer	OH-Transformer Fuse/Cutout	Scheduled Outage	26551S35267
Transformer	OH-Transformer Fuse/Cutout	Scheduled Outage	26533S35247
Transformer	OH-Transformer Fuse/Cutout	Scheduled Outage	26490S35171
Transformer	No Component Entered	Non PPL Problem-Other	26130S34865
Transformer	OH-Transformer Fuse/Cutout	Scheduled Outage	26545S35152
Transformer	OH-Transformer Fuse/Cutout	Scheduled Outage	26522S35127

# Customers (Momentary)	# Customers (Permanent)	CMI (Permanent)
0	118	2,747
0	0	0
0	0	0
0	19	4,110
0	0	0
0	15	1,210
0	0	0
0	0	0
0	0	0
0	0	0
0	0	0
1,622	0	0
0	0	0
0	0	0
0	7	403
0	0	0
0	0	0
0	3	242
0	0	0
0	1	103
1,626	0	0
0	0	0
0	0	0
0	1	100
0	0	0
0	0	0
1,623	0	0
0	0	0

0	0	0
1,622	0	0
0	0	0
0	0	0
1,622	0	0
0	0	0
0	6	1,052
0	5	889
0	0	0
0	0	0
0	0	0
0	0	0
0	14	3,248
0	0	0
0	0	0
0	0	0
0	12	412
0	0	0
1,624	0	0
0	0	0
0	0	0
1,624	0	0
0	0	0
0	0	0
0	0	0
1,774	0	0
0	0	0
0	0	0
0	0	0
0	7	530
0	6	701

Line was tied to neighboring circuit - fault was

0	0	0
1,627	0	0
0	0	0
0	0	0
0	0	0
1,632	0	0
1,632	0	0
0	72	22,183
0	0	0
0	4	188
0	4	456
0	6	162
0	1	90
0	15	1,801
0	8	1,014
0	12	1,513
0	5	571
0	0	0
0	5	376
0	10	1,500

on another feeder.

## Certificate Of Service

I do Herby Certify That I have This Day 10 January 2017 I Have Served a true And correct copy of the amended Complaint form 10 January 2017 upon The person's and manner Set Forth Below.

Via Fax Answer to answer of Complaint

Kimberly G. Krupka

33 S Seventh Street

P.O. box 4060

Allentown, PA 18105-4060

The Honorable Jeffery A. Watson

Piatt Place

Suite 220

301 5<sup>th</sup> Avenue

Pittsburg, Pa 15222 undeliverable

Ross E. Schell