

Letter To Sustain Complaint Docket No. C-2019-3015099

Jeffrey and Gretchen Moyer V. Metropolitan Edison Company

Filed with:

Rosemary Chiavetta, Esquire – Secretary

Pennsylvania Public Utility Commission

Commonwealth Keystone Building – 2 North

P.O. Box 3265

Harrisburg, PA 17105

With Copy to:

Margret A. Morris, Esquire

Reger Rizzo & Darnall LLP

Cira Centre, 13th Floor

2929 Arch Street

Philadelphia, PA 19104

January 26, 2020

Please accept this letter as a formal response to your letter dated January 13th, 2020 referencing our formal complaint regarding the reliability of electrical service provided by Metropolitan Edison Company (provider). When we submitted our formal complaint we submitted a (two) year service sustained outage report as supplied by Metropolitan Edison. This report represents the only information available from the provider. A further check going back 10 years, or more will show a sustained pattern of interrupted service. As the world focuses on electricity as its primary power source, it is more important than ever that quality uninterrupted service be provided.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Clearly tree management along power transmission lines is an issue (as supported in the referenced report), however this situation is exacerbated by the age of the providers equipment and lack of switching equipment needed to isolate and circumvent tree caused outages. Additional switching equipment is needed better isolate problem areas facilitating smaller effected areas. The provider (Metropolitan Edison) admits this in their response letter by starting that our service location is served by the Lynnville 737-1 circuit which is miles from our location and on a totally separate road system. On an anecdotal note, repair service provided by out of state electric companies during long-term outages is described by this out of state labor as "we've never seen equipment this old" and "it's no wonder your power goes out".

I agree that the power provider, in this case Metropolitan Edison, is not required to provide "perfect" service or even "the best possible service" as stated in the response letter I received. However, I do disagree that power provided is "reasonably" continuous and without "unreasonable interruptions as required by law. I believe a further examination of an extended record (although I believe the 2 years supplied is enough to support my claim) will support this claim. If not, I would like to know how many outages does constitute a lack of "reasonable" service.

As farmers with animals (dairy heifers) we need to supply water and fencing to provide protection to our animals and the safety of our community. Both require electricity. Constant interruptions in provider supplied power makes this situation intolerable.

Individual community members are forced to use personal generators to augment electric service supplied by Metropolitan Edison. As members of our community age, several elderly community members need to contemplate moving to protect their own personal safety and well being simply because they depend on Metropolitan Edison to supply the electrical power they need to live, and they worry about constant outages.

While I respect the time and resources of the Commission and all parties involved in this matter, I disagree that the formal complaint should be dismissed or even resolved by mediation. I herby request we move to a public hearing (in our local area) where a full description of this complaint can be aired by all parties.

This letter is respectfully submitted:

Jeffrey Moyer



Gretchen Moyer



Jeffrey & Gretchen Moyer

244 Sousley Road

Lenhartsville, PA 19534

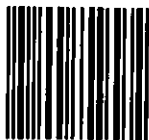


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