

Outage List - by Grid & Month

Job Number	Job Type	Trouble Date & Time	Dispatched Date & Time	Restored Date & Time	Feeder	Line Name	Cause	Grid Number	Duration	Metrics	# Customers (Perma)	CMI (Permanent)
3913936.1	PSP	8/18/2017 2:38:18 PM	8/18/2017 2:42:00 PM	8/18/2017 3:26:00 PM	67904	W NEW HOLLAND 69/12 KV LINE 79-04	Non PPL Problem-Other	48108S28382	0		0	0

C-2018-3005382

3/27/19

Harley

wfH

Outage List - by Grid & Month->Calls Received

Call Date & Time	Caller Name	Call Type Description	Call Comments
8/18/2017 2:38:18 PM	LANCASTER 911 #74	Wire Down-911	low wire. INC#21710

C-2018-30053A2
3/27/19
Handy
WJH

Outage List - by Grid & Month -> Job Details

Job Number	Job Type	Grid Number	Trouble Date & Time	Dispatched Date & Time	Restored Date & Time	Feeder Number	Cause	Device Type	Component Desc	Duration	Comments	# Customers (Perm)	CAID
391399-1	PSP	46166S28382	8/18/2017 2:39:18 PM	8/18/2017 2:42:00 PM	8/18/2017 3:28:00 PM	87604	Non PPL Problem-O	Transformer	No Component Entered	0	MDT Customer - No contact made with customer.	0	0

C - 2018 - 3005382
 3/27/19
 [Signature]
 wjH

Account Contact History
Account: 8079118011 Customer Name: STACY WEAVER
 From 10/6/2016 to 1/4/2019

Contact Date	Contact Type	Remarks	User
2018-11-02	Miscellaneous	WATT No Bill - No Bill Residential Work Item 2251553 Completed	MARITZA RODRIGUEZ
2018-10-19	SC - PUC Formal Complaint	The customer filed Formal Complaint WATT ID 2255027...SUSPEN CHG WAS PLACED ACCT 3499120010...COMPLAINT IS IN REGARDS TO THIS ACCT	e03880
2018-10-10	Miscellaneous	WATT ID 2251553 Because of due date change next bill will be issued around 11 1 18	MARITZA RODRIGUEZ
2018-10-09	Miscellaneous	WATT No Bill - No Bill Residential Work Item 2251553 Created	CSS
2018-10-09	Correspondence - General	Template Name Due Date Change Request Created By Lance Nancy W Letter Edited No CS Letters ID 2795587	CSLET
2018-10-09	Due Date Change	Working WATT Due Date Change - changed bill group from 20 to 05 to provide cust with a bill due closer to 25th of the month. This will produce a bill longer or shorter than normal bill cycle. after initial bill will go back to reg bill cycle. Sent letter.	NANCY LANCE
2018-10-09	Miscellaneous	WATT Billing - Due Date Change Work Item 2237989 Completed	NANCY LANCE
2018-10-08	Credit	Caller STACY WEAVER Ratepayer User Comments called to check on due date change and acct bal. adv that 128.06 was due by 10 16	ASHLEY HALL
2018-10-08	WUR Assessment	STACY WEAVER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	ASHLEY HALL
2018-10-04	Account Balance	SMS Account Balance Inquiry	IVR
2018-09-21	WUR Assessment	STACY WEAVER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	KATELYN MILLER
2018-09-21	Credit	Caller STACY WEAVER Ratepayer. issued dd change for the customer upon request	KATELYN MILLER
2018-09-21	Miscellaneous	requested dd change due to receiving of income for the 25th of each month	KATELYN MILLER
2018-09-21	Miscellaneous	WATT Billing - Due Date Change Work Item 2237989 Created	KATELYN MILLER
2018-09-20	SC - GRACE EXTENSION	BCS 3637929. DATE CLOSED 09 20 2018. CASE DISMISSED. THE PUC HAS LIMITED JURISDICTION OVER THIS ISSUE.	E165934
2018-09-18	Credit	Caller STACY WEAVER Ratepayer User Comments CUST CALLING TO CHECK THE STATUS OF THE PROPERTY DAMAGE ADVISED CUST THERE IS STILL OPEN WORK ORDER TICKET. CUST ADVISED THIS HAS BEEN GOING ON FOR QUITE SOME TIME AND A GENTLEMAN REACHED OUT TO HER AROUND 7 21 AND IT SOUNDED AS IF THERE MAY BE SOME RESOLUTION BY NOW. CUST WISHED TO ESCALATE THE CLAIM.	DANIELLE CROWE
2018-09-18	WUR Assessment	STACY WEAVER Ratepayer. Caller s Concern Property Damage. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	DANIELLE CROWE
2018-09-18	Credit	Caller Back Office Ratepayer. System issue	JESSIKA FIGUEROA
2018-09-04	Credit	Caller Back Office Ratepayer. Cust in reference to Property Damage claim she had start 7 9 18 because she wanted to know if she needed to take out a loan to fix property or if PPL will be taking responsibility. Was adv from sup to have her call High Billing during hours of 8-5 M-F and to have them escalate the situation. SAT	JESSIKA FIGUEROA
2018-08-24	Credit	Caller STACY WEAVER Ratepayer User Comments CCI FOR PROP DMAGE CLM UPDATE ADV NO DECISION AS OF YET ADV PUC COMPLAINT UPDATED AS OF 07 31 EMAILED TOM HEFFENFINGER SAT	BRIGIT MOREHEAD YOUNG
2018-08-24	WUR Assessment	STACY WEAVER Ratepayer. Caller s Concern Other - Miscellaneous. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	BRIGIT MOREHEAD YOUNG
2018-07-31	SC - PUC Informal Complaint	PUC MDIA BCS 3637929	CUCL143
2018-07-26	Maintain Bill Account	Caller STACY WEAVER Ratepayer updated primary phone from 717-533-5191 to primary phone 717-333-5191.	SHERRI MORELL
2018-07-26	Property Damage	Caller STACY WEAVER Ratepayer. cont... with water coming in trying to prevent futher damage Emailed TOM HEFFELFINGER JR to see if any way to expedite but did not guarantee that. expld I would forward the info sats	SHERRI MORELL
2018-07-26	Property Damage	Caller STACY WEAVER Ratepayer User Comments s w STACY WEAVER calling again about prop damage claim on 80791-18011 expld its still open investigation no exact timeframe how long it may take but cust will receive a response cust said has has holes in her siding... CONT.....	SHERRI MORELL
2018-07-26	WUR Assessment	STACY WEAVER Ratepayer. Caller s Concern Other - Miscellaneous. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	SHERRI MORELL
2018-07-26	Maintain Bill Account	Caller STACY WEAVER Ratepayer updated primary phone from 717-355-0608 to primary phone 717-533-5191.	SHERRI MORELL
2018-07-26	Maintain Bill Account	Caller STACY WEAVER Ratepayer updated alternate phone from 717-333-5191 to alternate phone 717-351-0164.	SHERRI MORELL
2018-07-26	Miscellaneous	Caller STACY WEAVER Ratepayer. calling about 341 w broad st New Holland 17557	SHERRI MORELL
2018-07-26	Credit	Caller STACY WEAVER Ratepayer. cust called and stated that she would like an update on claim that she has filed on PPL as i went to get more info on how to handle call cust hung up	TALITHA SAMPSON
2018-07-18	WUR Assessment	STACY WEAVER Ratepayer. Caller s Concern Property Damage. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	CARMEN P URBAN

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2018-07-18	Property Damage	Caller STACY WEAVER Ratepayer. FEELS PPL SHOULD BE RESPONSIBLE DUE TO THE FACT THEY HAD PLACED A CALL ON 8 18 2017 ABOUT THE LOW WIRE...NOT SURE IF WE HAD GONE OUT TO CHECK IT...SATIS	CARMEN P URBAN
2018-07-09	Property Damage - Customer /s Property Issued	s w STACY WEAVER ph 717-333-5191 on 7-3-18-truck driver pulled wire off of home company of truck driver paid for electric box wires-siding ripped needs to replaced the company is taking responsibility-she feels PPL should be responsible for some of this because wire was reported hanging about a year ago it needed to be checked was never fixed sat	SHERRI MORELL
2018-07-09	WUR Assessment	STACY WEAVER Ratepayer. Caller s Concern Other - Miscellaneous. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No.	SHERRI MORELL
2018-07-05	Change Meter Only Issued	MTR WAS CHANGED PER OMS WATT 2131363	REBECCA L REAM
2018-07-02	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e158278 Call Type 86 Other Comments customer calling for emergency reconnect inspection is on site for wo 58310145 acct is noted that a two man crew is nee	WCT
2018-07-02	Credit	Caller STACY WEAVER Ratepayer. CUST CALLING TO HAVE SERVICES CONNECTED. TRANS TO T40.	SHERIKA RHODES
2018-07-02	Special Situation	Caller STACY WEAVER Ratepayer. wo 58310145 advd cust cb once inspection on site and please note spec sit contacts will need 2man crew for reconnect. please put in comments that crew needs to bring 175 ft of 1 OTT service wire.	CHRISTINA H ROBSON
2018-07-02	WAM	Caller STACY WEAVER Ratepayer. bring 175 ft of 1 ott service wire sat	CHRISTINA H ROBSON
2018-07-02	WAM	Caller STACY WEAVER Ratepayer User Comments sw stacy weaver rp was told to call back had service ripped from home work done waiting on inspector advd wo and have inspect leave cut in card onsite and send copy cb at that time for emergency reconnect per special sit contact once cust cb for emergy reconnect please not 2 man crew needed also commnt to	CHRISTINA H ROBSON
2018-07-02	WUR Assessment	STACY WEAVER Ratepayer. Caller s Concern Other - Miscellaneous. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO HungUp	CHRISTINA H ROBSON
2018-07-02	Special Situation	Caller josh Younger Other. They will call back once the inspection is complete released online and a copy will be left at base. Please issue a trou call for same day connection.	DONNA M BROWER
2018-07-02	WAM	False. CHG SVC MAST CHG True. DISC RMOH. STORM-FIRE-FLOOD False. CHG SVC ENTR CABLE REPL True. CHG MTR BS REPL True. NEW AMP SZ 200A	SELF SERVICE USER
2018-07-02	WAM	E159794 sw Josh Younger commented PPL WAS there already. Picc Ohio truck pulled ALL service down. Inspector is on his way. Work is done. Adv to leave insp card at base and have released online. then call PPL we will issue TROU call to have power restored. created WO 58310145 for RMOH.CUST DESIRED IN-SVC DT 07 23 2018.REQUIRES MANUAL CONNECT.TEMP DISC	SELF SERVICE USER
2018-07-02	Special Situation	customer service ripped out of home. needs electrician to re-attach. will need 2man crew for reconnect. please put in comments that crew needs to bring 175 ft of 1 OTT service wire.	JEROME T LOPER
2018-07-02	Credit	Caller STACY WEAVER Ratepayer User Comments cci to report a wire down that got hit by a truck. adv cust there was a crew already in route due to someone else already calling in. power should be restored by 3 30 today	ELIZABETH MERCED-MCKINNEY
2018-07-02	WUR Assessment	STACY WEAVER Ratepayer. Caller s Concern Payment Assistance. Position Stated Yes. Sat Yes. WUR Required No. Provided PUC No. Interested in SO No	ELIZABETH MERCED-MCKINNEY
2018-07-02	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e187547 Call Type 15 No Lights Wire Down Comments truck hit wire over head wire down firefighters on seen	WCT
2018-07-02	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note OMS_CSS.services.contacts.privcontacts.notification_PPL_CUSTOMER_CONTACT_VIEWPublishDocument USER_NAME Call Type 01 AMI Power Down Event Comments none	MTR
2018-02-01	Choice Inquiry	STACY WEAVER Ratepayer. Updated Privacy Release to Withhold All	KYLE GUTIERREZ
2017-09-22	Meter	Pre-sweep MEX TranGrid 46168S28382 Bf-LAT 40.101214586 Af-LAT 40.101253 Bf-LONG -76.09901483 Af-LONG -76.09891 BManf L G MfRepair N Remed None Required Hrd2Access No Bf-SrvSz 200 Af-SrvSz 0 0 0	CSSDR044
2017-09-22	Change Meter Only Issued	This order was issued for Meter Vision OLD METER 133403087 OUT KWH 18156 OUT KW 4.940 DATE 2017-09-22 NEW METER 300458722 IN KWH 00000 IN KW 0.0 There is a pending connect at this account with a date in the past. Complete the connect and then complete the CMO.	PAM0001
2017-09-22	RF Meter Replacement	RF Meter Installed at premise - 2017-09-22 - 133403087 Installed	CSSDR044
2017-08-29	RF Meter Replacement	3 week Letter Sent - 2017-08-29 - 3 Week Letter Sent Mailed to 406 W CONESTOGA ST	CSSDR044
2017-08-18	Electric Outage - Issuance	Cond 1 Cond 2 Cond 3 Cond 4 Note e163783 Call Type 53 Wire Down-911 Comments low wire. INC 21710	WCT
2017-05-12	Choice Inquiry	Caller STACY WEAVER Ratepayer Customer Satisfied Yes Customer Interested in SO No User Comments sw STACY WEAVER Ratepayer advd reps coming to home to make offer ppl rates advd 7.439 change 06 01 8.493 explain d shopping ptc polr alerts satis	CHRISTINA H ROBSON
2017-05-12	Maintain Bill Account	Caller STACY WEAVER Ratepayer added 717-333-5191 as alternate phone	CHRISTINA H ROBSON
2017-02-25	Meter	Pre-sweep MEX TranGrid 46168S28382 LAT 40.101214586 LONG -76.09901483 BManf L G MfRepair No Remed None Required Hrd2Access No Bf-SrvSz 200 Af-SrvSz 0 0 0	CSSDR044