

Docket number: C-2020-3019952.

Description: Dennis, Martha v. West Penn Power Company

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

I apologize that I am not computer savvy nor do I have a printer so I had to hand write my reply. I am sorry if it is perhaps a bit lengthy than it should be; I done the best I could understand to do. I hope I have given you all the information you need. If there is anything else you need from me please call me at 301-331-4569.

Thank you so much

Martha Dennis

* I forwarded pictures of the wires to the email addresses provided

In response to comments made on item #4
Denial of Responsibility.

It says the man who responded from West Penn Power denies my recitation of events. When in fact my husband and myself were both present when he admitted West Penn was totally at fault and according to him he noted and reflected all this info in his report for the day. He also stated that the power company would reimburse us for damages. He told me to call and file a claim for damages.

We had inquired of an electrician about what had happened. His explanation was the loss of a ground not only damaged something on the pole but caused the electric to recircuit into our house seeking a ground connection. I may not be an electrician but I'm sure if you consulted one they would confirm what I am saying. Again as I have said before had the wire been replaced before we would not have had the problem. I see that as negligent on their part. The comment "the failure of equipment was unforeseen" is untrue. If they only made a temporary fix it was bound to deteriorate over time.

The statement I confirmed to have no further problems is not accurate. In fact we had power restored to the house but because of the surge we had damage to items and we had to use extension cords throughout the house for months because we had no power upstairs - limited power downstairs and in the basement. We were told by their electrician to keep several breakers off until an electrician was able to check out the damages. We were then waiting several months to hear from West Penn Power as to what to do. I was told by someone in the claims department they supplied their own electricians

to do repairs.

As I said before we have pictures of the wires they had spliced together before as well as where he "repaired" it again splicing the wires together. I have forwarded photos of the wiring to the email addresses with my docket # and information.

Lack of adequate, reasonable and efficient service:

I had called several times to the Company after filing the complaint with no reply. Finally I received a letter from Carline Fulciniti denying any fault or responsibility. I called to talk to her (at least 4 times I documented) to which she was never available or they would not provide me with an extension number to contact her. I got no response until 2 months later apologizing her phone had been broken.

In response to #5

I would also like to add to my requirements of relief that the company come back and replace the spliced wire. I do not need to go through this again!

In response to #11 - 14 of New Matter

I understand the Commission does not have the power to award monetary damages. We will indeed however continue to pursue a hearing with the PUC. We will then follow up with proceedings in civil court to pursue the reimbursement of monetary damages.

I find it insulting and very hurtful in your statements on #14 and #15 of 819 KB statements.

Your reply was our request for damages and our pursuit for relief is an "irrelevant" and "impertinent" matter. A fact I left out in our formal complaint was the morning of the surge a thick black smoke was rolling from our dish control box. From experience what follows is a burst of flames. Had we not been there, which on Sunday morning we usually are not, we would have likely had a house fire. Something to which you still say you are not responsible. This makes me sick to think we would still be fighting a company to do what is right while we could very likely been homeless.

While I understand that no company (as in #12 + #13) can be expected to provide "perfect service", they should at least reply to their customers and keep communication. By doing so in a timely manner and accepting responsibility for things they have done therefore providing relief to the customer. There has been nothing adequate, safe or efficient about your service!

Martha Dennis
12237 Blue Mountain Ave
Waynesboro, PA 17268

Rosemary Chiavetta, Esquire
Secretary
Pennsylvania Public Utility Commission
P O Box 3265
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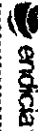
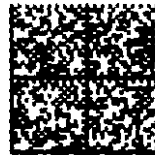
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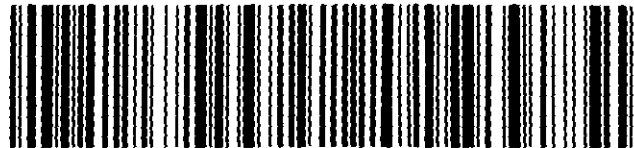
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