



February 3, 2021

Via FedEx Delivery

TELEPHONE UTILITY REPORT OF OUTAGE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU  
400 NORTH STREET  
HARRISBURG, PA 17120

RECEIVED

FEB 03 2021 *hjk*

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

M-2021-3023564

RE: Final Outage Report

Dear Sir or Madam,

Vesta Solutions, Inc. is filing a Confidential and Proprietary Version of its outage report because information therein constitutes confidential and proprietary trade secrets. For this reason, Vesta Solutions, Inc. requests that the Confidential and Proprietary Version of its submission that has been labeled "CONFIDENTIAL INFORMATION" and that is contained in the envelope marked "UNDER CONFIDENTIAL SEAL" be given confidential treatment by the Commission, including its various offices and bureaus, and that these confidential materials be excluded from the Commission's public document folder and that the confidential copies not be disclosed to the public.

A public/redacted version of the outage report has also been included with this filing. The confidential and proprietary information contained in this public/redacted version has been labeled "PUBLIC - CONFIDENTIAL INFORMATION REDACTED" filed concurrently.

Please date stamp the copy of this cover letter and return in the postage paid envelope to affirm receipt. Should there be any questions regarding this filing, please do not hesitate to contact me.

Respectfully,

/s/ Karen Wolf

Karen Wolf  
Director of Regulatory Affairs  
Phone: 951.575.5641

**PUBLIC - CONFIDENTIAL INFORMATION REDACTED**

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PA PUBLIC UTILITY COMMISSION  
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Phone-In Reports: Always call (717) 941-0003  
Email RA-PUCPEMA@pa.gov

An original and one copy of this report are to be mailed to the Secretary's Bureau at the address above, even if an electronic copy has been emailed to the address above.

**Information Required:**

1. Reporting Utility: Vesta Communications, Inc.  
Address: 42555 Rio Nedo, Temecula, CA 92590

2. Name and title of person making report:  
Chuck Foster      Sr. Manager, CMSO  
(Name)              (Title)

3. Telephone number:  
951-972-6797  
(Telephone Number)

4. Date and time initial telephonic report was made to Commission:  
\_\_\_\_ 20 Jan 2021 \_\_\_\_ 18:03 ET \_\_\_\_  
(Date)                      (Time)

5. Interruption or Outage:

(a) Number of customers affected: [Began Redacted] \_\_\_\_\_  
[End Redacted]

(b) Approximate number of outages for each county affected during the event:  
\_\_\_\_ One (1) \_\_\_\_\_

(c) Reason for the interruption or outages:  
\_\_\_\_ [Began Redacted] \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

[Redacted]

[End Redacted]

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(d) Projected time of restoration:

n/a

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(e) The date and time of the first information of a service interruption:

20 Jan 2021 at 16:45 ET

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(f) The actual time that service was restored to the last affected customer:

[Began Redacted]

[Redacted]

[End Redacted]

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Remarks:

[Began Redacted]

[Redacted]

[End Redacted]

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