



March 10, 2021

Via FedEx Delivery

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

RECEIVED

MAR 10 2021

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

RE: Final Outage Report

M-2021-3023564

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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SECRETARY'S BUREAU

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 SOLUTIONS, INC.

Address:

42555 RIO NEDO RD, TEMECULA, CA 92590

2. Name and title of person making report:

Michaela Johnson, Manager-Network and Security Operations

3. Telephone number:

303-246-7119

4. Date and time initial telephonic report was made to Commission:

PUBLIC - CONFIDENTIAL INFORMATION REDACTED

2/26/2021 4:13 AM EASTERN

5. Interruption or Outage:

[Began Redacted]

[Redacted]

[End Redacted]

(a) Number of customers affected:

[Began Redacted]

[Redacted]

[End Redacted]

(b) Approximate number of outages for each county affected during the event:

[Began Redacted]

[Redacted]

[End Redacted]

(c) Reason for the interruption or outages:

[Began Redacted]

[Redacted]

[End

Redacted]

(d) Projected time of restoration:

2/26/2021 4:22 AM EASTERN

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

2/26/2021 3:06 AM EASTERN

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

2/26/2021 4:22 AM EASTERN

Remarks:

PUBLIC - CONFIDENTIAL INFORMATION REDACTED

Following incident restoration, it was determined the incident did not meet the PA-PUC threshold for outage reporting.



ORIGIN ID:HMTA (951) 414-0376
KAREN HIGGS

VESTA SOLUTIONS, INC.
42555
TEMECULA, CA 92590
UNITED STATES US

SHIP DATE: 10MAR21
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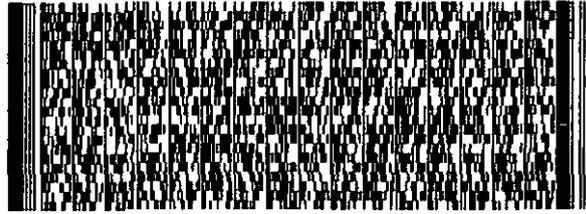
TO TELEPHONE UTILITY REPORT OF OUTAGE
PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU
400 NORTH STREET
HARRISBURG PA 17120

(717) 772-7777

REF. 090016423

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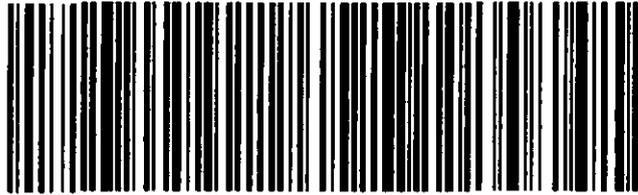
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THU - 11 MAR 4:30P
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XH MDTA

17120
PA-US MDT



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