

Docket No.: C-2021-3024019

Hearing Date: May 18, 2021

Respondent Exhibits:

B - December 10, 2020 BCS Decision

E - Interruption Record Detail

G - November 16, 2020 Customer Contact Record

H - December 3, 2020 Customer Contact Record

I - Map

(w_informal_complaint_sheet) Informal Complaint For Customer: PETERSON, DANIEL - BCS #: 3775244 - ACCT [REDACTED] 10000

General/Open Final Report Departments Disputes, Holds, Notices & PUC Audit Investigative Contacts Attachments Closing

Date(s) Sent: 12/07/20 DUQ_12072020_154701.xml Double-click on file name to view...

Status: Receipt of PUC Decision Date Closed: 12/10/20 Closing Date Received: 12/10/20 10:50:04

Justified: Internal Justification: No Reason Justified: Error Code:

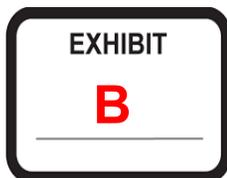
Decision: Written Oral Decision Balance: \$0.00 Balance Date: 12/07/20

Lump
Requested: Awarded: \$0.00 Difference: Date Awarded: 00/00/00

Budget Payments
Regular: \$0.00 Arrears Plus: \$0.00 Special: \$0.00

Monthly Payments
Current: \$0.00 Final: \$0.00 End: \$0.00

Decision Type:
Terms:
Resolution: VERBAL CLOSE WITHOUT A DECISION. THE PUC HAS LIMITED JURISDICTION OVER SERVICE RELATED COMPLAINTS, AT THE INFORMAL LEVEL.



C-2021 3024019
05-18-2021

PETERSON,DANIEL, General Customer Contact/General Customer Contact, Contacted 11-16-2020

User ID [REDACTED]

4875740000 PETERSON,DANIEL - Primary Phone: (724) 378-4185

Phone Primary Phone: (724) 378-4185

11-16-2020 / 01:38PM

Internet Explorer window titled "Edit data - Internet Explorer" showing a log entry: [REDACTED] 10000, DOROTHY PETERSON CALLING REGARDING 11/15/20 OUTAGE, WOULD LIKE TO EXPRESS CONCERN OVER SMALL SECTION OF NEIGHBORHOOD, STATES SHE WOULD LIKE TO BE ON DIFFERENT CURCUIT, SENT SUP CB TO DO REGARDING MATTER

	Create Date/Time	Created by	Log Entry	Reminder	Send To	Trigger Date
	11-16-2020 01:41PM	Heming, Heather	MS PETERSON CALLING REGARDING OUTAGE, STATES NEIGHBORS HAD	<input type="text"/>		

Internet Explorer window titled "Edit data - Internet Explorer" showing a log entry: MS PETERSON CALLING REGARDING OUTAGE, STATES NEIGHBORS HAD POWER AND WOULD LIKE TO BE ON THEIR SAME CIRCUIT, STATES SHE SPOKE WITH A BENJAMIN CANE, STATES HE WAS NOT HELPFUL AT ALL, PLEASE CALL DOROTHY BACK @ 724-378-4185



C-2021 3024019
05-18-2021

PETERSON,DANIEL, General Customer Contact/General Customer Contact, Contacted 12-03-2020

User ID [REDACTED]

4875740000



PETERSON,DANIEL - Primary Phone: (724) 378-4185



1

Phone



Primary Phone: (724) 378-4185

12-03-2020

/

03:56PM

General Customer Contact



GCC



General Customer Contact

SUPERVISOR CALLBACK -SPOKE WITH DOROTHY. STATES THAT WHEN THERE IS A STORM IT IS ONLY HER STREET OF 13 HOUSES THAT GOES OUT AND STAY OUT. ALL STREETS AROUND HER ARE ON. SAID SHE SPOKE WITH BEN CAIN



Edit data - Internet Explorer

File Edit View Favorites Tools Help

SUPERVISOR CALLBACK -SPOKE WITH DOROTHY. STATES THAT WHEN THERE IS A STORM IT IS ONLY HER STREET OF 13 HOUSES THAT GOES OUT AND STAY OUT. ALL STREETS AROUND HER ARE ON. SAID SHE SPOKE WITH BEN CAIN AND ACCORDING TO DOROTHY HE GAVE INCORRECT INFO.

PETERSON,DANIEL, General Customer Contact/General Customer Contact, Contacted 12-03-2020

User ID [REDACTED]

4875740000



PETERSON,DANIEL - Primary Phone: (724) 378-4185



1

Phone



Primary Phone: (724) 378-4185

12-03-2020

/

04:06PM

General Customer Contact



GCC

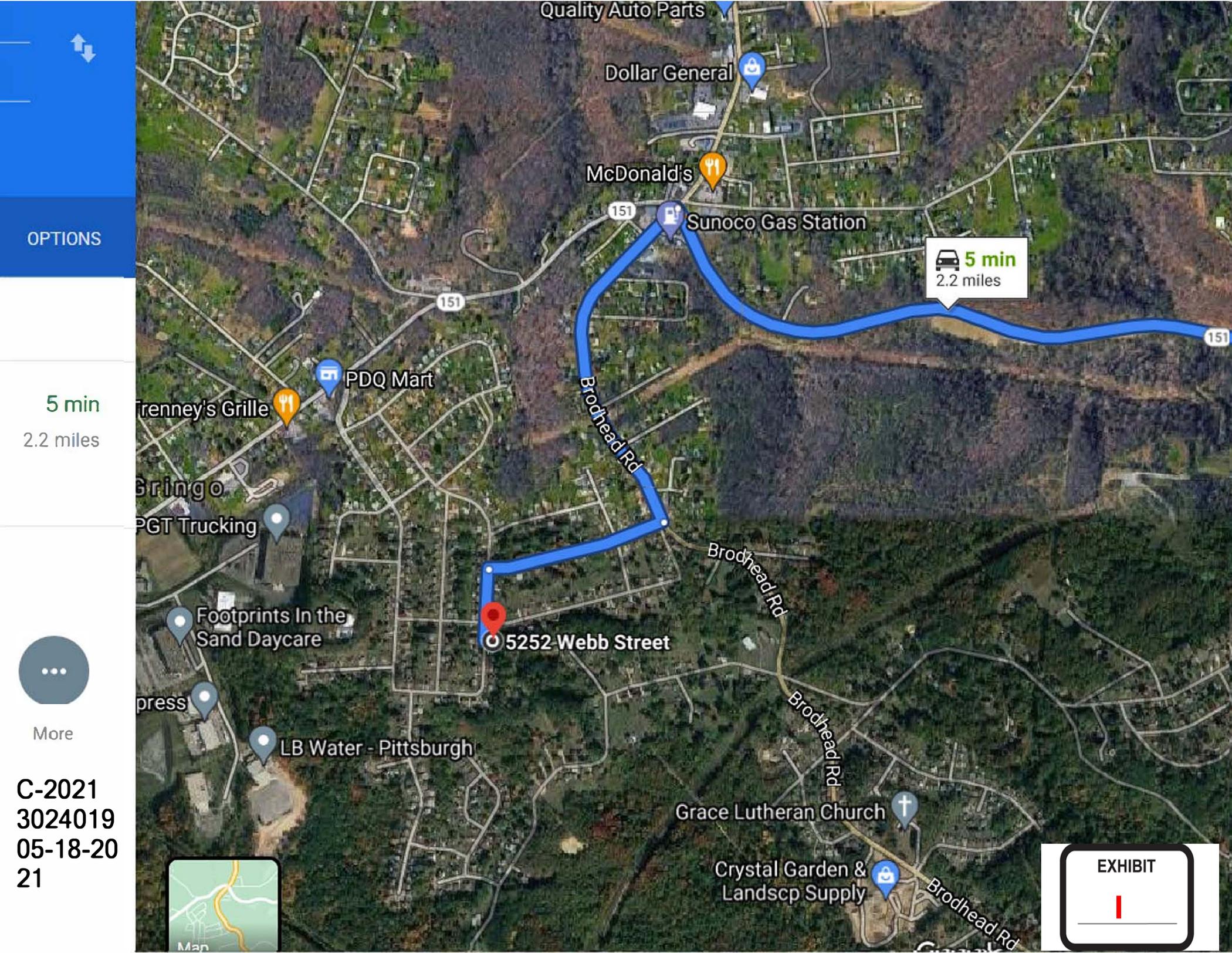


General Customer Contact

CONT: DOROTHY WANTS EXPLAINED TO HER WHY THIS HAPPENS AND WHY SHE CAN NOT BE PUT ON A DIFFERENT CIRCUIT WHICH ACCORDING TO DORTHY BEN CAIN COULD NOT ANSWER. SENDING ALL INFO TO PUC GROUP



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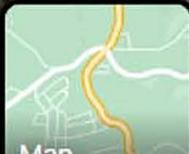


OPTIONS

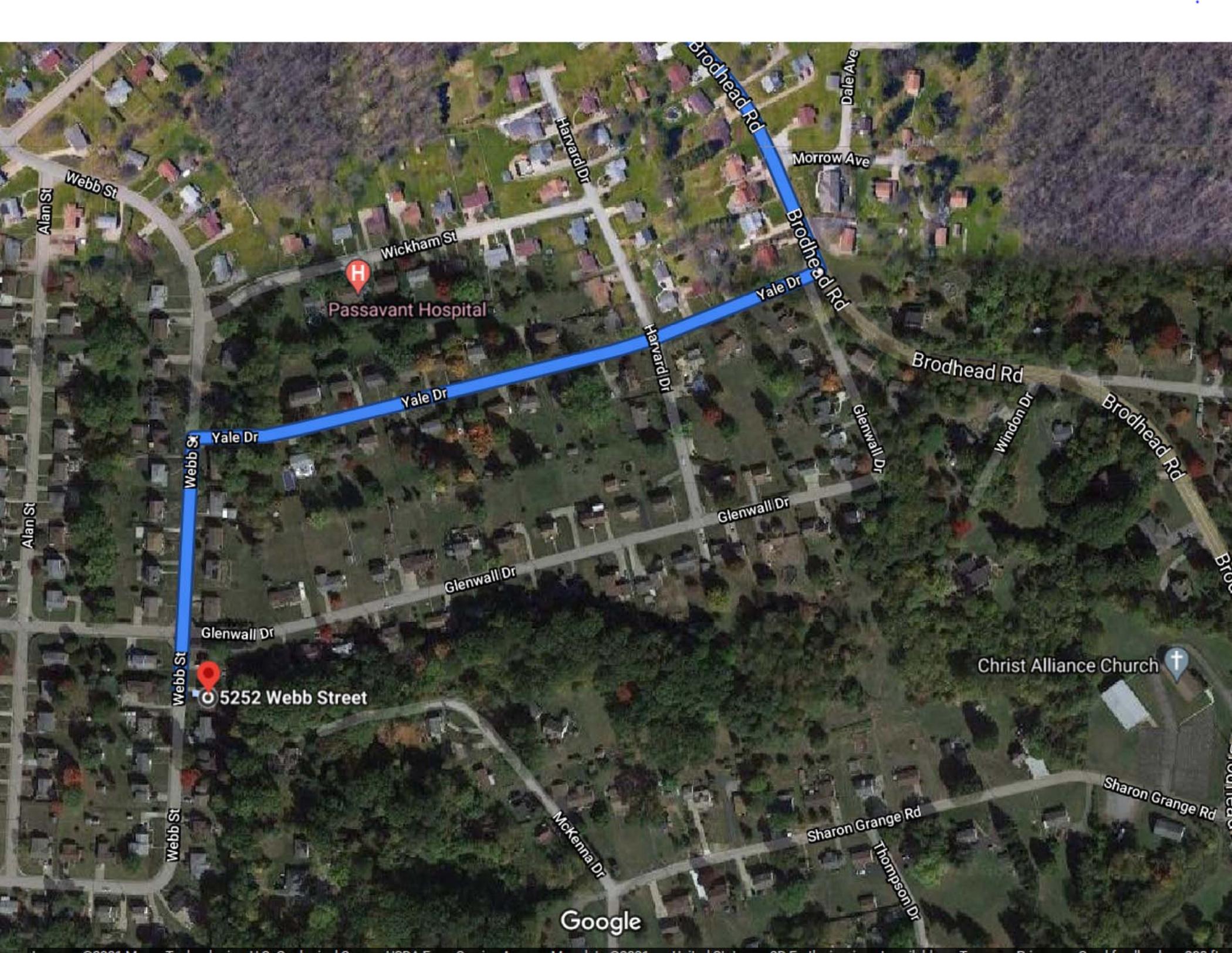
5 min
2.2 miles

More

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3024019
05-18-20
21



EXHIBIT



Alan St

Webb St

Alan St

Webb St

Webb St

5252 Webb Street

Webb St

Glenwall Dr

Yale Dr

Yale Dr

Passavant Hospital

Wickham St

Glenwall Dr

Harvard Dr

McKenna Dr

Harvard Dr

Harvard Dr

Glenwall Dr

Yale Dr

Sharon Grange Rd

Morrow Ave

Brodhead Rd

Thompson Dr

Dale Ave

Glenwall Dr

Brodhead Rd

Thompson Dr

Windon Dr

Brodhead Rd

Christ Alliance Church

Sharon Grange Rd

Google

