

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION(Jurisdiction)

Miss Tiffany McCall :
(Complainant/Petitioner) :
 :
 : **IN RE:** Docket No. C-2019-3012597
 vs. :
 :
 PECO Energy Company :
(Respondent) :

RESPONSE TO PECO'S SERVICE LIABILITY REPORT

Complaint's Name- Miss Tiffany McCall

Complainant's Address- 2600 Edgmont Avenue, 2nd floor Apt.
Brookhaven, Pennsylvania 19015

Complainant's Daytime Phone- (484) 361-6922

Complainant's Cell Number- (484) 477-7866

Complainant's Email- uniquetee82@hotmail.com

For all of the following reasons listed below the Commonwealth of Pennsylvania PUC Commission should grant the Complainant's Petition/Complaint;

1. On or about the end of the month of January, 2019, Miss Tiffany McCall, (hereinafter shall be referred to as the Complainant) loss power at her residential home located at 2600 Edgmont Avenue, 2nd floor Apt., in Brookhaven, Pennsylvania 19015.
2. On the day of the same the Complainant contacted her Energy Supplier which is PECO Company, who is also the Respondent in this Complaint, to complain of an power outage that damaged her cordless home phone.

3. In response, PECO claim's Department sent the Complainant via email a claim form to fill out. (**Please refer to Complainant's Exhibit "A"**)

4. However, it wasn't until the power outage that occurred in April, 2019 whereas the Complainant had no other choice but to file for damages due to the fact her phone was completely damaged and not able to work at all.

5. After speaking to multiple representatives of the Respondent, the Complainant was then notified that her request for damage compensation had been denied.

6. The Respondent admitted that although an outage had taken place, that they were not liable for any damages caused to the Complainant's property.

7. The Complainant then filed an informal complaint with the Pennsylvania Public Utility Commission. And shortly after, filed a formal complaint looking for resolve of the matter.

8. A hearing was held on October 30, 2019, where the Complainant and Respondent both presented their arguments. However, the Complainant was given the Respondent's new exhibits, just moments before the scheduled hearing. So due to the fact that the Respondent's did not allow the Complainant reasonable amount of time to analyze and evaluate their exhibits, Honorable Judge Darlene Heep, then graciously allowed the Complainant to respond within (2) two weeks after said hearing.

ARGUMENT.

In the Complainant's initial complaint she admits to having an outage sometime in the overnight hours in January, of 2019. The Respondent's disagreed with any outages taking place during that timeframe because they failed to realize that the month of January has 31 days that ultimately leads into the first day of February.

The Respondent's Reliability Report stated that there was an outage on the 1st of February, 2019 around 1:55 am. The Reliability report also stated that the cause was in the category of Equipment Failure. During the hearing, the Complainant asked one of the many Respondent's witnesses Ms. Rashid, who stated for the record to be an engineer for the Respondent's Company, about what were some causes for deterioration of equipment. And she stated that deterioration of wiring and/or equipment, could cause a power outage. However, she did also state other factors such as animals, particularly a squirrel or a fallen tree branch could cause interruption of service. But the Respondent's Reliability Report never used categories such as Wildlife-Squirrel or Veg- related to trees interrupting service on the date of February 1st, 2019, as in other dates listed with interruptions falling under the above mentioned categories.

The Complainant also complained of loss of power on or about the 1st of April, 2019. But in the Respondent's Reliability Report that was provided to the Complainant on the day of the October 30th hearing, only mentions interruption one time in the month of April, which was several days later. The Complainant continued to argue that there may have been some kind of error on the accounts of the correct date for April, 2019, but the Respondent disagrees, accentuating that their report was 100% accurate and credible.

In conclusion, the one date that both parties were able to agree on was the 1st of February, 2019, there was an outage. The Complainant's complaint stated that her home phone issues began sometime in January, 2019, overnight hours, which placed her accounts having taken place after she had gone to bed on January 31, 2019, experiencing loss of service in the wee hours of the morning or overnight, which would have brought that date to the 1st of February, 2019.

Then it becomes an issue of what caused the outage on the 1st of February, 2019? Well, asked and answered in the Respondent's Reliability report, which clearly shows causation of loss of power listed under the category of equipment failure. The report of February 1st, 2019, never mentioned a squirrel or any animal causing the outage on that date. In addition, the report also never mentioned any weather issues or fallen tree limbs as the cause of the power outage for the 1st of February, 2019.

Did weather issues cause the Power outage on the 1st of February, 2019? **NO**. Did fallen trees cause the outage on the 1st of February, 2019? **NO**. Did any animal including but not limited to a squirrel cause the power outage of the 1st of February, 2019? **NO**. Would this equipment not have failed if the equipment was better properly maintained by the Respondent? **NO**. Is the Respondent responsible for maintaining their equipment? **YES**. Is maintaining equipment out of the control of the Respondent? **NO**. Should the Respondent PECO be held liable due to neglect of their own equipment, which eventually led to equipment failure causing a power outage on the date of February 1st, 2019, and ultimately causing damage to the Complainant's cordless phone? **YES**.

Date: November 05, 2019

Miss Tiffany McCall
(Complainant's Signature)

**COMPLAINANT'S
EXHIBIT A**

PECO Claim Registration Form

Murray, Chana L:(PECO) <Chana.Murray@exeloncorp.com>

→ Fri 2/1/2019 2:37 PM

To: uniquetee82@hotmail.com <uniquetee82@hotmail.com>

📎 1 attachments (42 KB)

2016 Revised Website Claim Form.doc;

Good afternoon, Ms. McCall:

This is in response to your recent notification of damages incurred to your property.

Attached is a PECO Claim Registration Form, which is needed to submit a claim for Property Damages.

After you complete the claim form, you can return it to our office via the following options:

- Fax to **(f) 215-841-4919**, or
- E-mail to pecoclaims@exeloncorp.com, or
- USPS to **2301 Market Street, S16-1, Philadelphia, PA 19103**.

Upon receipt, we will register it and assign it to a Sr. Case Manager, who is allowed **5** business days to make his first contact with you. If additional information is needed by you, he will advise accordingly.

I hope this information is helpful.

Have a great weekend,
Chana Murray
Claims Coordinator
PECO Energy Company
877-538-7769

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VERIFICATION

I, Miss Tiffany McCall, verify that I am the Petitioner in the
Petition, and that the facts contained in the foregoing
petition are true and correct to the best of my knowledge,
information and belief; and that this verification is subject to the
penalties of 18 Pa. C.S.A. §4904 relative to unsworn falsification to
authorities.

Dated: 11-05-2019

Miss Tiffany McCall
(Petitioner's Signature)