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Mary Cressman,
v.
PECO Energy Company

Initial Call-In
Telephonic Hearing

Docket No.:
C-2021-3028358

Pages 1 - 56

Judge's Chambers
Keystone Building
400 North Street
Harrisburg, PA

Wednesday, December 15, 2021
Commencing at 10:05 a.m.

INDEX TO EXHIBITS

Docket No. C-2021-3028358

Hearing Date: December 15, 2021

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PENNSYLVANIA PUBLIC UTILITY COMMISSION

Formal Complaint

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.

To complete this form, please type or print legibly in ink.

1. Customer (Complainant) Information

Provide your name, mailing address, county, telephone number(s), e-mail address and utility account number. It is your responsibility to update the Commission with any changes to your address and to where you want documents mailed to you.

Name Mary R. Cressman

Street/P.O. Box 216 Highland Drive Apt #

City Landenberg State PA Zip 19340

County Chester

Telephone Number(s) Where We Can Contact You During the Day (required):

() (home) (215) 816-9154 (mobile)

E-mail Address (required): mrcressman@comcast.net

Utility Account Number (from your bill)

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name

Street/P.O. Box

City State Zip

2. Name of Utility or Company (Respondent)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

PECO an Exelon Company

3. **Type of Utility Service**

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|---|
| <input checked="" type="checkbox"/> ELECTRIC | <input type="checkbox"/> STORM WATER |
| <input type="checkbox"/> GAS | <input type="checkbox"/> WASTEWATER/SEWER |
| <input type="checkbox"/> WATER | <input type="checkbox"/> TELEPHONE/TELECOMMUNICATIONS (local, long distance) |
| <input type="checkbox"/> STEAM HEAT | <input type="checkbox"/> MOTOR CARRIER (e.g. taxi, moving company, limousine) |

4. **Reason for Complaint**

What kind of problem are you having with the utility or company? Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have it/them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.

Other (explain). On Friday, July 2, 2021 PECO sent a power surge through our home when an equipment failure occurred. Due to negligence in equipment maintenance a cross arm failed and caused the primary source to connect with the source to our home, sending 3 times the voltage back to our homes. This caused extensive damage to our home. PECO has offered a small \$1K settlement, which does not cover the cost of loss. In addition to actual physical equipment loss, we had to live without a appliances for over 25 days, incurred loss of work for several days for repairs and new equipment installation, had to go to the laundry mat for weeks. We had food loss, security system loss and instead of being able to visit family we had to spend our holiday weekend trying to get repairs completed. Total financial loss is \$8K. I am still awaiting settlement (2 months later) from our insurance company but estimate the payout will be approximately \$5K. I did file an informal complaint and was advised to file a Formal complaint.

5. Requested Relief

How do you want your complaint to be resolved? Explain what you want the PUC to order the utility or company to do. Use additional paper if you need more space.

I would like the PUC to order PECO to pay for the losses incurred, not just a \$1,000 stipend. In addition to all the inconveniences we incurred we should not be out of pocket in excess of \$3K. The PUC should not limit the claims payments to \$1K. Many homeowner's now carry in excess of \$2K deductibles.

6. Protection From Abuse (PFA)/ Domestic Violence

Has a court granted you a "Protection From Abuse" order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a "Protection From Abuse" order or any other order for your personal safety or welfare?

YES

NO

If your answer to the above question is "yes," attach a copy of the current Protection From Abuse order to this Formal Complaint form.

7. Prior Utility Contact

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

YES

NO

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

YES

NO

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why.

10. **How to File Your Formal Complaint**

Electronically. You must create an account on the PUC's eFiling system, which may be accessed at

Mail. Mail the completed form with your original signature and any attachments, by certified mail, priority mail, or overnight delivery to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you are appealing a BCS decision: follow the directions in the cover letter you received from the Secretary's Bureau with the formal complaint form. **ONLY** Formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be efiled or mailed.**

If you have any questions about filling out this form, please contact the Secretary's Bureau at 717-772-7777.

Keep a copy of your Formal Complaint for your records.

Travelers Homeowners Claim

2-Jul-21

PECO Energy High Voltage power surge

Damaged Property	Vendor	Cost
Coffee Pot	Amazon	\$135.68
Modem/Router	Walmart	\$173.84
Air Conditioner Repair	RM Crossan	\$1,010.80
Dishwasher	Lowe's	\$899.00
Dishwasher installation	Lowe's	\$256.98
Refrigerator	Lowe's	\$1,498.00
Washer	Lowe's	\$949.00
Dryer	Lowe's	\$949.00
Disposal of Appliances	Lowe's	\$90.00
Tax on Appliances	Lowe's	\$257.70
Car Charger	Grizzl E - United Chargers, Inc.	\$459.00
Electrical Assessment & Outlet Replacements	New London Electric	\$307.00
LED Light Bulbs (basement & Garage)	Ebay	\$43.50
Security Light Replacements	2 of 4 destroyed	\$66.65
Electrical Work to Replace Security Lights		\$ 300.00
Lost Food		60.00
Temporary living expense		
7 cu ft refrigerator	Home Depot	\$300.00
Ice for 5 days of coolers	12 @ 2.45 bag	\$29.40
Laundromat	4 weeks @ \$32.00 week	\$128.00
Lost Work (2 vacation days)		961.54
Total Out of Pocket		\$8,875.05
Disallowed by Insurance (so far)		\$2,183.73
Deductible on Insurance policy		\$ 1,000.00
Total Non-covered		<u>\$ 3,183.73</u>



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
400 NORTH STREET, HARRISBURG, PA 17120

IN REPLY PLEASE
REFER TO OUR FILE

Date: 9/1/2021

Case #: 3794979

Mary Cressman
216 Highland Drive
Landenberg PA 19350

Dear Mary Cressman:

On 07/14/2021 you contacted the Public Utility Commission's Bureau of Consumer Services and filed an informal complaint against PECO Energy. You stated that on Friday, July 1st 2021 PECO sent 3 times the normal voltage through your line due to an equipment failure. The power surge resulted in the loss of an A/C unit, four major appliances, security/lighting system, electric car charger, printer and other small appliances. Expenses from the surge exceed \$8,000 and your insurance will not cover \$1,800.00 of the loss. We contacted the Company in an effort to resolve your complaint.

When we spoke earlier today – we discussed the company's response to your dispute. PECO Energy investigated your insurance claim and found a cross arm on the clay 352 circuit failed causing the primary conductor to fall into the primary conductor on the Wicker 001 circuit. This caused a surge event for the customer. The Claims manager made a maximum Tariff settlement offer of \$1000.00 and explained Section 12.1 of the Electrical Service Tariff to you. Since the PUC does not have jurisdiction to award damages at the informal level, we will be closing your case.

However, you do have the right to file a formal complaint where your service issue may be further addressed. You do not need a lawyer to file a formal complaint if you have a residential service account. The formal complaint process involves a legal proceeding before a PUC Administrative Law Judge (ALI) similar to a trial. This means that you and the utility must present facts on the issues raised in your complaint to the ALI. You must participate in a hearing, respond to questions from the utility, and prove why the judge should uphold your position.

If you have questions concerning this information, please call me at (717)787-5203 (my direct number), or toll free at 1-800-692-7380. Please reference the case number listed above. If you would like formal complaint forms, visit our website at www.puc.pa.gov or call 717-772-7777. Thank you for contacting the Public Utility Commission.

Sincerely,

Ann M Cavanaugh
Bureau of Consumer Services

COMPLAINANT 2

PECO Claim - Mail - mrcressman x 1721922.docx x C3028358_Exhibits.pdf x weather for landenberg pa July 2 x Landenberg, PA Monthly Weath: x Landenberg, PA Monthly Weath: x +

https://weather.com/weather/monthly/l/dc4b726c1c13a3d57d394441f592184b40cfed9510b980a417f86f9be0bfbe5

Monthly Weather - Landenberg, PA

As of 10:18 am EST

< Jun Jul 2021 View Aug >

SUN	MON	TUE	WED	THU	FRI	SAT
27 ☁ 88° 72°	28 ☁ 90° 72°	29 ☀ 92° 73°	30 ☀ 94° 72°	1 ☁ 82° 69°	2 ☁ 79° 64°	3 ☁ 73° 60°

Fri 02 | Day

79°

☀

☀ Record High 101°	📈 Average High 88°
🌅 Sunrise 5:40 am	🌇 Sunset 8:36 pm

Fri 02 | Night

64°

☁

☁ Record Low 45°	📉 Average Low 65°
🌑 Moonrise 1:16 am	🌒 Moonset 1:56 pm

🌑 Waning Crescent

4 ☀ 81° 58°	5 ☀ 86° 63°	6 ☀ 91° 70°	7 ☀ 93° 73°	8 ☀ 88° 71°	9 ☁ 85° 69°	10 ☁ 81° 66°
11 ☁ 87° 66°	12 ☁ 91° 72°	13 ☁ 91° 73°	14 ☁ 88° 73°	15 ☀ 90° 70°	16 ☀ 91° 73°	17 ☁ 93° 70°
18 ☁	19 ☁	20 ☁	21 ☁	22 ☁	23 ☁	24 ☁


Almanac

Dec 15	High	Low	Precip
Averages	46°F	28°	--
Records	65° (1901)	-1° (1904)	--

Reported Conditions

Yesterday	56°	27°	0.00 in
Last 7 Days	66°	25°	0.19
Month to Date	66°	25°	0.42

Advertisement



Windows taskbar: Type here to search

Khadijah Scott, Esquire
Assistant General Counsel
2301 Market Street / S23-1
Philadelphia, PA 19103

Direct Dial: 215-841-6841

November 29, 2021

VIA E-MAIL

Honorable Charece Z. Collins, ALJ
Pennsylvania Public Utility Commission
Office of Administrative Law Judge
400 North Street
Harrisburg, PA 17120

RE: Mary R. Cressman v. PECO Energy Company
Docket No.: C-2021-3028358
Date of Hearing: December 15th at 10:00 a.m.

Dear Judge Collins:

Enclosed please find a copy of PECO Energy Company's Exhibits 1 through 6, which it intends to use in the above referenced hearing. By copy of this letter, I am sending a copy of same to the Complainant.

Please call my direct dial number if you have any questions regarding this case.

Respectfully submitted,



Khadijah Scott

KS/ab
Enclosure

Cc: Mary R. Cressman (via email)

EXHIBIT 1

PECO CLAIM REGISTRATION FORM

Claims Division
1-877-538-7769

Dear PECO Customer:

To register your claim with PECO, please print out and return a completed claim registration form. You may e-mail it to pecoclaims@exeloncorp.com, fax it to 215-841-4919, or mail the form to the following address: **PECO Energy, Claims Division, S16-1, 2301 Market Street, Philadelphia, PA 19103.**

Once this form is received in our office, you will be contacted by one of our Case Managers.

Mary Cressman

Name

216 Highland Drive

Mailing Address

Landenberg, PA 19350

City, State, Zip

2966501825

PECO Energy Account No. (if applicable)

215-816-9154

Daytime Phone No.

mrcressman@comcast.net

E-mail Address

Friday, July 2, 2021 (6:30 am)

Date & Time of Loss or Damage

216 Highland Drive, Landenber, PA

Address of Loss Location

Please describe the details of the incident and list the item(s) damaged.

A Power Surge was sent back into our home (and most of our neighbors). This caused extensive damage.

Charger for electric vehicle, Central A/C unit, Washer, Dryer, Refrigerator, dishwasher, modem, router
security lighting, coffee pot, printer, comcast, gfi outlets all require service and/ or replacement

Mary R Cressman

Mary R. Cressman
2021.07.06 09:13:31 -04'00'

Signature

July 7 2021

Date

THIS FORM IS A REQUEST FOR INFORMATION ONLY AND DOES NOT CONSTITUTE ANY ADMISSION OF LIABILITY ON THE PART OF PECO ENERGY COMPANY.

PECO Energy Company

Electric Service Tariff

COMPANY OFFICE LOCATION

2301 Market Street

Philadelphia, Pennsylvania 19103

For List of Communities Served, See Page 4.

Issued June 15, 2021

Effective July 1, 2021

**ISSUED BY: M. A. Innocenzo – President & CEO
PECO Energy Distribution Company
2301 MARKET STREET
PHILADELPHIA, PA. 19103**

NOTICE

RULES AND REGULATIONS (continued)**12. SERVICE CONTINUITY**

12.1 LIMITATION ON LIABILITY FOR SERVICE INTERRUPTIONS AND VARIATIONS. The Company does not guarantee continuous, regular and uninterrupted supply of service. The Company may, without liability, interrupt or limit the supply of service for the purpose of making repairs, changes, or improvements in any part of its system for the general good of the service or the safety of the public or for the purpose of preventing or limiting any actual or threatened instability or disturbance of the system. The Company is also not liable for any damages due to accident, strike, storm, riot, fire, flood, legal process, state or municipal interference, or any other cause beyond the Company's control.

In all other circumstances, the liability of the Company to customers or other persons for damages, direct or consequential, including damage to computers and other electronic equipment and appliances, loss of business, or loss of production caused by any interruption, reversal, spike, surge or variation in supply or voltage, transient voltage, or any other failure in the supply of electricity shall in no event, unless caused by the willful and/or wanton misconduct of the Company, exceed an amount in liquidated damages equivalent to the greater of \$1000 or two times the charge to the customer for the service affected during the period in which such interruption, reversal, spike, surge or variation in supply or voltage, transient voltage, or any other failure in the supply of electricity occurs. In addition, no charge will be made to the customer for the affected service during the period in which such interruption, reversal, spike, surge or variation in supply or voltage, transient voltage, or any other failure in the supply of electricity occurs. A variety of protective devices and alternate power supplies that may prevent or limit such damage are available for purchase by the customer from third parties.

The Company makes no warranty as to merchantability or fitness for a particular purpose, express or implied, by operation of law or otherwise. To the extent applicable under the Uniform Commercial Code or on any theory of contract or products liability, the Company limits its liability in accordance with the previous paragraph to any Customer or third party for claims involving and including, but not limited to, strict products liability, breach of contract, and breach of actual or implied warranties of merchantability or fitness for an intended purpose.

12.2 ADDITIONAL LIMITATIONS ON LIABILITY IN CONNECTION WITH DIRECT ACCESS. Other than its duty to deliver electric energy and capacity, the Company shall have no duty or liability to a customer receiving Competitive Energy Supply arising out of or related to a contract or other relationship between such a customer and an EGS.

The Company shall implement customer selection of an EGS consistent with applicable rules of the Commission and shall have no liability to a customer receiving Competitive Energy Supply arising out of or related to switching EGSs, unless the Company is negligent in switching or failing to switch a customer.

The Company shall have no duty or liability with respect to electric energy before it is delivered by an EGS to a point of delivery on the PECO Energy distribution system. After its receipt of electric energy and capacity at the point of delivery, the Company shall have the same duty and liability for distribution service to customers receiving Competitive Energy Supply as to those receiving electric energy and capacity from the Company.

12.3 EMERGENCY LOAD CONTROL. Pursuant to order of Pennsylvania Public Utility Commission, the following provision is incorporated in this Tariff:

Whenever the demands for power on all or part of the Company's system exceed or threaten to exceed the capacity than actually and lawfully available to supply such demands, or whenever system instability or cascading outages could result from actual or expected transmission overloads or other contingencies, or whenever such conditions exist in the system of another public utility or power pool with which the Company's system is interconnected and cause a reduction in the capacity available to the Company from that source or threaten the integrity of the Company's system, a load emergency situation exists. In such case, the Company shall take such reasonable steps as the time available permits to bring the demands within the then-available capacity or otherwise control load. Such steps shall include but shall not be limited to reduction or interruption of service to one or more customers, in accordance with the Company's procedures for controlling load.

The Company shall establish procedures for controlling load including schedules of load shedding priorities to be followed in compliance with the foregoing paragraph, may revise such procedures from time to time, and shall revise them if so required by Pennsylvania Public Utility Commission. A copy of such procedures or of the revision thereof currently in effect shall be kept available for public inspection at the Company's Principle Office, and another such copy shall be kept on file with the Pennsylvania Public Utility Commission.

12.4 EMERGENCY ENERGY CONSERVATION. Pursuant to order of the Pennsylvania Public Utility Commission, the following provision is incorporated in this Tariff:

Whenever events occur which are actually resulting, or in the judgment of the Company threaten to result, in a restriction of the fuel supplies available to the Company or its energy suppliers, such that the amount of electric energy which the Company is able to supply is or will be adversely affected, an emergency energy situation exists.

In the event of an emergency energy conservation situation, the Company shall take such reasonable measures as it believes necessary and proper to conserve available fuel supplies. Such measures may include, but shall not be limited to reduction, interruption, or suspension of service to one or more of its customers or classes of customers in accordance with the Company's procedure for emergency energy conservation.

The Company shall establish procedures for emergency energy conservation, including, if it deems necessary, schedules of service interruption and suspension priorities to be followed as prescribed by the foregoing paragraph.

The Company may revise such procedure from time to time, and shall revise them if so required by the Pennsylvania Public Utility Commission. A copy of such procedures or of the revision thereof currently in effect shall be kept available for public inspection at each office at which the Company maintains a copy of its Tariff for public inspection, and another such copy shall be kept on file with the Pennsylvania Public Utility Commission.

12.5 NOTICE OF TROUBLE. The customer must immediately notify the Company if service is interrupted or is otherwise unsatisfactory due to defects, trouble, or accident, affecting the supply of service.

EXHIBIT 2

Event Number: EV20210118269 * Claim Number: C2021118658 * Claimant Name: CRESSMAN, JAN and MARY

Activity Date: 07/12/2021

Date Time Created:07/12/2021 10:17 PM

Entered by:Robert Nickens

Note Type:ADJ_T Adjuster Dated Text

Subject:

Important:No

12-Jul-2021 11:17 PM (Robert Nickens)

PLEASE REFER TO CLAIM #C2021118600 FOR THE INVESTIGATION RELATING TO THIS LOSS. CROSSARM FAILURE ON THE CLAY 352 OVERBUILD CAUSED A LINE TO MAKE CONTACT WITH THE WICKER 001 UNDERBUILD, CAUSING A SURGE EVENT ON THE WICKER 001 & 002. THE HIGH SIDE OF THE WICKER 002 UNIT HAD BAD FUSES, SO THOSE CUSTOMERS WERE MOVED OT THE WICKER 001 ON 7/1. THE ASSOCIATED CLAIM HAVE BEEN APPROVED FOR SETTLEMENT UP TO THE TARIFF LIMIT.

15-Jul-2021 9:24 AM (Robert Nickens)

WRITER HAD AN EXTENSIVE CONVERSATION WITH MS. CRESSMAN ON 7/13. CUSTOMER HAS EXTENSIVE DAMAGE AND OUTOF POCKET EXPENSES. HER INSURANCE CLAIM IS SUBJECT TO 2 DEDUCTIBLES AS THERE WAS APPLIANCE DAMAGE AND DAMAGE TO HER EV CHARGER THAT'S COVERED UNDER HER AUTO POLICY. CUSTOMER WAS UPSET ABOUT THE TARIFF LIMITATION.

WRITER RECEIVED THE ATTACHED PUC COMPLAINT THIS DATE. WRITER CONTACTED THE CUSTOMER AND REAFFIRMED THE 1K TARIFF LIMITATION.

EXHIBIT 3

Event Number: EV20210118211 * Claim Number: C2021118600 * Claimant Name: HAM, KEVIN

Activity Date: 07/12/2021

Date Time Created:07/12/2021 9:33 PM

Entered by:Robert Nickens

Note Type:ADJ_T Adjuster Dated Text

Subject:

Important:No

12-Jul-2021 10:22 PM (Robert Nickens)

*** THIS IS THE LEAD FILE FOR A SURGE EVENT ON THE WICKER 001 CIRCUIT THAT OCCURRED ON 7/2/21 ***

SEE ATTACHED EMAIL FROM THE OCC EAST SHIFT MANAGERS REPORTING A SURGE EVENT ON THE WICKER 001 CIRCUIT IN LANDENBURG. AT 6:25 AM , THE CLAY 352 LOCKED OUT DUE TO A BROKEN CROSSARM AT 415 CHESTERVILLE RD AND MADE CONTACT WITH THE WICKER 001 CIRCUIT.

6/2/21

*** WRITER CONTACTED DSO FOREMAN JERRY NEWLAND ON 7/2, WHO ADVISED THAT HE HAD SEVERAL ET'S ON SITE ADDRESSING CUSTOMER ISSUES. THERE WERE A FEW EJECTED AND SMOKED METERS. HE ADVISED THEY WERE STILL SCOPING OUT THE DAMAGE. HE WIL ALSO F/U TO ETERMINE IF THE CROSSARM IS AVAILABLE.

13-Jul-2021 10:33 AM (Robert Nickens)

ADDITIONAL DOCUMENTATION WILL BE ADDED TO THE ROI.

WRITER HAD ENGINEERING REVIEW THE EVENT. NO SIGNIFICANT HISTORY WAS NOTED. THE LAST CIRCUIT PATROL WAS SECURED. tHE CROSSARM WAS NOT IDENTIFIED FOR REPLACEMENT AND NO OTHER ISSUE WERE NOTED IN THE IMMEDIATE AREA.

THE CLAIM WAS CONFERENCED WITH DELCHESTER REGIONAL DIRECTOR BILL PATERER, EXTERNAL AFFAIRS MANAGER SCOTT NEUMAN AND RELIABILITY ENGINEER DAM MILLER. IT WAS AGREED THAT THE ASSOCIATED CLAIMS WILL BE HANDLED UP TO THE TARIFF LIMIT. CAP EMAILS WILL BE SENT TO THE AFFECTED CUSTOMERS.

EXHIBIT 4

Service Reliability Report For
Jan Cressman
216 Highland Dr
Landenberg, PA 19350

Account Number: 29665-01825

T-Quad: 60H4G3D

SERVICE CHARACTERISTICS					
<input type="checkbox"/> Single HT		<input type="checkbox"/> Dual HT		<input type="checkbox"/> GS(Commercial)	
				<input checked="" type="checkbox"/> Residential	
Circuit:	WICKER_001	Feeder:	CLAY_341	Source Substation:	CLAY
Circuit Miles Aerial:	12.21				
Additional Information: This 4kV circuit is in Chester County and feeds 324 customers.					

OUTAGE HISTORY				
From January 1, 2019 to September 21, 2021				
(Only outages affecting this customer are listed)				
Time of Interruption	Storm (Y/N)	Cause	Number of Cust inter.	Customer Interruption Duration HH:MM
07/02/21 11:47	Y	OTHER NO INTERRUPTION TO SERVICE FOUND PECO OK 122V/122V/242V, CUSTOMER HAD INTERNAL DAMAGE DUE TO SURGE IN AREA.	1	03:01
07/02/21 06:29	Y	EQUIPMENT FAILURE - CONTACT BY OTHER VOLTAGE 415 CHESTERVILLE RD // XARM FAILED // 34 FELL INTO WICKER 001 4 KV	35	02:54
08/24/20 05:37	N	VEGETATION - BROKEN LIMB/TRUNK CREW CUT BELLS AND ISOLATED THE DOWNED TREE	327	02:20
08/07/20 21:05	Y	VEGETATION - BROKEN LIMB/TRUNK SEVERE STORMS	496	02:17
08/04/20 11:15	Y	VEGETATION - BROKEN LIMB/TRUNK SEVERE STORMS	636	05:47
07/28/20 16:38	N	INTENSIONAL - SCHEDULED MAINT/SYSTEM IMPROVEMENT CH 56 FOR SCHEDULED WORK	35	01:15
04/09/20 23:45	Y	VEGETATION - BROKEN LIMB/TRUNK TREE DOWN ON WIRES	2,622	03:02
10/17/19 13:19	Y	EQUIPMENT FAILURE - DEFECTIVE/MALFUNCT/DETERIORATION PRIMARY WIRE TAP REPAIRED	2,446	03:12
06/30/19 17:48	Y	VEGETATION - BROKEN LIMB/TRUNK TREE DOWN ON WIRES	130	00:24
03/02/19 18:54	N	EQUIPMENT FAILURE DEFECTIVE/MALFUNCT/DETERIORATION CREW ON SITE REPLACING TRANSFORMER	34	01:09

RELIABILITY ENHANCEMENTS			
W/O #	Date	Status	Description
17456028	09/20/2021	Complete	2021 CP REPAIR: WICKER 001 – REPAIRED BROKEN CROSSARM BRACES
16855329	09/14/2021	Complete	PERFORM PM CP INSPECTION PER PROCEDURE – PARTIAL INSPECTION COMPLETED BY RAMS

PREVENTATIVE MAINTENANCE WORK			
Last routine tree trimming:	10/10/2020	Next scheduled trimming:	2024
Last circuit patrol / thermography:	09/14/2021	Next scheduled circuit patrol / thermo:	2022

EXHIBIT 5

Clay 352 primary came down near 415
Chesterville Rd and contacted 4kV.

Event CO 280035 Potential surge event
Event # C21070200020

WO	Type	Wicker 001 Description	Date	Status
15901009	NB	Pole 1964 replacement on Chesterville Rd	8/9/2019	Complete
15489964	PM	2019 Annual Circuit Patrol	9/5/2019	Complete
16430781	CM	Broken crossarm at pole 1074 (250 Chesterville Rd) - crew replaced	1/24/2020	Complete
16481447	CM	2020 Circuit Patrol Repairs - 1856 Flint Hill Rd. - split pole - crew replaced pole 51220 in quad 66A3C7	2/25/2020	Complete
16239839	PM	2020 Annual Circuit Patrol	2/25/2020	Complete
15426521	CM	Replaced blown LA and 1057 TP fuses (210 Chesterville Rd)	3/3/2020	Complete

16855329

PM

2021 Annual circuit patrol

11/1/2020 Active - to be planned

Clay 352				
WO	Type	Description	Date	Status
16485039	CM	2020 Circuit Patrol Repair - three spans of neutral wire replaced in Quad 66B3C2 north of Clay substation Broken crossarms at the intersection of Landenburg Rd & Penn Green (Quad 60H5F8) - crew replaced two	3/3/2020	Complete
16542133	CM	crossarms 2019 Circuit Patrol Repair - 3 poles and crossarms (4kV and 34kV) replaced along Chesterville Rd (Quad 60H5E2). Poles	4/14/2020	Complete
15820822	CM	1060,1061,1062. Broken crossarms and wire at pole 95981 (Quad 60H5E8) - crew rebuilt six crossarms and rehung primary wire	5/19/2020	Complete
16734724	CM		8/24/2020	Complete
16735169	CM	Pole 95977 replaced at the intersection of Landenburg Rd & Penn Green	9/28/2020	Complete
16239612	PM	2020 Annual Circuit Patrol	11/20/2020	Complete

16981677	CM	Priority pole replacement - pole 93515 - Quad 66B3B2	12/17/2020 Active
16981796	CM	Priority pole replacement - pole 93510 - Quad 66B3B2	12/17/2020 Active
16853500	PM	2021 Annual Circuit Patrol	1/22/2021 Complete
17324495	CM	Non-Prority Pole replacement - pole 1048 on Chesterville Rd (Quad 60H5F4)	7/6/2021 Active
17323712	CM	Repair damaged A- phase inlines on pole 1069 along Chesterville Rd. (Quad 60H4D8)	7/6/2021 Active

EXHIBIT 6



November 29, 2021

BCS Decision Report

BCS Case #: 003794979 **Open Date:** 2021-07-14
Customer Name: MARY CRESSMAN
Service Address: 216 HIGHLAND DRIVE

LANDENBERG, PA 19350
BCS Bill Account #: 2966501825 **Previous Case #:**
Violation Type: NO **Chapter Type:**
Decision Type: W **Section / Rule:**
Investigator Name: ANN CAVANAUGH

Decision Issued Date: 2021-09-01
Case Closed Date: 2021-09-01

Letter Description:
SHORT BLANK LETTER

Total Balance:	\$199.75	Balance Date:	2021-07-21
Amount to Restore Service:	\$0.00	Amount to Continue Service:	\$0.00
Date Payment Due:		Regular Budget Amount:	\$152.00
Special Budget Payment:	\$0.00	Final Bill Monthly Payment:	\$0.00
Plus Arrears Payment:	\$0.00	End of Month Payment:	\$0.00
Current Monthly Payment:	\$0.00		
Payment Terms:			

PAR Description:

Resolution Description:
DISMISSAL LETTER SENT: ADVISED CUSTOMER VIA TELEPHONE AND IN WRITING THAT THE PUC DOES NOT HAVE JURISDICTION TO AWARD DAMAGES AT THE INFORMAL LEVEL. REVIEWED THE COMPANY POSITION. EXPLAINED APPEAL RIGHTS AND PROCESS. THE CUSTOMER UNDERSTOOD AND REQUESTED A DISMISSAL LETTER. CASE CLOSED.