

C-2021-3030077

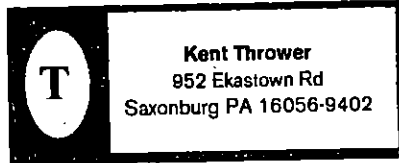
This is an addendum to my formal complaint sent 11/30/2021
Tracking # 9500 1151 8926 1334 3057 41

I neglected to include the "Onsite Assessment Report" done by Strike Check, on behalf of my homeowner's policy via Progressive Ins. The Homeowners policy did NOT cover any of the damages, as they determined the loss of power was because of Wear and Tear caused by the leaning pole. (see page #2).

I include (unchanged) a copy of my original complaint should you need it to reference the formal complaint.

Thankyou


Kent Thrower



DATE OF DEPOSIT

JAN 14 2022

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

*See
page
#2*

Onsite Damage Assessment Report

08/23/2021

StrikeCheck File #

21-377846

American Strategic Insurance

Attention: Luis Vargas
Report Submitted VIA: lvargas@asicorp.org

Claim # 941855-213921
Date of Loss: 08/12/2021
Insured: Kent Thrower
Loss Address: 952 Ekastown Rd
Saxonburg, PA 16056
Phone: 724-352-1946

Evaluation Findings: 1 of 2 Item(s) Damaged
Primary Cause of Damage: Wear and Tear
Recommendation: Repair 0 Item(s), Replace 1 Item(s)

Damaged Items 1
Non-Damaged Items 1
Total Items Inspected 2

Repair Costs for Items That Can Be Repaired \$ 0.00
Replacement Costs for Items Damaged Beyond Repair \$ 5,034.50

Recommended Settlement (Including Sales Tax)	\$	5,034.50
Applied Depreciation	\$	1,212.93
Recommended ACV Settlement	\$	3,821.57

Our calculation of applicable sales tax is provided for general information purposes only. Any final determination of sales tax applicability should be made by the adjuster after consultation with their internal tax professionals.

Based on the evidence collected during our on-site assessment, it is the opinion of StrikeCheck that the electrical service panel evaluated is not damaged.

No visual or measured damages were found to the electrical service panel. Testing indicated that the equipment would power on and operate normally. No issues could be replicated by StrikeCheck's technician.

Based on the evidence collected during our on-site assessment, it is the opinion of StrikeCheck that the primary cause of damage to the electrical wiring is Wear & Tear.

The electrical wiring would power on when connected to a verified power source, however, it failed to operate as designed. One of the legs on the main power feed has failed. ~~The transformer and pole were leaning and pulled on the cord, as a result of wear and tear.~~ It is our recommendation to replace the main power feed to the home.

REPAIR / REPLACE RECOMMENDATION

If coverage is afforded, StrikeCheck recommends to replace the electrical wiring. The cost to repair the electrical wiring will approach or exceed its replacement value.

StrikeCheck finds that no action is required for electrical service panel.

Repair and replacement estimates are based on average market rates at the time this report was prepared. Market prices can, and often do, substantially change over time, and therefore these prices are only valid for 30 days from the date of report issuance.

000-000-0000

StrikeCheck's on-site investigation indicates that the following replacement item is required to return the insured to pre-loss condition:

- **Replace Power Feeder to Home**
- **Electrical Meter Socket**
- **Surge Protector**
- **Permit / Miscellaneous Materials**
- **Disconnection and Disposal of Existing Panel/Sub-Panel**
- **Post-Installation Testing**
- **Professional Labor**

Repair estimates are based on currently available repair parts that will restore the insured to pre-loss condition. Parts availability, item features, locally available repair labor, shipping (if applicable), and current market pricing all play a significant role in the determination of StrikeCheck's repair recommendations. Replacement estimates are based on comparable like kind and quality equipment that have similar functionalities, features, styles, and sizes to the original items.

Depreciation is calculated based on the useful life of the equipment and its general condition without reference to legal requirements of the local jurisdiction. Please refer to the requirements of the loss location jurisdiction and your company guidelines in applying depreciation. If the date of manufacture cannot be obtained from any item's data plate or determined based on other contextual identifiers, we have estimated its age.

ITEM #	BRAND	ITEM TYPE	MODEL #	SERIAL #	DAMAGE TYPE	AGE	RECOMMENDATION	RECOMMENDED SETTLEMENT
001	Unavailable	Electrical Service Panel	UNAVAILABLE	UNAVAILABLE	Non-Damaged	2006	No Action	\$ 0.00
002	Unavailable	Electrical Wiring	UNAVAILABLE	UNAVAILABLE	Wear & Tear	2001	Replace	\$ 5,034.50

Item #: 001

Item Description: Electrical Service Panel
Make: Unavailable

Model: UNAVAILABLE
DOM: 2006

Stated Cause of Damage	Unknown
Actual Cause of Damage	Non-Damaged
Annual Depreciation for this Item Type:	5.00%
Recommended Settlement for this Item:	\$ 0.00 (Recommendation is: No Action)
Actual Cash Value for this Item:	\$ 0.00

NO ACTION NECESSARY				
Current Market Value Replacement of Item				
LINE ITEM DESCRIPTION	PARTS COST	LABOR HOURS	LABOR COST	LINE ITEM TOTAL W/TAX
Post-Installation Testing	\$ 0.00	0.5	\$ 50.00	\$ 50.00
Disconnection and Disposal of Existing Panel/Sub-Panel	\$ 0.00	1.0	\$ 100.00	\$ 100.00
Permit / Miscellaneous Materials	\$ 150.00	1.0	\$ 100.00	\$ 259.00
Surge Protector	\$ 150.00	1.0	\$ 100.00	\$ 259.00
Electrical Service Panel with Associated Circuit Breakers	\$ 710.00	8.0	\$ 800.00	\$ 1,552.60
System Total:	\$ 1,010.00	11.5	\$ 1,150.00	\$ 2,220.60

Replacement Total: \$2,220.60

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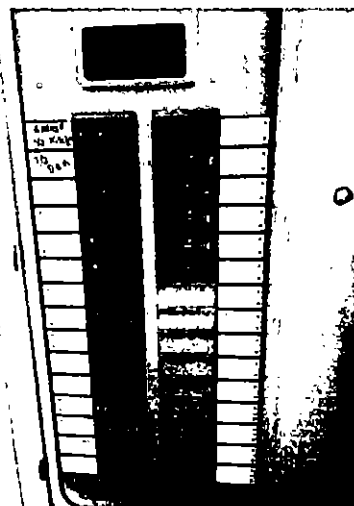
Item 001 - Electric Panel



Item 001 - Electrical Service Panel



Item 001 - Electrical Service Panel



Item 001 - Voltage Reading



Item 001 - Electric Panel



Item #: 002

Item Description: Electrical Wiring
Make: Unavailable

Model: UNAVAILABLE
DOM: 2001

Stated Cause of Damage	Unknown
Actual Cause of Damage	Wear & Tear
Annual Depreciation for this Item Type:	3.30%
Recommended Settlement for this Item:	\$ 5,034.50 (Recommendation is: Replace)
Actual Cash Value for this Item:	\$ 3,821.57

STRIKECHECK RECOMMENDED ACTION				
Recommendation: Replace				
LINE ITEM DESCRIPTION	PARTS COST	LABOR HOURS	LABOR COST	LINE ITEM TOTAL W/TAX
Disconnection and Disposal of Existing Panel/Sub-Panel	\$ 0.00	4.0	\$ 400.00	\$ 400.00
Permit / Miscellaneous Materials	\$ 150.00	1.0	\$ 100.00	\$ 259.00
Surge Protector	\$ 150.00	1.0	\$ 100.00	\$ 259.00
Electrical Meter Socket	\$ 225.00	8.0	\$ 800.00	\$ 1,038.50
Post-Installation Testing	\$ 0.00	1.0	\$ 100.00	\$ 100.00
Replace Power Feeder to Home	\$ 1,300.00	16.0	\$ 1,600.00	\$ 2,978.00
System Total:	\$ 1,825.00	31	\$ 3,100.00	\$ 5,034.50
Replacement Total: \$5,034.50				

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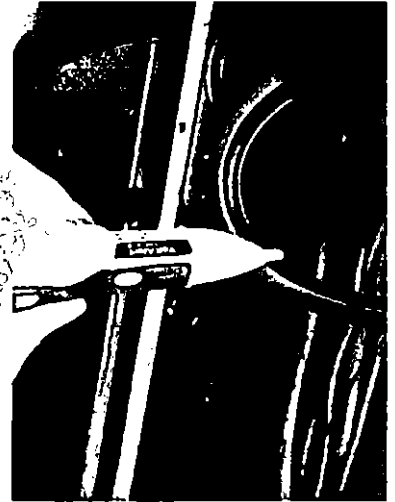
Item 002 - Electric Panel



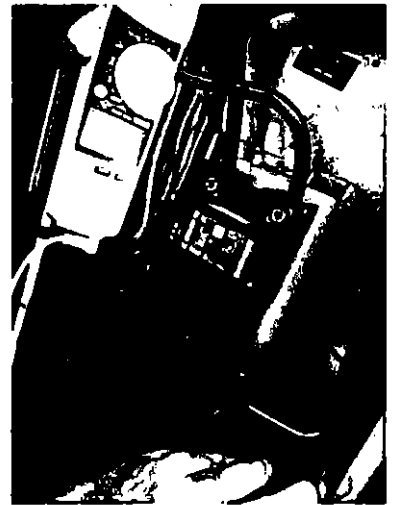
Item 002 - Damaged Wiring



Item 002 - Breaker Voltage - Load Side



Item 002 - Electric Panel



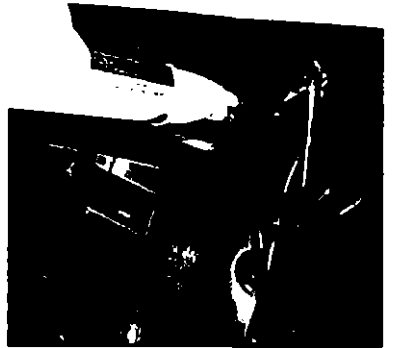
Item 002 - Electrical Wiring



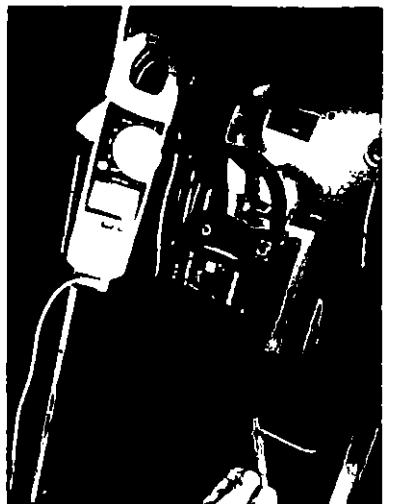
Item 002 - Electrical Wiring



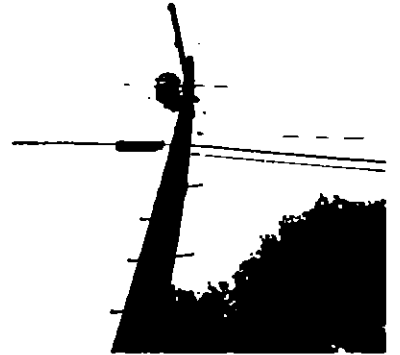
Item 002 - Breaker Voltage - Load Side



Item 002 - Voltage Reading



Item 002 - Electrical Wiring



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 Kent Thrower _____

Street/P.O. Box 952 ekastown rd _____ Apt # _____

City Saxonburg _____ State pa _____ Zip 1656

County Butler _____

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

(724) 355-4025 _____ (home)
(mobile)

DATE OF DEPOSIT
() _____
JAN 14 2022

E-mail Address (required):

kentthrower@yahoo.com _____

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Utility Account Number (from your bill) 100 092 617 354

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.

West Penn Power

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.

(This is copy of informal complaint Case # 3805883)

Kent Thrower ph.724-355-4025

952 Ekastown rd Saxonburg PA 16056

West Penn Power appeal of claim #WP232649 Claim rep. Caroline Fulciniti 724-942-5238

8/12/2021 8PM during a thunderstorm power went out, for several minutes. The next morning we realized we had only approximately ½ circuits working. Called West Penn was told due to widespread outages that eve. Crews were working on the issues. Was told midday that the issue was ours as we had underground service. No effort was made to restore our power nor was power shut off. 8/12-9/2.

I had electricians (2), look at the issue and we had lost one "leg" from the pole to the house. I was warned not to touch the pole or even stand in wet grass as the line that was cut had arched and could be dangerous. The next day we did lose most of the breakers which was evidence of it arching again. No effort was made to do anything about this by West Penn until they replaced the unsafe pole on 9/2. This was the only old pole on either side on our farm, all the others had been replaced some years ago. 9

From 8/12-9/2 we had only 1 "leg" which meant no overhead lights 220 power to oven etc. We lived with extension cords all through our home.

West Penn agreed the pole needed to be replaced , but they reasoned it not their responsibility that the pole severely leaning which clearly caused the conduit to snap (as well as Armstrong Utilities line to separate), was somehow caused by rust, and age rather than the leaning (old) pole that they deemed unsafe!

Invoices to date : (paid)

J. B. Electric and Plumbing \$ 2139.20

Diesel Fuel for back hoe \$ 8.07

Rent of Jackhammer Saver True Value \$ 58.88

Gasoline for generator \$ 33.84

Quality Gardens replace plantings hedge front of house \$125.00

Lowes garden soil and mulch for plants \$12.17

Quotes for repair of driveway and yard

Holbein Inc 724-353-2635

Yard restoration \$ 5174.00

Driveway Sealing \$895.00

Driveway repair \$780.00 (work completed).

Total \$ 99226.16

Pictures

The leaning pole Osmose inspection tag shows last inspected 11 years ago 2010



9

West Penn Pole leaned enough to split conduit of electric service, and damaged grounding wire and damaged cable conduit



Left tag is next pole in line dated '98.
Right tag is the leaning "old pole" dated '53



Other (explain).

Note. If your complaint is only about removing or modifying a municipal lien filed by the City of Philadelphia, the Public Utility Commission (PUC) cannot address it. Only local courts in Philadelphia County can address this type of complaint. The PUC can address a complaint about service or incorrect billing even if that amount is subject to a lien.

In addition, the PUC generally does not handle complaints about cell phone or Internet service, but may be able to resolve a dispute regarding voice communications over the Internet (including the inability to make voice 911/E911 emergency calls) or concerns about high-speed access to Internet service.

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 believe the damage to my electrical service would not have happened at all if pole would have been replaced in a timely manner, thus West Penn holds responsibility for the dangerous situation that occurred.

West Penn Should pay for the damages I incurred due to their negligence.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

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.

Note: You must answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

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

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

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

Note: You must contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

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

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. Legal Representation

If you are filing a Formal Complaint as an individual on your own behalf, you are not required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's name, address, telephone number, and e-mail address, (**all required contact information**). Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____

Street/P.O. Box _____

City _____ State _____ Zip _____

Area Code/Phone Number _____

E-mail Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

9. Verification and Signature

You must sign your complaint. Individuals filing a Formal Complaint **must** print or type their name on the line provided in the verification paragraph below and **must** sign and date this form in **ink**. If you do not sign the Formal Complaint, the PUC **will not accept it**.

Verification:

I Kent Thrower, hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).

Kent D. Thrower _____ 11/13/22
(Signature of Complainant) (Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification must be signed by an authorized officer or authorized employee. If the Formal Complaint is not signed by one of these individuals, the PUC will not accept it.

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.

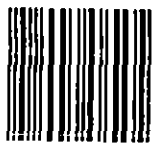
Keep a copy of your Formal Complaint for your records.



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17120

U.S. POSTAGE PAID
FCM LG ENV
SARVER, PA
16055
JAN 14, 22
AMOUNT

\$5.91

R2303S100619-21

OM:

KEAT THROWER
952 EXETSTOWN RD
SAXM BURG
PA
16056

JAN 19 2022

TO:

SECRETARY
PENNSYLVANIA PUBLIC UTILITY
400 NORTH STREET
HARRISBURG PA
17120

Commission