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Beth Kraus,
v.
Metropolitan Edison
Company

Initial Call-In
Telephonic Hearing

Docket No.:
C-2022-3030565

Pages 1 - 80

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

May 10, 2022
Commencing at 10:20 a.m.

INDEX TO EXHIBITS

Docket No. C-2022-3030565

Hearing Date: May 10, 2022

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Docket No. C-2022-3030565

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Customer: JOHN P KRAUS / 806155229
 Contract Acct: 100104563604
 Service Address: 1116 RED FOX RD,EAST STROUDSBURG PA 18301

Created On: 04/
 Date Range: 04/

**Customer's Contacts
Record**

1

05/10/2022 BM

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
01/26/2023 12:41:39	01/26/2022	100104563604	Laurie E Parker	PUC/BPU Complaint-Written
Pa PUC Formal Complaint Docket No. C-2022-3030565 (outages/reimbursement for damages) received.				
01/12/2022 17:14:06	01/12/2022	100104563604	EAILOGINWM6	Lights-None
ERT: 01/12/22 08:00 PM				
01/12/2022 16:38:57	01/12/2022	100104563604	B2BEAIOLOGIN	Outbound Textback Related to Trouble Inquiry
01/12/2022 16:36:48	01/12/2022	100104563604	EAILOGINWM6	Lights-None
ERT: 01/12/22 07:30 PM				
01/12/2022 13:40:34	01/12/2022	100104563604	EAILOGINWM6	Outbound Call - Planned Outage
Call Result - SRC_ANS_MACHINE Hello, this is a message from Met-Ed, your electric company. The brief power outage you experienced this morning, Wednesday January 12 was due to an equipment issue in a substation . Met-Ed crews were performing maintenance at a substation in your area to prevent future outages and an unexpected problem occurred interrupting the transmission source to your substation. Met-Ed system operators transferred your substation to an alternate source while the issue was addressed. We apologize for any inconvenience the outage caused. To hear this message again please remain on the line.OUT-00061425				
01/12/2022 09:36:15	01/12/2022	100104563604	Darcy J Parks	BP Callback About Trouble Call
Reported By: JOHN P KRAUS Work Type: NLNL Storm Mode: Non-Storm Mode ERT Type: SYS ERT Time Quoted: 01/12/22 12:00 PM Script Read: Yes Customer was satisfied. s/w JOHN P KRAUS Created By: Darcy J Parks				
01/12/2022 09:32:30	01/12/2022	100104563604	EAILOGINWM6	Additional Customer Call
ERT: 01/12/22 12:00 PM				
01/12/2022 09:30:47	01/12/2022	100104563604	EAILOGINWM7	Lights-None
12/20/2021 08:59:47	12/20/2021	100104563604	Aleisha M Holbrook	PUC/BPU Complaint-Written
PUC CASE 3814238 DISMISSAL LETTER SENT: ADVISED CUSTOMER VIA TELEPHONE AND IN WRITING THAT THE PUC DOES NOT HAVE JURISDICTION TO AWARD DAMAGES AT THE INFORMAL LEVEL. CUSTOMER UNDERSTOOD. CASE CLOSED.				
11/19/2021 14:53:27	11/19/2021	100104563604	Aleisha M Holbrook	PUC/BPU Complaint-Written
PUC CASE 3814238 received 11/19/2021. Customer has a dispute regarding the recent damage claim. A Holbrook				
11/04/2021 10:05:28	11/04/2021	100104563604	Trudy Cain	General Inquiry
JOHN KRAUS - VAI entered damage claim for customer Customer was satisfied.				
11/04/2021 10:04:19	11/04/2021	100104563604	Trudy Cain	Claim-Customer
11/04/2021 09:50:44	11/04/2021		Trudy Cain	Personal Data Changed
Old Authorized Contact: New Authorized Contact:BETH WIFE Old BP Phone:(973)725-1915				

Customer Contact History

Contact Date	Created Date	Contract Acct	Created By	Description
New BP Phone:(732)778-0323 JOHN KRAUS Created By: Trudy Cain				
11/04/2021 09:42:14	11/04/2021	100104563604	Lisa A Panchari	Claim-Company
sent denial letter. Both incidents 10/28 & 11/1 were due to trees on wires resulting in an outage Satisfied Not Applicable: Reason - Manual work				
11/04/2021 09:26:17	11/04/2021	100104563604	Shadreck M Kabilizya	General Inquiry
Satisfied Not Applicable: Reason - Call Transferred				
11/02/2021 03:30:39	11/02/2021	100104563604	CS General Purpose Batch	DSPTRIGHTS Letter
11/01/2021 09:03:03	11/01/2021	100104563604	Barbara S Carter	General Inquiry
wrong note				
11/01/2021 09:02:08	11/01/2021	100104563604	Barbara S Carter	Claim-Customer
11/01/2021 07:54:06	11/01/2021	100104563604	B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: (973)725-1915				
11/01/2021 07:52:15	11/01/2021	100104563604	B2BEALOGIN	Contact Added to Alert Preferences
Alert Contact Added: (732)778-0323				
11/01/2021 01:21:05	11/01/2021	100104563604	Shellie A Doll	On - Miscellaneous
Reported By: JOHN P KRAUS Reported By Phone: (973)725-1915 Storm Mode: Non-Storm Mode ERT Type: SYS ERT Time Quoted: N/A Script Read: No Notification Instructions: CUSTOMER ADV THAT ALL HIS CIRCUITS BLEW JUST LIKE THE OTHER NIGHT AND HE HAD TO REPLACE SOME LED LIGHTS AND OTHER ITEMS AND NOW THEY BLEW AND HE HAS TO REPLACE THEM AGAIN AS WELL. CUSTOMER ADV THEY LOST A TV AND SOME SECURITY LIGHTS OUTSIDE. Customer was not satisfied. Rights provided to customer. Created By: Shellie A Doll				
10/28/2021 06:38:26	10/28/2021	100104563604	B2BEALOGIN	Contact Removed from Alert Preference
Alert Contact Removed: (732)778-0323				
10/28/2021 06:26:47	10/28/2021	100104563604	EAILOGINWM6	Outbound Callback About Trouble Inquiry
Call Result - SRC_ANS_MACHINE Invalid or no response from Customer.				
10/28/2021 00:36:39	10/28/2021	100104563604	EAILOGINWM7	Change Profile
jpk1116 jpk1116@gmail.com Changed Password From Unlock Password				
10/28/2021 00:32:47	10/28/2021	100104563604	EAILOGINWM7	Reset Failed Login Attempts
Barbara Carter Reset Failed Login Attempts jpk1116				
10/28/2021 00:31:32	10/28/2021	100104563604	EAILOGINWM7	Unlock Login Email Sent
jpk1116 jpk1116@gmail.com Requested Unlock Password link				
10/28/2021 00:31:27	10/28/2021	100104563604	Barbara S Carter	No Lights - Tree/Limb on Wire
Reported By: JOHN P KRAUS Reported By Phone: (973)725-1915				

Customer Contact History

<i>Contact Date</i>	<i>Created Date</i>	<i>Contract Acct</i>	<i>Created By</i>	<i>Description</i>
				Storm Mode: Non-Storm Mode ERT Type: SYS Neighbors Out: Yes Restoration callback requested: (973)725-1915 ERT Time Quoted: 10/28/21 03:00 AM Script Read: Yes Notification Instructions: Neighbors Out: Yes: tree limb laying on wires across the street on the 1117 side of the street / wooded area just off the road Customer was satisfied. Created By: Barbara S Carter

Assigned To

Assigned Specialist
Holbrook, Aleisha M
Customer Information

Case Number

3814238

Account Number

100104563604

First Name

JOHN

Last Name

KRAUS

Service Address

Address1

1116 REDFOX RD

Address2

Service City

EAST STROUDSBURG

Service State

PA

Service Zip

18301-0

Service Class

Work Phone

Home Phone

Mailing Address

Address1

Address2

City

State

Mail Zip

Family

Family Size

0

Children

0

Age

Adults

0

General

PUC Date Opened

11/19/2021

PUC Date Prepared

11/19/2021

Received Date

11/19/2021

PUC Date Closed

12/17/2021

Case Information

Prior Case Number

0

Term Date

Arrearage

0

Case Origin

Universal Service

Income

TELEPHONE

No

Source

Business Name

Reason For Contact

PEOPLE-DELIVERED SERVICE (I.E., SCHEDULING DELAYS, PERSONNEL, DAMAGES) (# 58)

Case Problem

BACK TO BACK OUTAGES ON 10/27 AND 10/31 WHICH DAMAGE LIGHT OUTLETS AS WELL AS HIS SURGE PROTECTOR TO HIS HOT-TUB, AND MULTIPLE APPLIANCES. CUSTOMER RECEIVED A LETTER FROM MET ED STATING THEY CONDUCT A INVESTIGATION AND FOUND A BEAVER CHOPPED A TREE DOWN WHICH FELL ON THE WIRES WHICH LEAD TO AN OUTAGE AND THEY'RE NOT RESPONSIBLE FOR ANY DAMAGES, CUSTOMER STATES THE WIRE SHOULD HAVE TRIP TO PREVENT THE SURGES TO HIS HOUSE AND MANY OTHERS - RELIEF SOUGHT - CUSTOMER IS SEEKING REIMBURSEMENT FOR DAMAGES, CUSTOMER IS WILLING TO PROVIDE RECEIPTS. THE CELL PHONE NUMBER (973) 725 - 1915 HAS BEEN ALLOWED TO BE SHARED. THE EMAIL ADDRESS JPK1116@GMAIL.COM HAS BEEN ALLOWED TO BE SHARED.

Company Position

11/01/2021 COMPANY STATES A SUPERVISOR WILL COME OUT TO CHECK THE SITE, THEY ALSO RESPOND WITH A LETTER OF THE INVESTIGATION.

Related Information

Misc. Info.

Hot Issue

PUC Investigator / Intaker

Investigator First Name	Investigator Last Name	Investigator Phone
BCS	CASE POOL	(717)
Intaker First Name	Intaker Last Name	
FIONA	MURRAY	
Status		

Status

Closed

History

Click To Expand ▼

◀
▶

Is Archived

Customer Information

Case Number

3814238

Customer First Name

JOHN

Customer Last Name

KRAUS

Account Number

100104563604

Service Address

Address 1

1116 REDFOX RD

Address 2

City

EAST STROUDSBURG

Service State

PA

Zip

18301

Home Phone

Work Phone

Mailing Address

Address 1

Address 2

City

State

Zip

Family

Adults

0

Family Size

0

Children

0

Age

General

PUC Date Opened

11/19/2021

PUC Sent Date

12/17/2021

PUC Date Closed

12/17/2021

Case Type

Pa-Informal

Assigned To

Assigned Specialist

Holbrook, Aleisha M

Case Information

PUC Violation

NO

PUC Chapter

Section Rule

Balance Date

12/6/2021

Head Date

12/17/2021

Bill Date	PUC Service Continue Date	
Total Balance	PUC Service Restored Pay	PUC Special Budget Amount
354.90	0.00	0.00
Regular Budget Amount	PUC Service Continue Amount	Arrears Payment Plus
321.00	0.00	0.00
Final Monthly Payment	Current Monthly Payment	End Monthly Payment
0.00	0.00	0.00
Reconnect Amount	Pay Amount	
0.00	0.00	

PUC Terms

Letter Description

SHORT BLANK LETTER

Resolution

DISMISSAL LETTER SENT: ADVISED CUSTOMER VIA TELEPHONE AND IN WRITING THAT THE PUC DOES NOT HAVE JURISDICTION TO AWARD DAMAGES AT THE INFORMAL LEVEL. CUSTOMER UNDERSTOOD. CASE CLOSED.

Has Decision Issue

Response Time

Other Information

Investigator First Name

ANN

Investigator Last Name

CAVANAUGH

Investigator Area Code

717

Investigator Phone

Investigator Fax Area Code

Investigator Fax

Intaker First Name

FIONA

Intaker Last Name

MURRAY

Status

Is SAP Completed



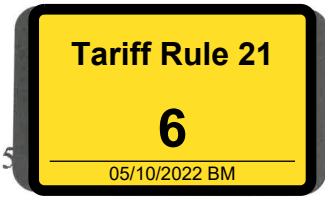
SAP Completion Date

12/20/2021

History

Click To Expand ▼

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▶



METROPOLITAN EDISON COMPANY
READING, PENNSYLVANIA

Electric Service Tariff

Effective in

**The Territory as Defined on
Page Nos. 8 - 10 of this Tariff**

Issued: December 20, 2021

Effective: January 1, 2022

**By: Samuel L. Belcher, President
Reading, Pennsylvania**

NOTICE

Supplement No. 111 makes changes to Rider R.
See One Hundred and Eighth Revised Page No. 2.

GENERAL RULES AND REGULATIONS

21. Service Continuity: Limitation on Liability for Service Interruptions and Variations

The Customer, by accepting service from the Company, assumes responsibility for the safety and adequacy of the wiring and equipment installed by the Customer. The Customer agrees to indemnify and save harmless the Company from any liability which may arise as a result of the presence or use of the Company's electric service or property, defects in wiring or devices on the Customer's premises, or the Customer's failure to comply with the National Electrical Code.

The Company does not guarantee a continuous, uninterrupted, or regular supply of electric service. The Company may, without liability, interrupt or limit the supply of electric 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 shall not be liable for any damages due to accident, strike, storm, lightning, riot, fire, flood, legal process, state or municipal interference, or any other cause beyond the Company's control.

In all other circumstances, unless caused by the willful and/or wanton misconduct of the Company, the liability of the Company to Customers or third parties for all injuries and damages, direct or consequential, including damage to computers and other electronic equipment and appliances, or loss of business, profit or production caused by variations or interruptions in electric supply, high or low voltage, spikes, surges, single phasing, phase failure or reversal, stray voltage, neutral to earth voltage, equipment failure or malfunction, response time to electric outages or emergencies, or the non-functioning or malfunctioning of street lights or traffic control signals and devices shall be limited to Five Hundred Dollars (\$500) for residential customers and Two Thousand Dollars (\$2,000) for commercial and industrial customers. In no case shall the Company's aggregate liability for multiple claims arising from a single alleged negligent act, incident, event, or omission exceed Two Hundred Thousand (\$200,000). The Company's actions that are in conformance with electric system design, the National Electrical Safety Code, or electric industry operation practices shall be conclusively deemed not to be negligent. A variety of protective devices and alternate power supply equipment that may prevent or limit such damages are available. Due to the sensitive nature of computers and other electronically controlled equipment, the Customer, especially three-phase Customers, should provide protection against variations in supply.

GENERAL RULES AND REGULATIONS

Rule 21 – Service Continuity: Limitation on Liability for Service (continued)

To the extent applicable under the Uniform Commercial Code or on any theory of contract or products liability, the Company disclaims and shall not be liable to any Customer or third party for any 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.

If the Company becomes liable under Section 2806(g) or 2809(c) of the Public Utility Code, 66 Pa. C.S. §§ 2806(g) and 2809(f), for Pennsylvania state taxes not paid by an Electric Generation Supplier (EGS), the non-compliant EGS shall indemnify the Company for the amount of additional state tax liability imposed upon the Company by the Pennsylvania Department of Revenue due to the failure of the EGS to pay or remit to the Commonwealth the tax imposed on its gross receipts under Section 1101 of the Tax Report Code of 1971 or Chapter 28 of Title 66.

22. Transfer of Electric Generation Supplier

The Company shall change a Customer's EGS in accordance with 52 Pa. Code Chapter 57, Subchapter M, "Standards for Changing a Customer's Electricity Generation Supplier." Pursuant to the Commission's Rulemaking to Amend the Provisions of 52 Pa. Code, Chapter 57 Regulations Regarding Standards for Changing a Customer's Electricity Generation Supplier, at Docket No. L-2014-2409383, changes in a Customer's EGS shall be effective within three (3) business days after the enrollment request is processed, regardless of whether the meter reading is actual or estimated.

23. Electric Vehicle Charging

Electric vehicle charging at third-party owned electric vehicle charging stations shall not be considered resale of electricity as described in 66 Pa. C.S. § 1313. A third-party owned electric vehicle charging station is defined as a charging station owned by a third party open to the public for the sole purpose of electric vehicle charging. An electric vehicle is defined as any vehicle licensed to operate on public roadways that is propelled in whole or in part by electric energy stored on-board for the purpose of propulsion. Types of electric vehicles include, but are not limited to, plug-in hybrid electric vehicles and battery electric vehicles. Electric vehicle charging stations shall be constructed in accordance with the National Electrical Code and the Company's service installation policies. The station must be designed to protect against back flow of electricity to the Company's electrical distribution circuit as required by Company rules. The Customer, who may be either the owner or the host of the third-party owned electric vehicle charging station, shall notify the Company at least one hundred twenty (120) days in advance of the planned installation date and may be required to install metering for the station as determined by the Company. The Customer shall be responsible for all applicable Tariff rates, fees and charges.

(C)

(C) Change

Met-Ed[®]

A FirstEnergy Company

P. O. Box 16001
Reading, PA 19612-9977

November 4, 2021

JOHN P KRAUS
1116 RED FOX RD
EAST STROUDSBURG, PA 18301

RE: Met-Ed File No. ME2-37140
 Date of Incident 10/28/2021 & 11/1/2021

Dear JOHN P KRAUS,

This will acknowledge receipt of your claim.

The Met Ed investigation indicates the incident affecting your property on 10/28/2021 & 11/1/2021 were both a result of trees on wires causing an outage.

In this instance, there is no evidence that the damage was due to any improper conduct on the part of Met-Ed or its employees. The Tariff, adopted by the Pennsylvania Public Utility Commission, states Met Ed shall not be liable for damages due to causes beyond the Company's control. We recognize the inconvenience that can result from an interruption of electric service or any type of voltage disturbance. However under these circumstances, Met Ed is unable to honor your claim.

You may want to contact your insurance carrier to determine if there is coverage for your loss.

Sincerely,

Met-Ed Claims
MEClaims@firstenergycorp.com

Beth Kraus

Sustained Outage History (1/01/2018 to 4/28/2022)**

Start Date	Duration	Cause	Weather
3/2/2018	4 days 6 hrs 10 min	Trees – off ROW	Snow and ice*
4/4/2018	3 hrs 5 min	Trees – off ROW	Rain with high wind
5/15/2018	2 days 23 hrs 10 min	Trees – off ROW	Rain with lightning*
5/18/2018	5 hrs 23 min	Equipment problem	Rain with high wind*
11/15/2020	3 hrs 45 min	Trees – off ROW	Rain with high wind
5/16/2021	5 hrs 18 min	Equipment problem	Fair
10/28/2021	5 hrs 15 min	Trees – off ROW	Fair
1/12/2022	7 min	Equipment problem	Fair
3/9/2022	9 min	Animal	Fair

* PAPUC declared major event

** based on my interpretation of the 127-3, Marshall's Creek sustained outage data

Outage Analysis

Ms. Kraus has experienced nine sustained outages over the past four years. Four occurred in 2018, with three of those occurring during PA PUC declared major events that year. One outage occurred in 2020, two in 2021, and one in 2022. Off right-of-way trees and equipment problems have been the cause of all eight outages.

Ms. Kraus' complaint centers on surges during recent outages. Ms. Kraus is fed from Met-Ed's Marshalls Creek substation by a circuit operating at 4.8kV. Shortly before midnight on October 27 2021 an off right-of-way tree came in contact with her circuit and an overbuilt higher voltage 34.5kV circuit. The tree contact brought the two circuits together resulting in a surge. The tree causing this event was brought down due to damage from beavers. Met-Ed line crews responding to the area found an additional tree in contact with the circuit along Red Fox Road, on the branch specifically serving Ms. Kraus. Crews repaired damage from the initial tree contact and removed the second tree before restoring her service.

The second event occurred shortly after midnight on 11/1. Met-Ed's control center received outage notifications from Ms. Kraus's circuit, and fault indication from the overbuilt circuit. Crews patrolled the area but found no permanent trouble location. Blown fuses at several locations on her circuit were identified and replaced.

Met-Ed installs surge arresters on service transformers across and at various other locations across all distribution circuits. Additional arresters are installed in Met-Ed's substations. These devices limit the amount of over voltage a customer may experience during a surge, however depending on a customer's proximity to the trouble location or the severity of the event it may not be possible for arresters to prevent all equipment damage.

Reliability Improvements:

Install fuses – January 2008
Install recloser – March 2008
Install recloser – March 2008
Replace crossarm – August 2008
Install 2 capacitor banks – August 2008
Accelerated backbone and 3 phase assessment – November 2008
Install voltage regulators – December 2008
Accelerated backbone and 3 phase assessment – December 2009
Replace crossarm – March 2010
Accelerated backbone and 3 phase assessment – May 2010
Circuit inspection – April 2011
Comprehensive tree trimming – 2011
Wood pole inspection – 2013
Replace voltage regulator – March 2013
Install fault indicators – October 2014
Replace two poles – December 2015
Comprehensive tree trimming - 2016
Replace pole – April 2016
Overhead circuit inspection – June 2016
Replace items identified during circuit inspection – June 2017
Replace step transformer – November 2017
Mainline thermovision inspection – March 2019
Comprehensive tree trimming – 2020
Overhead circuit inspection – January 2021
Replace items identified during circuit inspection – January 2022

Contact:

Engineering has had no contact with Ms. Kraus.

Order #	Type	Status	Priority	Special
11810641-1	Outage	Archived	5	

Power on Orders

3

05/10/2022 BM

Order Details for Order 11810641-1

Time Off	Order Created	Assigned	Dispatch
10/27/2021 23:26	10/27/2021 23:28	10/27/2021 23:48	10/27/2021 23:59
En Route	Arrived	Last Restoration	Field Complete
10/28/2021 00:02	10/28/2021 00:42	10/28/2021 01:27	10/28/2021 01:56
Closed	ETR	Calls	Custs Affected
10/28/2021 02:14	10/28/2021 10:30	47	174
Crew	Crew Area		
Telepo, Allen D - 154032	STROUDSBURG SOUTH CA		
Work Desc	Duration (Min)	Total CMI	
No Lights	121	21054	

Organization

Current Org	Substation	Disp Center
Dispatch	FOX HILL SUBST	Stroudsburg District
Owner	Circuit	Disp Area
Kilby, Miles	00852-3	Reading Oper Area

Device Info

ID	Many: Recloser Installation 271503C61903 ABC 560, Switch Installation 85239 ABC		
Type	Voltage		
Primary Fault	19.9/34.5 KV		

Event Details

Cause	Cause Pole	
Unknown	Unknown	
Failed Comp	Facility Location	
Unknown	271503C61903	
Action Taken	Outage Type	Weather
Additional Work Needed	Distribution	Fair-Sunny-Overcast
Related Events	Follow Ups Sent	
11810641-2		
Follow Up		
Comments		
page sent at 0009..update at 0147.. [MDT Comments - TELEPO-10/28/21 FF flashing at pole 72050-62629..opened 85239 at 0117 closed 85202 R/C at 0127..did not patrol past 2nd set FF into r.o.w should be done in the daylight..cause does not stand out right now..-2 for crew..		
Order Instructions		

Order Details for Order 11810641-2

Time Off 10/27/2021 23:26	Order Created 10/28/2021 02:12	Assigned 10/28/2021 06:51	Dispatch 10/28/2021 07:32
En Route 10/28/2021 07:34	Arrived 10/28/2021 07:49	Last Restoration 10/28/2021 09:32	Field Complete 10/28/2021 09:56
Closed 10/28/2021 10:04	ETR 10/28/2021 10:30	Calls 47	Custs Affected 13
Crew Thomas, Kenneth R - 154108	Crew Area STROUDSBURG SOUTH CA		
Work Desc No Lights	Duration (Min) 606	Total CMI 7878	

Organization

Current Org Dispatch	Substation FOX HILL SUBST	Disp Center Stroudsburg District
Owner Mancias, Mark	Circuit 00852-3	Disp Area Reading Oper Area

Device Info

ID Many: Recloser Installation 271503C61903 ABC 560, Switch Installation 85239 ABC	
Type Primary Fault	Voltage 19.9/34.5 KV

Event Details

Cause Trees Off ROW-Tree	Cause Pole 71843-62437	
Failed Comp Conductor. - Bare	Facility Location Unknown	
Action Taken Trim/Removed Tree(s) Repaired	Outage Type Distribution	Weather Fair-Sunny-Overcast
Related Events 11810641-1	Follow Ups Sent	
Follow Up		
Comments page sent at 0009..update at 0147.. MDT Comments - TELEPO-10/28/21 FF flashing at pole 72050-62629..opened 85239 (71843-62437) at 0117 closed 85202 R/C at 0127..T1-852 open (at 72399-63139).was not able to patrol past 2nd set FF into R.O.W. should be done in the daylight, not sure of cause yet..-2 for crew..EMS & PO modeled.. Tree on wire at 72217-62831 [MDT Comments - TELEPO-10/28/21 FF = 71760-62335 and = 72050-62629 flashing on one phase, opened 85239 disc and heated up to there, did not patrol past 2nd set FF into r.o.w. (going to 128 line outages), so fault location was not located, mult outages also 128 and 127 lines THOMAS-10/28/21 beaver cut tree on line]		
Order Instructions		

Order Details for Order 11810674-1

Time Off 10/28/2021 00:31	Order Created 10/28/2021 00:32	Assigned 10/28/2021 02:20	Dispatch 10/28/2021 04:01
En Route 10/28/2021 04:45	Arrived 10/28/2021 04:57	Last Restoration 10/28/2021 05:46	Field Complete 10/28/2021 06:26
Closed 10/28/2021 06:26	ETR 10/28/2021 07:45	Calls 1	Custs Affected 3
Crew Telepo, Allen D - 154032	Crew Area STROUDSBURG SOUTH CA		
Work Desc No Lights - Tree/Limb on Wire	Duration (Min) 315	Total CMI 945	

Organization

Current Org Dispatch	Substation MARSHALLS CREEK	Disp Center Stroudsburg District
Owner Zerbe, Phillip	Circuit 00127-3	Disp Area Reading Oper Area

Device Info

ID Customer 0002301049	
Type Customer	Voltage 4.8 KV DELTA

Event Details

Cause Trees Off ROW-Tree	Cause Pole Pole 72280-62988	
Failed Comp Conductor. - Bare	Facility Location 1116 RED FOX RD	
Action Taken Trim/Removed Tree(s)	Outage Type Distribution	Weather Fair-Sunny-Overcast
Related Events	Follow Ups Sent LineSAP Followup Sent	
Follow Up Removed tree and refused, Once Restore found glowing Arrestor = 72229-63019 Pulled ground off with extendo, Will need followed up to replace		
Comments Removed tree and refused, Once Restore found glowing Arrestor 72229-63019 Pulled ground off with extendo, Will need followed up to replace		
Order Instructions		





Order #	Type	Status	Priority	Special
11819383-1	Trouble	Archived	6	

Power on Order -
 November 1
4
 05/10/2022 BM

Order Details for Order 11819383-1

Time Off	Order Created	Assigned	Dispatch
11/01/2021 01:21	11/01/2021 01:22		
En Route	Arrived	Last Restoration	Field Complete
			11/01/2021 03:23
Closed	ETR	Calls	Custs Affected
11/01/2021 03:23		1	0
Crew		Crew Area	
		STROUDSBURG SOUTH CA	
Work Desc		Duration (Min)	Total CMI
On Miscellaneous		0	0

Organization

Current Org	Substation	Disp Center
Dispatch	MARSHALLS CREEK	Stroudsburg District
Owner	Circuit	Disp Area
Halter, Brian	00127-3	Reading Oper Area

Device Info

ID	Electric Service Point		
Type	Voltage		
Unknown	4.8 KV DELTA		

Event Details

Cause	Cause Pole
Unknown	Unknown
Failed Comp	Facility Location
	RED FOX RD, 1116, EAST STROUDSBURG, PA
Action Taken	Outage Type Weather
	No Outage
Related Events	Follow Ups Sent
	Line, LineSAP Followup Sent
Follow Up	
SUPERVISOR NEEDS TO GO OUT AND VISIT THIS BP..Bosga & Domico are reporting arresstors blown again on the 127 & 128 lines possible tree or branches came down in ROW on 34.5 for 852 line..follow up sent to line as well as an email..	
Comments	
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